

# New York Business Institute

## Hands-on Computer Training Catalogue

- WCC – ITA vouchers acceptable
- Exam Discounts available
- Accepts Education Benefits for Veterans and Beneficiaries
- Authorized under Federal law to enroll nonimmigrant students



www.nybi.org

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## Accreditation, Approvals and Memberships

- New York State Licensed Private Career School
- This school is authorized under Federal law to enroll nonimmigrant students
- Microsoft Certified Partner
- CompTIA Authorized Partner Program (CAPP) Delivery
- Accepts ITA, ITG and WCC
- Accepts education benefits for veterans and beneficiary (GI Bill)
- ACCES-VR Approved Training Provider
- Virtual University Enterprise (VUE) Authorized Testing Center
- Certiport Authorized Testing Center (CATC)
- Kryterion Authorized Testing Center

Documents describing the School’s licensure are available for review to any prospective or current student when requested from the School’s Director.



## NYBI Advantage

- NY State licensed instructors with industry and teaching experience.
- Small classes with more than one computer for each student.
- **Free** extensive use of the Computer Lab assisted by full-time engineers, up to six months after the course.
- In-house Job placement: Our placement consultants refer you to entry-level job openings.
- Located near Grand Central Terminal.
- Students may **retake courses for FREE** if they do not pass their certification exam(s). Offer is subject to availability of seats and upon approval. (International students: until your visa expires.)
- All classrooms are equipped with 17 – 20 inch LCD flat-screen monitors and a 60Mb/6Mb dedicated Internet connection.
- 24 hours / 7 days a week web-server service and Internet student support.
- Authorized Testing Center
- Exam Discounts
- Classrooms and a testing center provide equal access for wheelchair and other handicapped traffic.
- Authorized under Federal law to enroll nonimmigrant alien students.

## Computer Lab

All IT exams require a deep knowledge of PC Hardware, Operating Systems, Servers, and Applications. It is difficult to understand these concepts without hands-on experience. Our state-of-the-art Computer Lab is equipped with the latest networking environment. It is available free of charge to all students until six months after completion of the course. The Computer Lab is an independent network, and we encourage students to take full advantage of this test environment to try out what is covered in class. The lab is also equipped with computer based training software and practice tests that simulate exams. Lab hours are as follows:

Monday – Thursday 9:00 A.M. - 9:30 P.M.  
 Friday, Saturday: 9:00 A.M. - 5:30 P.M.  
 Sunday: Closed

## Job Placement Service

We provide job placement service for our graduates their entire careers. We specialize in placing candidates with business firms in the New York area. Our relationship with them makes us uniquely able to serve our students' placement needs. It is our hope at NYBI that our graduates will rely on us for assistance in any aspect of their professional career. Our comprehensive job placement service includes career counseling, resume writing, and interview skills, which we feel are an important and unique aspect of our service. We are experienced in the art of job hunting and can teach the intricacies of interviewing. These skills last a lifetime and are what enable our students to be better candidates. At NYBI, we are investing in the future of our students. While placement service may be provided to our graduates for their entire career, the school cannot promise or guarantee employment to any student or graduate.

## Exam Discounts

NYBI is one of the largest VUE and Certipoint authorized testing centers in the United States. Our testing booths are equipped with height-adjustable ergonomic chairs, large desks, 17 - 20 inch LCD flat-screen monitors, in a clean quiet environment. Our testing staff are very courteous, knowledgeable, and professional. Since we administer a large volume of exams, we are able to offer the exams at a discount.

Vendor	Original Price	Our Price	You Save
MOS	<del>\$435</del>	\$125	<b>\$10</b>
A+	<del>\$244</del>	\$199	<b>\$12</b>
Network+	<del>\$302</del>	\$285	<b>\$17</b>
Security+	<del>\$330</del>	\$305	<b>\$25</b>

\* All other exams are offered at MSRP.

1. Just walk in with two forms of ID and you can take your examination immediately.
2. We accept cash or credit card as a payment method.
3. At the end of the exam, you will receive your result and score.
4. Once you have completed your exam, your exam information will be sent to the vender.
5. If you are an MCP, bring your MCP ID card.

The A+ covers technical fundamentals of PC hardware, Operating Systems, peripherals, networking, smart phones, etc. If you are new to the IT (information technology) field, start with this course. This is one of the most popular certifications in IT for over two decades.

NYBI A+ course includes hands-on training exercises throughout the program with more than one PCs per student.

**Session 1**

**Introduction, Ports and Connectors**

- How Computers Work
- Dealing with Customers
- Troubleshooting Methodology
- Legacy Multifunction Ports
- Standard Single-function Ports
- Modern Multifunction Ports

**Session 2**

**Safety Precautions, Motherboards, Power Supplies, and Cases**

- Component Protection and Storage
- Electronic Discharge Procedures
- Safety and Environmental Issues
- Motherboards and Cases
- Power Supplies

**Session 3**

**CPUs and RAM**

- CPU Technology
- Installing CPUs
- Troubleshooting CPUs
- RAM Overview
- Handling and Installing RAM
- Troubleshooting RAM Errors

**Session 4**

**BIOS, CMOS and Storage Devices**

- Boot Process and Post
- System BIOS and CMOS Setup Utility
- Hard Drive Technologies
- Partitioning and Formatting
- Protecting Data with RAID
- Removable Media and External Drives

**Session 5**

**Printers, Peripherals, Portable PCs and Mobile Devices**

- Printers and Output Devices
- Input Devices, Adapter Cards
- Laptop Computers and Portable PC
- Smartphones and Tablets
- Configuring and Securing Mobile Devices

**Session 6**

**Operating System Fundamentals**

- Characteristics of the Operating System
- Operating System Interfaces
- Common Microsoft Windows Features
- Essential Tech Utilities
- Windows Structure
- Booting Windows

**Session 7**

**Installing, Upgrading, Maintaining and Troubleshooting Windows**

- Preparing for Installation or Upgrade
- Installing and Upgrading Windows 7 and 8
- Installing Windows into a Virtual Machine
- Troubleshooting, Maintaining Windows
- Optimizing Windows

**Session 8**

**Other OS, Networking & Securing PCs**

- Linux and Mac OS X
- Networking Components for the PC
- Types of Networks
- Installing and Configuring a LAN
- Internet
- Security, Threats and Protection

**Total 30 hours (4 weeks) \$499**

This course prepares the student for the following exams:

- 220-901: CompTIA A+ 901
- 220-902: CompTIA A+ 902

**Prerequisites:** High School Diploma/ GED.

**Occupational Goal:** To become a PC technician, helpdesk, desktop support, PC repairer as a CompTIA A+ Certified.

**Tuition:** \$499.00

## 03 Network+

NYBI's Original Network+ course serves as a general introduction to networking including local and wide area network technology. This course prepares you for the CompTIA Network+ Certification Exam.

<p><b>Session 1</b> <b>Network Fundamentals</b></p> <ul style="list-style-type: none"> <li>•Overview of How Networks Work</li> <li>•OSI Seven-Layer Model</li> <li>•The TCP/IP model</li> </ul>	<p><b>Session 2</b> <b>Network Media and Topologies</b></p> <ul style="list-style-type: none"> <li>•Twisted-Pair Cabling</li> <li>•Optical Fiber</li> <li>•Wireless Media Types</li> <li>•Structured Cabling</li> <li>•Network Topologies</li> <li>•CSMA/CD and Ethernet Standards</li> </ul>
<p><b>Session 3</b> <b>Network Hardware</b></p> <ul style="list-style-type: none"> <li>•Network Interfaces</li> <li>•Switched Ethernet</li> <li>•Connecting Switches</li> <li>•Routers</li> <li>•Wireless Access Points</li> </ul>	<p><b>Session 4</b> <b>TCP/IP</b></p> <ul style="list-style-type: none"> <li>•The TCP/IP Protocol Suite</li> <li>•IPv4 Addressing</li> <li>•CIDR and Subnetting</li> <li>•IPv6 Addressing</li> <li>•DNS and DHCP</li> </ul>
<p><b>Session 5</b> <b>Routing</b></p> <ul style="list-style-type: none"> <li>•Routing Tables</li> <li>•NAT and High Availability</li> <li>•Dynamic Routing</li> </ul>	<p><b>Session 6</b> <b>Virtualization</b></p> <ul style="list-style-type: none"> <li>•Virtual LANs</li> <li>•Virtual Computing</li> <li>•Virtualization in Modern Networks</li> <li>•Virtual Private Networks</li> <li>•SAN/NAS</li> <li>•Cloud Computing</li> </ul>
<p><b>Session 7</b> <b>Wide Area Networking and Security</b></p> <ul style="list-style-type: none"> <li>•WAN</li> <li>•Using Remote Access</li> <li>•Network Vulnerabilities and Threats</li> <li>•Network Hardening Techniques</li> <li>•Physical Security Controls</li> <li>•Firewalls</li> </ul>	<p><b>Session 8</b> <b>Troubleshooting and Network Management</b></p> <ul style="list-style-type: none"> <li>•Troubleshooting Methodology</li> <li>•Troubleshooting Tools</li> <li>•Network Policies and Procedures</li> <li>•Network Segment, Patching, Updating</li> <li>•Network Monitoring</li> </ul>

Total 30 hours (4 weeks) \$599

This course prepares the student for the following exams:  
N10-006: CompTIA Network+

**Prerequisites:** High School Diploma/ GED, and A+ Certification or equivalent skills and knowledge.

**Occupational Goal:** To become a Jr. network engineer as a CompTIA Network+ Certified.

**Tuition:** \$599.00

## 04 MCSA: Windows Server 2016

The Microsoft Certified Solutions Associate (MCSA): Windows Server 2016 is a mid-level certification that covers skills required to manage Windows Server 2016 operating system, client-server structure, network infrastructure, virtualization, etc.

The NYBI's MCSA: Windows Server 2016 course provides students hands-on lab exercises throughout the course. Each students can use at least one Dell PowerEdge physical server. And, utilizing not only Microsoft Hyper-V virtual technologies but also VMWare, students can manipulate multiple servers and clients simultaneously.

### Course Outline

<b>Installation, Storage, and Compute with Windows Server 2016</b>	3 weeks (21 hrs)	Focusing on Windows Server 2016 installation and configurations, this unit covers the initial implementation and configuration of core services including: <ul style="list-style-type: none"> <li>• Install Windows Servers in host and compute environments</li> <li>• Implement storage solutions</li> <li>• Implement Hyper-V</li> <li>• Implement Windows containers</li> <li>• Implement high availability</li> <li>• Maintain and monitor server environment</li> </ul>
<b>Networking with Windows Server 2016</b>	2.5 weeks (17.5 hrs)	Focusing on networking features and functionality available in Windows Server 2016, this unit covers the skills necessary to maintain a Windows Server 2016 network infrastructure such as: <ul style="list-style-type: none"> <li>• Implement DNS and DHCP</li> <li>• Implement IP Address Management (IPAM)</li> <li>• VPN and Direct Access</li> <li>• Implement network connectivity and remote access solutions</li> <li>• DFS and BranchCache solutions</li> <li>• high performance network features and functionality</li> <li>• Software-defined networking (SDN) solutions</li> <li>• Hyper-V Network Virtualization (HNV) and Network Controller</li> </ul>
<b>Identity with Windows Server 2016</b>	2.5 weeks (17.5 hrs)	Focusing on the identity functionality in Windows Server 2016, this unit covers the installation and configuration of <ul style="list-style-type: none"> <li>• Active Directory Domain Services (AD DS)</li> <li>• Group Policy</li> <li>• Active Directory Certificate Services (AD CS)</li> <li>• Active Directory Federations Services (AD FS)</li> <li>• Web Application proxy implementations</li> </ul>
<b>Total</b>	<b>8 weeks</b>	<b>56 hours</b>

This course prepares the student for the following exams:

70-740: Installation, Storage, and Compute with Windows Server 2016

70-741: Networking with Windows Server 2016

70-742: Identity with Windows Server 2016

**Prerequisites:** High School Diploma/ GED, and Network+ or equivalent level of knowledge.

**Occupational Goal:** To become a Windows server administrator, computer system administrator, or a computer support specialist.

**Tuition:** \$1,799.00

## 05 CCNA

This course covers how to install, configure, troubleshoot and operate simple-routed LAN, routed WAN and switched LAN and VLAN networks. The course including lectures, discussions, exercises and labs will give you the hands-on experience you need to configure and maintain routers and switches in the real world.

### CCNA Routing and Switching

<b>Session 1</b> <b>Internetworking with TCP/IP, IP Subnetting and VLSMs</b> TCP/IP and the DoD Model Binary, Decimal Hexadecimal IP Addressing, Subnetting and VLSMs	<b>Session 2</b> <b>IP Cisco IOS and Security Device Manger (SDM)</b> The IOS User Interface Command-Line Interface Cisco's Security Device Manager (SDM)
<b>Session 3</b> <b>Managing a Cisco Internetwork</b> Managing Configuration Register Backing Up and Restoring Using Cisco Discovery Protocol (CDP)	<b>Session 4</b> <b>IP Routing, Dynamic Routing, RIP, IGRP</b> IP Routing Routing Protocol Basics Routing Information Protocol (RIP) Interior Gateway Routing Protocol (IGRP)
<b>Session 5</b> <b>Enhanced IGRP, OSPF</b> Enhanced IGRP (EIGRP) Features and Operation Open Shortest Path First (OSPF) Basics	<b>Session 6</b> <b>Switching and Spanning Tree Protocols</b> Switching Services Spanning Tree Protocol (STP) LAN Switch Types Catalyst 1900/2950 Switches
<b>Session 7</b> <b>Virtual LANs (VLANs)</b> VLAN Memberships Identifying VLANs VLAN Trunking Protocol (VTP) Routing between VLANs	<b>Session 8</b> <b>Security</b> Perimeter, Firewall, and Internal Routers Standard/Extended/Named Access Lists Monitoring Access Lists Configuring Access Lists Using SDM
<b>Session 9</b> <b>NAT and Wireless Technology</b> Types of Network Address Translation Configuring NAT on Our Internetwork The 802.11 Standards Cisco's Unified Wireless Solution	<b>Session 10</b> <b>IPv6 and Wide Area Network</b> IPv6 Routing Protocols Migrating to IPv6 Wide Area Network Basics HDLC Protocol, PPP, Frame Relay

Total 35 hours (5 weeks) \$899

This course prepares the student for the following exams:  
200-125: Cisco Certified Network Associate (or 100-105: ICND1 and 200-105: ICND2)

**Prerequisites:** High School Diploma/ GED, and Network+ or equivalent level of knowledge.

**Occupational Goal:** To become a Jr. network engineer as a Cisco Certified Network Associate.

**Tuition:** \$899.00

## 06 CCNA Security

This course covers the skills and knowledge required to recognize threats and vulnerabilities, develop and maintain a security infrastructure, and mitigate security threats. This includes installing, monitoring and troubleshooting of network devices to maintain security of data and devices, and competency in its security structure.

### CCNA Security

<b>Session 1</b> <b>Networking Security Concepts and Common Security Threats</b> • Understanding Security Basics • Recognizing Current Network Threats and more	<b>Session 2</b> <b>Implementing AAA in Cisco IOS</b> • Cisco Secure ACS, RADIUS, and TACACS • Configuring Routers to Interoperate with an ACS Server and more
<b>Session 3</b> <b>BYOD and VPN Technology and Cryptography</b> • Bring Your Own Device Fundamentals • Understanding VPNs • Cryptography Basic Components	<b>Session 4</b> <b>Fundamentals of IP Security and IPsec Site-to-Site VPN</b> • IPsec Concepts, Components, and Operations • IPsec Site-to-Site VPN
<b>Session 5</b> <b>Implementing SSL VPNs Using Cisco ASA and Securing Layer 2 Technologies</b> • SSL for VPNs • Common Layer 2 Threats and more	<b>Session 6</b> <b>Network Foundation Protection and Securing the Management Plane</b> • Network Foundation Protection • Securing Management Plane
<b>Session 7</b> <b>Securing the Data Plane and Control Plane</b> • Securing the Data Plane • Securing the Control Plane	<b>Session 8</b> <b>Firewall Fundamentals and Cisco IOS Zone-Based Firewalls</b> • Firewall Concepts and Technologies • Using Network Address Translation • Creating and Deploying Firewalls
<b>Session 9</b> <b>Firewall Policies on Cisco ASA, Cisco IDS/IPS Fundamentals</b> • Configuring the ASA • IPS Versus IDS and more	<b>Session 10</b> <b>Mitigation Technologies for E-mail-Based, Web-Based and Endpoint Threats</b> • Mitigation Technology • Advanced Malware Protection for Endpoints and more

Total 35 hours (5 weeks) \$999

This course prepares the student for the following exams:  
210-260: Implementing Cisco Network Security

**Prerequisites:** High School Diploma/ GED, and CCNA or completion of CCNA course.

**Occupational Goal:** To become a Jr. network security engineer as a CCNA Security.

**Tuition:** \$999.00

## 07 CCNP

Cisco Certified Network Professional (CCNP) validates the ability to plan, implement, verify and troubleshoot local and wide-area enterprise networks and work collaboratively with specialists on advanced security, voice, wireless and video solutions.

NYBI offers the classes based on the most recent stated exam objectives. We present the curriculum in a unique 2 phase approach.

**Phase 1 learn the technologies:** Students will participate in a detailed group discussion. Students will ask questions and take notes while receiving valuable insight.

**Phase 2 intensive hands on study:** Students will configure and master complex switching, routing, and troubleshooting scenarios from hands-on exercises.

Using routers and switches running the latest Cisco IOS software, students build the experience and confidence necessary to pass all three exams, to become CCNP certified.

### Course Outline

<b>Switching</b>	4 weeks (30 hrs)	Students will gain important knowledge and skills necessary to implement scalable multilayer switched networks. This unit covers topics on network design, implementation, and verification plans, switch operation and port configuration, VLANs, trunks, and VLAN Trunking Protocol (VTP), aggregating switch links, Spanning Tree Protocol (STP), multilayer switching , enterprise campus network design, router and supervisor redundancy , IP telephony, wireless LANs and switched network security
<b>Routing</b>	4 weeks (30 hrs)	Students will gain important knowledge and skills necessary to use advanced IP addressing and routing in implementing scalability for Cisco ISR routers connected to LANs and WANs. This unit covers topics on network design, implementation, and verification plans, EIGRP, OSPF, IGP redistribution, policy-based routing and IP service-level agreement (IP SLA), BGP, IPv6, IPv4 and IPv6 coexistence and routing over branch Internet connections.
<b>Troubleshooting</b>	2 weeks (15 hrs)	Students will gain important knowledge and skills necessary to troubleshoot and maintain the enterprise network. This unit covers topics on common network maintenance tasks and tools, troubleshooting models, Cisco IOS troubleshooting commands and features, troubleshooting Cisco Catalyst Switches and STP, troubleshooting BGP, OSPF, and EIGRP routing protocols, route redistribution, security, and router performance troubleshooting, IP services and IP communications troubleshooting, IPv6 troubleshooting and large enterprise network troubleshooting.
<b>Total</b>	10 weeks	75 hours

This course prepares the student for the following exams:

300-101 ROUTE: Implementing Cisco IP Routing

300-115 SWITCH: Implementing Cisco IP Switched Networks

300-135 TSHOOT: Troubleshooting and Maintaining Cisco IP Networks

**Prerequisites:** High School Diploma/ GED, and CCNA or equivalent level of knowledge.

**Occupational Goal:** To become a network engineer as a Cisco Certified Network Professional.

**Tuition:** \$2,199.00

## 08 Oracle DBA (Database Administrator)

### Objective

NYBI's DBA (Database Administrator) course prepares you for the \*Oracle 11g Database Administration Certification as well as train you in the skills necessary to administer databases, and database servers.



As one of only five WDP (Workforce Development Program) members in New York City, we adhere to the same teaching standards employed by Oracle University utilizing the official Oracle curriculum but with an added advantage of offering them at a fraction of the cost (Oracle charges \$6,000 for the Oracle 11g DBA certification course)

**\*Oracle Database 11g Hands-On Course Requirement** - Candidates who wish to obtain the Oracle Database 11g DBA OCP credential must attend at least one instructor-led inClass course at either an Oracle University or WDP member school to qualify for certification. In other words, if you go to a NON-WDP member school, you will not be able to get certified.

### Course Outline

<b>Oracle Database 11g: Administration Workshop I</b>	5 weeks (35 hours)	Students will gain a conceptual understanding of the Oracle database architecture and how its components work and interact with one another. Students will also learn how to create an operational database and properly manage the various structures in an effective and efficient manner including performance monitoring, database security, user management, and backup/recovery techniques. The lesson topics are reinforced with structured hands-on practices.
<b>Oracle Database 11g: Administration Workshop II</b>	5 weeks (35 hours)	Students will learn how to configure an Oracle database for multilingual applications. Students will practice various methods of recovering the database, using RMAN, SQL, and Flashback technology. Tools to monitor database performance and what steps to take to improve database performance are also covered in this course. Students will also learn how to use various database technologies, such as Resource Manager, the Scheduler, and Automatic Storage Management (ASM). The lesson topics are reinforced with structured hands-on practices and a workshop.
<b>Total</b>	10 weeks	70 hours

This course prepares the student for the following exams:

1Z0-052 Oracle Database 11g: Administration I

1Z0-053 Oracle Database 11g: Administration II

**Prerequisites:** High School Diploma/ GED, and basic computer literacy

**Occupational Goal:** To become a database administrator as an Oracle OCP DBA

**Tuition:** \$2,999.00

## 09 CIT1 - IT Administrator Program

### Objective

The IT Administrator program covers A+, Network+ and MCSA: Windows Server 2016 certification topics. Students learn a wide range of hardware, operating systems and networking skills needed to support and administer computers and Windows 2016 client/ server systems. Students gain practical hands-on experience in fully equipped labs as well as the theoretical knowledge to prepare to pass the A+, Network+ and MCSA certification exams.

### Course Outline

<b>A+</b>	3 weeks Instructor-led (45 hours) Labs (9 hours)	Students will learn how to troubleshoot and repair hardware problems as well as rebuild a pc from the ground up. In addition, students will learn how to install, configure and troubleshoot Microsoft Windows 7/8 operating systems and connect it to a network.
<b>Network+</b>	2 weeks Instructor-led (30 hours) Labs (6 hours)	Students will learn how to identify the components of a network and determine the most appropriate network design for a given LAN. Students will be able to differentiate between the different networking standards, protocols, and access methods
<b>Installation, Storage, and Compute with Windows Server 2016</b>	2 weeks Instructor-led (30 hours) Labs (6 hours)	Focusing on Windows Server 2016 installation and configurations, this unit covers the initial implementation and configuration of core services including Windows Server installations, storage solutions, Hyper-V, Windows containers, high availability and maintain and monitor server environment.
<b>Networking with Windows Server 2016</b>	2 weeks Instructor-led (30 hours) Labs (6 hours)	Focusing on networking features and functionality available in Windows Server 2016, this unit covers the skills necessary to maintain a Windows Server network infrastructure including DNS and DHCP, IPAM, VPN, Direct Access, network connectivity, remote access, DFS, BranchCache, high performance network features and functionality, SDN, HNV and Network Controller.
<b>Identity with Windows Server 2016</b>	2 weeks Instructor-led (30 hours) Labs (6 hours)	Focusing on the identity functionality in Windows Server 2016, this unit covers the installation and configuration of Active Directory Domain Services, Group Policy, Active Directory Certificate Services, Active Directory Federations Services and Web Application proxy implementations
<b>Certification Exams</b>	Students need to take exams below at the end of each session. 220-901 CompTIA A+ 901 220-902 CompTIA A+ 902 N10-006: Network+ 70-740: Installation, Storage, and Compute with Windows Server 2016 70-741: Networking with Windows Server 2016 70-742: Identity with Windows Server 2016	
<b>Total</b>	11 weeks 198 hours (18 hrs/wk)	Instructor-led: 165 hours Lab: 33 hours

**Prerequisites:** High School Diploma/ GED, and basic computer literacy

**Occupational Goal:** To become a PC Technician, helpdesk, desktop support, system administrator.

**Tuition:** \$3,900.00

## 10 CIT2 - IT Engineer Program

### Objective

The IT Engineer is an advanced program which covers Microsoft Certified Solution Expert (MCSE): Cloud Platform and Infrastructure, Cisco Certified Network Associate (CCNA) Routing & Switching and CCNA Security certification topics. At the end of the course students will be able to secure Microsoft Windows Server 2016 environments and virtual machine infrastructure, develop and maintain Cisco routers and switches and a security infrastructure.

### Course Outline

<b>Securing Windows Server 2016</b>	2 weeks Instructor-led (30 hours) Labs (6 hours)	Focusing on securing Windows Server 2016 environment, this unit covers methods and technologies for hardening server and virtual machine using Shielded and encryption-supported virtual machines and Guarded Fabric, the protection of Active Directory and identity infrastructure with ES&E Administrative Forest design approaches along with PAWs and LAPs and threat detection solutions such as auditing, ATA, OMS solutions and workload-specific security
<b>CCNA</b>	5 weeks Instructor-led (75 hours) Labs (15 hours)	Students will learn how to install, configure and operate simple-routed LAN, routed WAN and switched LAN networks to increase bandwidth, improve response times and enhance reliability and quality of service. In addition, students will learn techniques that can save employers' time and money by reducing network downtime, addressing network security issues, and ensuring maximum network performance.
<b>CCNA Security</b>	4 weeks Instructor-led (60 hours) Labs (12 hours)	Students will learn the knowledge and skills required to recognize threats and vulnerabilities, develop and maintain a security infrastructure, and mitigate security threats. This includes installing, monitoring and troubleshooting of network devices to maintain security of data and devices, and competency in its security structure.
<b>Certification Exams</b>	Students need to take exams below at the end of each session. 70-744: Securing Windows Server 2016 200-125: CCNA (or 100-105: ICND1 and 200-105: ICND2) 210-260: Implementing Cisco Network Security	
<b>Total</b>	11 weeks 198 hours (18 hrs/wk)	Instructor-led: 165 hours Lab: 33 hours

**Prerequisites:** High School Diploma/ GED, and complete CIT1, or MCSA Windows Server 2016 or equivalent level of knowledge.

**Occupational Goal:** To become a Jr. server administrator, computer system administrator, network engineer.

**Tuition:** \$3,900.00

# 11 WD1 - Web Design Program

This course is a full-time web design program which covers all knowledge and skills required to design and maintain a modern responsive web-site with extensive hands-on exercises.

## Course Outline

<b>HTML5, CSS3 and JavaScript</b>	Instructor-led (57 hours) Labs (11 hours)	<b>HTML5 CSS3 hand-coding with Dreamweaver</b> This module provides a solid foundation for web design and development. Topics include the skills needed to create and maintain web pages and sites. <ul style="list-style-type: none"> <li>• HTML5 and CSS3 (Cascading Style Sheets) hand coding</li> <li>• JavaScript and JQuery</li> <li>• The efficient use of Adobe Dreamweaver</li> <li>• Create web pages and publish them to the WWW</li> <li>• Create your own domain name on GoDaddy</li> </ul>
<b>Web Graphics and Animations</b>	Instructor-led (48 hours) Labs (10 hours)	<b>Graphic Design with Photoshop, Illustrator, etc.</b> Learn to design and create professional quality graphics for the web using Adobe Photoshop. You will learn how to use Adobe Photoshop to make the graphic elements and manipulate the digital photo and video. <ul style="list-style-type: none"> <li>• Understand web graphics</li> <li>• Effective design of the multimedia projects</li> <li>• Vector graphics with use of Adobe Illustrator</li> <li>• Dynamic web pages with Adobe Animate</li> </ul>
<b>WordPress and CMS</b>	Instructor-led (21 hours) Labs (4 hours)	<b>Contents Management Systems with WordPress</b> Learn to create a WordPress wsite and understand the CMS. <ul style="list-style-type: none"> <li>• Creating a post (Blog)</li> <li>• Creating a page</li> <li>• Utilizing themes and plugins</li> </ul>
<b>Responsive Website with Bootstrap</b>	Instructor-led (30 hours) Labs (6 hours)	<b>Mobile-First Responsive web site with Bootstrap</b> Lean to create a responsive web site with using Bootstrap framework. <ul style="list-style-type: none"> <li>• Responsive web layouts</li> <li>• Grids in Design</li> <li>• Utilizing labels, tabs, menu, navbars, buttons, etc.</li> <li>• Web typography</li> <li>• Less/Sass and Bootstrap4</li> </ul>
<b>Promoting a Website</b>	Instructor-led (9 hours) Labs (2 hours)	<b>Search Engine Optimization and web advertising</b> Learn to promote a web site and measure success. <ul style="list-style-type: none"> <li>• On page SEO and off page SEO</li> <li>• Social media</li> <li>• Google Analytics, Webmaster Tools</li> <li>• Google Adwords</li> </ul>
<b>Total</b>	11 weeks 198 hours (18 hrs/wk)	Instructor-led: 165 hours Lab: 33 hours

**Prerequisites:** High School Diploma/ GED, and basic computer literacy

**Occupational Goal:** To become a web designer.

**Tuition:** \$3,900.00

# 12 WD2 - Web Development Program

This full-time course covers web development knowledge and skills necessary for building an interactive commercial web-site including PHP, MySQL, HTML5, CSS3, JavaScript/ as well as Android mobile app programming on Android Studio.

## Course Outline

<b>PHP &amp; MySQL</b>	Instructor-led (90 hours) Labs (18 hours)	<b>Designing Application using PHP and MySQL</b> Students learn a thorough and elemental understanding of PHP coding, Object-Oriented Programming and MySQL structure. <ul style="list-style-type: none"> <li>• Dynamic Web Content</li> <li>• PHP fundamentals and structures</li> <li>• Object oriented programming</li> <li>• MySQL and EMDBS</li> <li>• Interactive User Interface</li> <li>• Automation</li> <li>• Building an E-commerce site</li> </ul>
<b>Mobile App Programming</b>	Instructor-led (75 hours) Labs (15 hours)	<b>Mobile App programming on Android</b> Students learn how to build Android mobile apps quickly and efficiently. <ul style="list-style-type: none"> <li>• Programming in Android Studio</li> <li>• Supporting different devices</li> <li>• Dynamic User Interface</li> <li>• Apps with data store and cloud</li> <li>• Apps with multimedia</li> <li>• Apps with location and maps</li> <li>• Apps for wearables</li> </ul>
<b>Total</b>	11 weeks 198 hours (18 hrs/wk)	Instructor-led: 165 hours Lab: 33 hours

**Prerequisites:** High School Diploma/ GED, and complete WD1 - Web Design Program or equivalent level of knowledge

**Occupational Goal:** To become a web designer, web developer

**Tuition:** \$3,900.00



## 13 Schedule – Evenings and Weekends

### A+ Training Program

Course ID	Starts	Ends	Weeks	Day(s)	Hours
29031M	03/05/18	03/28/18	4	Mon. & Wed.	05:45 pm - 09:30 pm
20034T	03/27/18	04/19/18	4	Tue. & Thu.	05:45 pm - 09:30 pm
20042A	04/14/18	05/05/18	4	Saturday	09:30 am - 05:30 pm
29031M	05/07/18	06/04/18	4	Mon. & Wed.	05:45 pm - 09:30 pm
20061T	06/05/18	06/28/18	4	Tue. & Thu.	05:45 pm - 09:30 pm
20063A	06/16/18	07/07/18	4	Saturday	09:30 am - 05:30 pm

### Network+ Training Program

Course ID	Starts	Ends	Weeks	Day(s)	Hours
40032A	03/10/18	04/07/18	4	Saturday	09:30 am - 05:30 pm
40042M	04/09/18	05/02/18	4	Mon. & Wed.	05:45 pm - 09:30 pm
40052A	05/12/18	06/09/18	4	Saturday	09:30 am - 05:30 pm
40062M	06/11/18	07/09/18	4	Mon. & Wed.	05:45 pm - 09:30 pm
40072A	07/14/18	08/04/18	4	Saturday	09:30 am - 05:30 pm

### MCSA: Windows Server 2016

Course ID	Starts	Ends	Weeks	Day(s)	Hours
30024M	02/28/18	04/23/18	8	Mon. & Wed.	06:00 pm - 09:30 pm
30034T	03/27/18	05/17/18	8	Tue. & Thu.	06:00 pm - 09:30 pm
30045M	04/30/18	06/25/18	8	Mon. & Wed.	06:00 pm - 09:30 pm
30054T	05/22/18	07/12/18	8	Tue. & Thu.	06:00 pm - 09:30 pm

### CCNA Training Program

Course ID	Starts	Ends	Weeks	Day(s)	Hours
50031T	03/06/18	04/05/18	5	Tue. & Thu.	06:00 pm - 09:30 pm
50043T	04/17/18	05/17/18	5	Tue. & Thu.	06:00 pm - 09:30 pm
50044A	04/28/18	06/02/18	5	Saturday	09:30 am - 05:30 pm
50055T	05/29/18	06/28/18	5	Tue. & Thu.	06:00 pm - 09:30 pm
50072T	07/10/18	08/09/18	5	Tue. & Thu.	06:00 pm - 09:30 pm
50074A	07/28/18	08/25/18	5	Saturday	09:30 am - 05:30 pm

### CCNA Security Training Program

Course ID	Starts	Ends	Weeks	Day(s)	Hours
C0032A	03/10/18	04/14/18	5	Saturday	09:30 am - 05:30 pm
C0063A	06/16/18	07/14/18	5	Saturday	09:30 am - 05:30 pm

### CCNP Training Program

Course ID	Starts	Ends	Weeks	Day(s)	Hours
P0031M	03/05/18	05/09/18	10	Mon. & Wed.	06:00 pm - 09:30 pm
P0053M	05/21/18	08/01/18	10	Mon. & Wed.	06:00 pm - 09:30 pm

### Oracle DBA (Database Administrator) - OCA, OCP Program

Course ID	Starts	Ends	Weeks	Day(s)	Hours
D0021T	02/06/18	04/12/18	10	Tue. & Thu.	06:00 pm - 09:30 pm
D0044T	04/24/18	06/28/18	10	Tue. & Thu.	06:00 pm - 09:30 pm

Course dates are subject to change without notice.

## 14 Schedule – Fulltime

### CIT1 - IT Administrator Course (A+, Network+ and MCSA)

Course ID	Starts	Ends	Weeks	Day(s)	Hours
60041D	04/09/18	06/26/18	11	Mon. - Fri.	01:30 pm - 05:06 pm
60072D	07/09/18	09/25/18	11	Mon. - Fri.	09:30 am - 01:06 pm
60101D	10/01/18	12/20/18	11	Mon. - Fri.	01:30 pm - 05:06 pm
69012D	01/07/19	03/26/19	11	Mon. - Fri.	09:30 am - 01:06 pm

### CIT2 - IT Engineer Course (MCSE: CPI, CCNA and CCNA Security)

Course ID	Starts	Ends	Weeks	Day(s)	Hours
70041D	04/09/18	06/26/18	11	Mon. - Fri.	09:30 am - 01:06 pm
70072D	07/09/18	09/25/18	11	Mon. - Fri.	01:30 pm - 05:06 pm
70101D	10/01/18	12/20/18	11	Mon. - Fri.	09:30 am - 01:06 pm
79012D	01/07/19	03/26/19	11	Mon. - Fri.	01:30 pm - 05:06 pm

### WD1 - Web Design Course

Course ID	Starts	Ends	Weeks	Day(s)	Hours
W0042D	04/09/18	06/26/18	11	Mon. - Fri.	01:30 pm - 05:06 pm
W0072D	07/09/18	09/25/18	11	Mon. - Fri.	09:30 am - 01:06 pm
W0101D	10/01/18	12/20/18	11	Mon. - Fri.	01:30 pm - 05:06 pm
W9012D	01/07/19	03/26/19	11	Mon. - Fri.	09:30 am - 01:06 pm

### WD2 - Web Development Course

Course ID	Starts	Ends	Weeks	Day(s)	Hours
Q0042D	04/09/18	06/26/18	11	Mon. - Fri.	09:30 am - 01:06 pm
Q0072D	07/09/18	09/25/18	11	Mon. - Fri.	01:30 pm - 05:06 pm
Q0101D	10/01/18	12/20/18	11	Mon. - Fri.	09:30 am - 01:06 pm
Q9012D	01/07/19	03/26/19	11	Mon. - Fri.	01:30 pm - 05:06 pm

Course dates are subject to change without notice.

## School Calendar

February 2018						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

March 2018						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April 2018						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May 2018						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June 2018						
S	M	T	W	T	F	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July 2018						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



# 15 Tuition

## Tuition

Program Name	Reg.	Tuition	Gross Tuition	Exams	Tuition & Exam
A+	\$40	\$459	\$499	\$410	\$909
Network+	\$50	\$549	\$599	\$294	\$893
MCSA: Windows Server 2016	\$100	\$1,699	\$1,799	\$495	\$2,294
CCNA (Cisco Certified Network Associate)	\$80	\$819	\$899	\$330	\$1,229
CCNA Security	\$90	\$909	\$999	\$300	\$1,299
CCNP	\$100	\$2,099	\$2,199	\$900	\$3,099
Oracle DBA	\$100	\$2,899	\$2,999	\$615	\$3,114
CIT / WD, 1 quarter	\$100	\$3,800	\$3,900	-	-
CIT / WD, 2 quarters	\$100	\$7,400	\$7,500	-	-
CIT / WD, 3 quarters	\$100	\$10,900	\$11,000	-	-
CIT / WD, 4 quarters	\$100	\$14,300	\$14,400	-	-

- Registration Fee for each course is Non-Refundable.
- FREE lab use up to 6 months after the course. (International students: until your visa expires)

### Retake Policy

Students may retake courses for FREE if they do not pass their certification exam(s). Offer is subject to availability of seats and upon approval.

### Discounts

For students signing up for multiple courses, there is a \$30 - \$1,200 discount. Ask us or see the enrollment agreements.

### Cancellation and Refund Policy

If you hold a reservation and cannot attend, contact us immediately. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee. Thereafter, a student will be liable for

1. The non-refundable registration fee plus
2. The cost of any textbooks or supplies accepted plus,
3. Tuition liability as of the student's last date of physical attendance.

A+, Network+, CCNA, CCNAS	MCSA, CCNP, DBA, CIT1, 2, WD1, 2 – during the 1st quarter	CIT1, 2, WD1, 2 – any quarter thereafter	School may keep:
If termination occurs:	If termination occurs:	If termination occurs:	
0% - 15% of the program	Prior to or during the first week	Prior to the first week	0%
16% - 30% of the program	During the second week	During the first week	25%
31% - 45% of the program	During the third week	During the second week	50%
46% - 60% of the program	During the fourth week	During the third week	75%
After 60% of the program	After the fourth week	After the third week	100%

The failure of a student to notify the director in writing of withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.

### Payment Method



We accept check, cash, VISA/MasterCard credit and debit card, American Express, Discover, PayPal, ApplePay, Western Union, BitCoin and money orders.

# 16 Financial Aid / Unemployment Training

## Payment Plans

Payment plans are available. See the director.

## Grants / Guaranteed Student Loans

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the Federal government). *Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. Because New York Business Institute has been licensed by New York State recently, Grants and Guaranteed Student Loans are NOT available at this time.*

## Workforce ITG

If you are a jobseeker, Workforce Career Centers (WCC) offers many services to assist you in your job search. In addition, you may be eligible for a training grant that may be used at New York Business Institute.

## Applications

Contact your local Workforce Career Center (<https://www.labor.state.ny.us>) to seek their assistance. You will meet with a career advisor for an assessment to determine if you need any training for skills you may lack for your career goal. If you are eligible for an ITG, you will be asked to do some research on programs and schools you would like to attend. You may contact us anytime to discuss the course(s) you are interested in. We will issue you a proposal letter for you to submit to your career advisor. The grant approval process takes about 4 weeks (unless otherwise specified by your career advisor). So you should select a course(s) that starts at least 4 weeks from the date of application.

## Upon Approval

Once your application is approved, your advisor will contact you to go pick up your ITG voucher. You must immediately bring your voucher to the school to officially enroll in your training course(s). Currently, the maximum grant amount is \$3,800 for Computer Support Specialists, Computer Systems Analysts, and Network and Computer Systems Administrators occupations in New York City.

If your training course(s) exceeds the maximum allowance, you are responsible for the co-payment amount. The maximum ITG grant amount may vary by each county so verify with your career advisor.

## New Jersey Residents

If you are a New Jersey resident, please visit the New Jersey Training Systems website for more information.

## 599 Unemployment Training

If you are receiving unemployment insurance benefits, you may be excused from the requirement to look for work while you are attending a training course or program that consist of a minimum of 12 hours of classroom training each week. And when funding is available, you may be eligible for additional weeks of benefits. The training, however, must be approved by the Department of Labor. Contact your local Department of Labor for an application or visit 599 Training Program for more information. NYBI can provide you with documentations of your training after your enrollment.

## ACCES-VR (VESID)

New York Business Institute is an approved vendor of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR, formerly known as VESID) for those with disabilities.

If you are a person with disabilities and looking for vocational training, ACCES-VR may be able to assist you with your tuition. Simply discuss it with your Vocational Rehabilitation Counselor.

You may contact us anytime for a proposal letter to submit to your VR counselor.

## GI Bill for Veterans

If you are a veteran, let us know so you can receive a reduced registration fee. You may also apply for your GI Bill while you are enrolled in New York Business Institute. You may apply for your benefits online or call: 1-888-GI-BILL-1 (1-888-442-4551) to have a form mailed to you. You may also receive an application form at our office and we can assist you in filling them out.

# 17 International Students

## Choose your course

International students holding an M-1 visa must enroll in a fulltime course to maintain their status. Students will need to select a program from the Comprehensive IT, Web Design course or Web Development Course.

## Prerequisites for Int'l students

High school diploma  
English proficiency is not required but students need an understanding of the English language. TOEFL 440, CBT 123/ TOEIC 470 or higher is recommended.

## How to apply for M-1 Visa

1. Go to [www.nybi.org/m-1visa.html](http://www.nybi.org/m-1visa.html) and download all necessary documents and fill them out.
2. Make a payment of tuition, books and registration fees (see page 15, Tuition) and the following non-refundable fees:  
\$125: I-20 Processing fee  
\$75: International express mail (for oversea applicants only)  
\*Example- a student who takes CIT1 and CIT2, 6 months course needs to pay \$7,700.
3. Copies of statement of proof of your financial support (see the Financial Support below.)
4. Copies of the first page of your passport.
5. Send documents to:  
*info@nybi.org*  
or  
*New York Business Institute*  
*124 East 40th Street, Suite 801*  
*New York, NY 10016*  
or  
fax to (212) 922-0796

## Financial Support

You must be able to show that you will have the financial support for the whole duration of your stay (3, 6 or 9 months). Our requirements for the issuance of your I-20 form are the same as the American Embassy or the Consulate. New York Business Institute is not responsible for approving your M-1 visa. That decision solely lies with the US Embassy or Consulate.

Calculating the minimum expenses for 3 months (double the figure for 6 months)  
Living costs, tuition, books, and supplies \$6000 (USD)  
Living cost per dependent \$1500

\*Example- a student with 1 dependent will need to show \$7500 in financial support.

You can show proof of financial support in 3 ways:

1. You can submit a copy of your bank statement and other evidence of support such as your tax return or proof of employment indicating your annual salary.
2. If your sponsor is living in America or a US Citizen, he/she can fill out the I-134 form (Affidavit of support)
3. If your sponsor resides outside the US, he/she may write a sponsor letter submitted in English along with their bank statement. The letter should state the sponsors income and proof (example - tax return) and should clearly state that he/she will cover all of your tuition, and living expenses including medical expenses.

\*All of these documents must be written in English and must not be more than 6 months old.

## Payment Methods

Payment Methods (full payment for courses is due before the first class)

1. Checks in USD payable to "New York Business Institute"
2. International Money Order in USD payable to "New York Business Institute"
3. Wire transfer: Please contact us for instructions  
\*fax or e-mail a copy of the transaction report when wiring funds.

## Refund policies for international students

If your visa is denied, you must send back the visa package that we mailed to you along with the I-20 form and a letter of denial from the US Consulate to New York Business Institute. 100% tuition will be refunded, however the registration fee, processing fee, and International express mail fee will not be refunded.

# 18 Policies

## Admissions Policy

The school maintains a staff of representatives responsible for admissions. Prospective students are required to schedule an interview at the school with admissions personnel. At this time the representative will explain the school; program in detail and provide a tour of the school's facilities. NYBI does not discriminate on the basis of race, color, creed, religion, sex, national origin, or handicap in the recruitment and admission of students, or in the operation of any of its programs and activities. At the present time the facilities do not accommodate handicapped students.

## Registration and Enrollment

To sign up, call our registration desk at 212.922.1000 or at least five (5) business days in advance. Registration is on a first come basis, and early registration is strongly recommended. Once the registration is approved, we will send you enrollment application forms. Read this catalog and forms carefully, then fill out appropriate forms and send it back to us.

## Prerequisites

**All courses:** High School Diploma/ GED

In addition:

**Network+:** A+ or a minimum of 12 month of professional computer support experience.  
**MCSA:** complete Network+ or equivalent level of knowledge.  
**CCNA:** Network+ or equivalent level of knowledge.  
**CCNA Security, CCNP:** complete CCNA or equivalent level of knowledge.  
**CIT2, CIT3:** complete CIT1, MCSA or equivalent level of knowledge.  
**WD2:** complete WD1 or equivalent level of knowledge

## Veterans' Policy

Veterans have a separate cancellation and refund policy. Please refer to enrollment agreement for details. Credit for Previous Education and Training may be granted at the discretion of the school director.

## Rules and Regulations

1. School Hours: Mon – Thu.: 9:00 am – 9:30 pm, Friday, Saturday: 9:00 am – 5:30 pm, Sunday: closed.
2. Students are expected to cooperate with other students and faculty in a professional manner.
3. Students will be held liable for all damages to school facilities, property, or to other student's property.
4. The school is not responsible for your personal property, as well as your materials and textbooks once you receive them.
5. If you are absent for more than two days, report the reason to the office. Continued absence will mean cancellation of registration.
6. Students who violate school regulations or cause damage to school facilities, property, or to other student's property may be dismissed and/or may be held legal responsible to the fullest extent allowed by law.
7. Students skipping class or having others answer the roll for them will be suspended.
8. Students must follow the schedules and studies outlined by the instructor.
9. No smoking in the building.
10. Tuition payments must be made promptly as agreed at the time of enrollment. Students failing to make payments will be suspended.
11. Students are not allowed visitors during school hours.

## Attendance

Regular attendance is required. Absences may occur, and make-up opportunities are available to assist you in keeping up with your scheduled progress. Every effort must be made to maintain 80% attendance. Any student who is absent more than 20 percent of the total number of instructional hours offered during the first half of the student's program, not including leaves of absence, and who has not maintained satisfactory academic progress shall be dismissed.

## Credit for Previous Education and Training

N/A with the exception of Veterans.

## Satisfactory Progress Policy

Satisfactory progress in attendance and academic work is a requirement for all students enrolled in this school.

## 19 Policies – continued

### Academic Progress

The student will receive a performance review at the end of each unit of the course, which will include progress and total hours to date.

The following factors will be measured to determine academic progress:

- Theory work (test grades, homework, etc.)
- Practical work

Theory and Practical work will be graded according to the following scale:

95 – 100	A
85 – 94	B
76 – 84	C
70 – 75	D
69 and below	F

Students must maintain a “C” grade average in order to be considered making satisfactory progress.

### Retake and Make-up

- Students who maintain 60% of attendance can make-up for free in any available classes.
- Students may retake courses for free if they do not pass their certification exam(s). Offer is subject to availability of seats and upon approval. (International students: until the visa expires.)

### Tardiness

If a student is late she/he will be allowed in class but we strongly recommend her/him to retake the same session in any available class. (See Retake and Make-up above.) If excessive tardiness is continued, the student will meet with the director.

### Leaves of Absence

Students requesting a leave of absence must submit a leave of absence form for approval. If a student fails to return to school on the return date, the student will be dismissed. The student will be evaluated upon his/her return and placed at the appropriate part of the program based upon the amount of program content that the student still remembers.

### Complaint Procedure

#### Who can file a complaint?

If you are or were a student or an employee of a Licensed Private or Registered Business School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

#### What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, method of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

#### How can a complaint be filed by a student or employee?

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 14th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.

## 20 Policies – continued

### The Tuition Refund and Cancellation Policy

All schools must have a tuition refund and cancellation policy for each program included in the catalog (see page 15) and in the student enrollment agreement.

Read and understand the school’s policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school’s explanation, get help before you sign. You may ask for assistance from the Department at the address included in this catalog.

### Private School Agents

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent Identification Card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on the student’s enrollment agreement. Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if that agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this catalog.

### New York State Education Dept.

Students can file a complaint, file a claim to the tuition reimbursement fund, or get additional information at:

*New York State Education Department  
Bureau of Proprietary School Supervision  
116 West 32nd Street, 14th Floor  
New York, NY 10001  
Attn: Bureau of Proprietary School Supervision  
(212) 643-4760*

3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.
4. In addition to filing a complaint with the Department, you may also try to resolve your complaint directly with the school. Use the school’s internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you take to attempt to resolve your complaint.

### The Tuition Reimbursement Fund

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner’s Regulations as specified in Section 126.17 of the Commissioner’s Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this catalog. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

# 21 about New York Business Institute

## Instructors

Name	Courses	Personal Qualifications
Taro Mukai	CIT	NY State Licensed, MCSE, LPIC, S+, N+, A+
Frank Chien	Network+	NY State Licensed, CCNA, MCSE, N+, A+
David Lopez	CCNA, Network+	NY State Licensed, CCNP, VCP, N+, A+
Mo Max	CIT, MCSA	NY State Licensed, MCSE, CCNA-S, LPIC, N+, A+
Miles Leacy	A+, Network+	NY State Licensed, MCSA, N+, A+
John Guarneri	CCNA, CCNAS	NY State Licensed, CCNA, MCSE, CNA
Gabriel Walter	Web Design	NY State Licensed
Jay Watts	Web Development	NY State Licensed

## School Information

We are located in Midtown Manhattan, at the corner of 40th Street and Lexington Avenue, two blocks south of the Grand Central Terminal, across from Starbucks. Feel free to stop by and visit, or even sit in one of our classes.

**New York Business Institute**  
 124 East 40th Street, Suite 801  
 New York, NY 10016  
 ph: 212.922.1000  
 fax: 212.922.0796

Director: Taro Mukai

### School Hours:

Monday – Thursday: 9:00 A.M. - 9:30 P.M.  
 Friday, Saturday: 9:00 A.M. - 5:30 P.M.  
 Sunday: Closed

### 2018 - 2019 Holiday Closings

02/17/18 - 02/19/18 Presidents' Day weekend  
 03/30/18 - 04/01/18 Easter weekend  
 05/26/18 - 05/28/18 Memorial Day weekend  
 07/04/18 Independence Day  
 09/01/18 - 09/03/18 Labor Day weekend  
 10/06/18 - 10/08/18 Columbus Day weekend  
 11/10/18 - 11/12/18 Veterans' Day weekend  
 11/22/18 - 11/25/18 Thanksgiving Day weekend  
 12/22/18 - 01/01/19 Winter recess  
 01/19/19 - 01/21/19 Martin Luther King Day weekend



Gain Knowledge, Gain Skills and Get Certified.

## Disclosure statement

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director to determine if there is any change from the information provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. Therefore, it is possible that courses/curricula listed in the school's catalog may not be approved at the time that a student enrolls in the school or the teaching personnel listed in the catalog may have changed. It is again recommended that you check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

Copies of this school's annual occupational education statistical reports are available upon request.