

STATE OF NEBRASKA
COORDINATING COMMISSION FOR POSTSECONDARY EDUCATION

APPLICATION for MODIFICATION of a RECURRENT AUTHORIZATION to
OPERATE
(new course, program, degree, etc.)

RECEIVED

SEP 26 2014

Coordinating Commission
for Postsecondary

Date: July 30, 2014

Name of Institution: ITT Technical Institute

Street Address: 1120 North 103rd Plaza, Suite 200

City/State/Zip Code: Omaha, NE 68114

Name of Contact Person: Steve Kollar

Web site for institution's location in Nebraska: www.itt-tech.edu/

Name of Contact Person: Emily reams

Title: Regulatory Affairs Manager

Telephone Number: 317-582-0763

Fax Number:

E-mail Address: ereams@itt-tech.edu

Proposed Modification (name of degree, program, new campus, etc.):

Associate of Applied Science Computer Systems
Support and Administration

Location in which the courses/program will be offered:

1120 North 103rd Plaza, Suite 200, Omaha, NE
68114

Estimated enrollment: 30

Tuition to be charged: \$45,849.00

Fees, including those specific to the program: \$300.00

Each numbered, italicized item below is a standard identified in state statute. Statutes charge the institution to “demonstrate that it can be maintained and operated in accordance with such standards.” (Neb. Rev. Stat. §85-2406) Each bulleted item should be addressed. Additional information under each numbered item may be included as appropriate to the application.

1. The financial soundness of the institution and its capability to fulfill its proposed commitments and sustain its operations Please see Attachment 1
 - The most recent audited financial statements and a copy of the management letter
2. The quality and adequacy of teaching faculty, library services, and support services Please see Attachment 2
 - Number of faculty teaching in the program/s
 - Qualifications of each faculty member (vitae, resume, or other biographical information)
 - Any new library and learning resources needed
3. The quality of the programs offered, including courses, programs of instruction, degrees, any necessary clinical placements, and the institution’s ability to generate and sustain enrollment Please see Attachment 3
 - Curriculum description/s including a list of required and optional courses
 - Course descriptions
 - Any licensure or certification requirements for the field/s and the way in which the institution will meet them
 - Any new instructional equipment required for the program/degree
 - Assurance that the institution will be able to secure clinical placements for students if the program/degree requires them
 - Estimated enrollments and the basis for the estimate
 - Comparison of the program with that offered on the main campus or other campuses of the institution (if applicable)
 - Relationship between the hours of instruction and the credits awarded
4. The specific locations where programs will be offered or planned locations and a demonstration that facilities are adequate at the locations for the programs to be offered Please see Attachment 4
 - Description of the facility if new or evidence that the existing facility is adequate
5. Assurances regarding transfer of credits earned in the program to the main campus of such institution [if applicable] and clear and accurate representations about the transferability of credits to other institutions located in Nebraska and elsewhere Please see Attachment 5
 - Any articulation agreements with Nebraska postsecondary institutions
 - Any other affiliations with Nebraska postsecondary institutions regarding the transfer of credits, joint use of faculty or facilities, or other supportive relationships

6. Whether such institution and, when appropriate, the programs, are fully accredited, or seeking accreditation, by an accrediting body recognized by the U. S. Department of Education Please see Attachment 6

- Any programmatic accreditations for the new program/degree
- Status of programmatic accreditation/s

7. The institution's policies and procedures related to students, including, but not limited to, recruiting and admissions practices Please see Attachment 7

- Admission requirements for the program/degree
- Anticipated methods of recruiting students in Nebraska

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Instructor Qualification Forms

The application contains the resumes for faculty currently employed at ITT Technical Institute, Omaha (following this page). Additional new faculty for the proposed program will be hired approximately one (1) month in advance of the program start date so that they can familiarize themselves with the curriculum. As an institution accredited by the Accrediting Council for Independent Colleges and Schools (ACICS) the Omaha campus will comply with criteria relative to instructional staff qualifications.

Library

Maintained and supervised by a trained librarian or a competent staff member. Standard works of reference.

LEARNING RESOURCE CENTER (LRC)

LIBRARY AND OTHER LEARNING RESOURCES

ITT/ESI has developed an innovative and responsive system to fulfill its vision of providing library resources and services to support ITT Technical Institute curricula, to meet the increasing demands for "anytime, anywhere access" and to guide the development of information literacy skills in its students. At the national level, the National Librarian plans, coordinates, and manages centralized library resources and services. At the campus level, the Dean oversees the Learning Resource Center (LRC) and its staff. Library staff and faculty are required to complete LRC Provider Training E-campus course prior to being scheduled to work in the LRC.

The Virtual Library supports student and faculty teaching, learning, and research needs as well as opportunities for further academic and intellectual exploration. The Virtual Library is available 24 hours a day, 7 days a week from any Web-enabled computer. By utilizing the dynamic environment of the World Wide Web, ITT Technical Institute has created a library that comes to the user. The Virtual Library provides access to rich databases that provide a mix of searching and information delivery to bring documents directly to a user's desktop. The collection includes over 70,000 online books covering key academic disciplines, selected to support our curricula, and is updated. In addition the collection includes periodical databases providing access to over 20,000 full-text periodicals with back files, several authoritative online encyclopedias and directories recognized as core reference resources; and links to over 1,500 sites selected for relevance to our programs of study.

In addition, the Virtual Library provides traditional library services in the online environment. Information seekers receive support through the "Ask a Librarian" chat reference service and curriculum-specific research guides, tutorials, and collections of frequently asked questions and answers.

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Whenever feasible, ITT Educational Services, Inc. selects electronic access over print resources to fulfill the vision of an information center that supports lifelong learning. The Virtual Library serves as a way to combine the buying power of all the ITT Technical Institutes while centralizing negotiation and licensing. ITT/ESI can organize and distribute databases and information resources system-wide. Through the Virtual Library, institutes can provide access to more resources than would be possible if each institute acquired them independently. The budgeted expense for the Virtual Library's resources for 2014 is approximately \$945,439, which is layered proportionally across the institutes based upon student census.

The Learning Resource Center (LRC) supports the educational mission of ITT Technical Institute by providing library collections of the highest quality that support the ITT Technical Institute curricula, ensuring the availability and access to these collections, and providing trained staff to assist users in the utilization of the library resources. Operations are built around ACICS Accreditation Standards.

Online Holdings

The Virtual Library provides convenient access to online information 7 days a week, 24 hours a day. Similar to a traditional library, the Virtual Library offers a variety of resources that support the curricula. All items are full-text unless otherwise indicated.

Periodical Databases

The Virtual Library currently provides access to over 20,000 full-text magazines and professional journals as well as an abstracts and indexing for hundreds of additional titles through fourteen databases. Back-file holdings vary title-by-title and database by database, but generally are provided for the last ten years. These periodical databases provide a mix of article searching and information delivery to bring documents directly to a user's desktop. These databases meet the needs of students and faculty who require relevant information quickly, conveniently and economically by combining advanced search capabilities with a simple and efficient article delivery system.

- **ProQuest**

ProQuest databases provide online access to an extensive collection of technology-related publications as well as publications in the fields of criminal justice and health sciences. Additionally, we subscribe to ProQuest Newsstand database. The Newspapers database includes full-text of the Atlanta Journal-Constitution, Boston Globe, Chicago Tribune, Christian Science Monitor, Los Angeles Times, New York Times, USA Today, Wall Street Journal, And Washington Post Plus An Additional 350 U.S. and international newspapers. ProQuest Criminal Justice Periodicals is a collection of U.S. and international criminal justice journals including information for professionals in law enforcement, corrections administration, drug enforcement, rehabilitation, family law, and industrial security. ProQuest Health Information Management database includes information from leading publications covering all aspects of health administration, including public health and safety, hospitals, finance, personnel management, insurance, population studies, labor relations and law.

- **EbscoHost**

The EbscoHost databases provide access to information on a broad range of general interest topics including business, education, computers, social sciences, nursing, health, humanities, science, and the

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arts. The Academic Search Elite provides full text for more than 1,200 peer-reviewed journals covering nearly every area of academic study including: social sciences, humanities, education, computer sciences, engineering, physics, chemistry, language and linguistics, arts & literature, medical sciences, and ethnic studies. Business Source Premier database covers management, economics, finance, accounting, international business, and more; it includes many scholarly business journals, peer-reviewed business publications, country economic reports, and industry and company profiles. CINAHL Plus with Full Text is a comprehensive source of full text for nursing & allied health journals and is considered a core resource in the field. EbscoHost MasterFile Premier covers a wide variety of topics including general reference, business, education, health, and science. EbscoHost Regional Business News covers regional business publications from major metropolitan areas. And EbscoHost SocIndex with Full Text covers sociology topics including criminal justice, criminology, and ethnic and gender studies.

- **ACM Digital Library**

The ACM (Association for Computing Machinery) Digital Library includes bibliographic information, abstracts, reviews, and full-text for articles published in ACM periodicals and conference proceedings.

- **Criminology**

This database includes the full-text of 23 journals published by SAGE and participating societies. It covers such subjects as Criminal Justice, Juvenile Delinquency, Juvenile Justice, Corrections, Penology, Policing, Forensic Psychology, and Family and Domestic Violence.

- **LexisNexis Academic**

LexisNexis Academic is an online service providing a wealth of information from over 6000 publications. Comprehensive coverage of news and current events, government, business, medical, and legal topics, as well as general reference information is included. LexisNexis Academic includes international and domestic newspapers, magazines and trade journals, broadcast transcripts, company financial information, industry and market news, wire services, federal and state case law, law reviews, medical news and abstracts, and state and country profiles. The Company Dossier feature is used to retrieve detailed company information and financial performance measures or identify and compare companies matching specific criteria. This product also provides access to the renowned Shepard's Citations® service for all federal and states court cases back to 1789.

- **Ovid Nursing Journals**

Ovid Nursing Journals is a collection of 54 full-text journals, plus back-files. The journals focus on patient care, nursing fundamentals, and professional development. Additionally, indexing is provided for Ovid Nursing Database and Ovid Medline.

- **Gale Computer Database**

This database of over 800 full-text publications covers computer-related topics such as product introductions, news and reviews in areas such as hardware, software, electronics, engineering, communications and the application of technology.

Reference Resources

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- **AccessScience** is a database that provides full-text search and retrieval of the *McGraw-Hill Encyclopedia of Science and Technology* (24 volumes). It contains in-depth articles on many areas of science and technology and includes biographies, recent research developments, news, and study guides. The online version of this standard science and technology reference source offers increased functionality over the print version in that it allows keyword searching, is updated continuously, offers Q & A support, and provides current science news updates.

- **Britannica Online**, the online version of *Encyclopedia Britannica*, is available through the Virtual Library. Students frequently use this authoritative general encyclopedia to locate reliable basic information on a wide variety of topics. The online version offers the advantages of keyword searching across all articles, hyperlinks to cross-references, photographs and other graphics, videos, statistical tools, timelines, maps, news, quotations, selected classical literature, and links to pertinent Internet sites.

- **Gale Virtual Reference Library**

The Gale Virtual Reference Library platform supports a collection of hundreds of specialized reference books that add quality and depth to our library. Topics including criminal justice, computers, law, social sciences, nursing and medicine, and business. GVRL's particular strength is in the many multi-volume encyclopedias. Content can be easily translated into numerous languages and students appreciate the read-aloud function which allows content to be downloaded to an MP3 player.

- **Opposing Viewpoint Resource Center**

Opposing Viewpoints Resource Center is a full-text resource covering current social issues. Drawing on the acclaimed series published by Greenhaven Press and other Gale imprints, this database brings together information to help fully understand an issue: pro and con viewpoint articles, primary source documents, government and organizational statistics, multimedia, links to selected web sites, and more. Opposing Viewpoints Resource Center helps to develop critical thinking and information literacy skills by assisting students with researching, analyzing, and organizing various types of data for research assignments, persuasive essays, and debates. Opposing Viewpoints Resource Center is cross-searchable with Gale Virtual Reference Collection.

- **Mergent**

This service is a suite of global business and financial information products including U.S and international company data and U.S. and international annual reports. It provides access to more than 30,000 U.S. and non-U.S. publicly traded companies, including real time access to SEC (EDGAR) filings dating back to 1993 as well as real-time news headlines and complete text. Directory-type information for private companies is also included.

- **IBISWorld**

The IBISWorld database covers over 700 industries of the U.S. economy. Two types of reports are available; Industry Market Research reports and Industry Risk Ratings. The U.S. Industry Market Research Reports contain key statistics, industry conditions, market characteristics, industry performance, external market drivers, key success factors, and 5-year revenue forecasts for each US industry. The Industry Risk Ratings determine how much risk an industry will face over the next 18

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months by assessing the operating conditions for companies in the industry. Each report contains a high level of analysis to support each score component. IBISWorld provides in-depth coverage of the underlying structures and external economic forces that drive each industry, as well as the interrelationships between those industries.

- **MADCAD Online Building Codes**

This resource provides access to 2012 International Building Code, 2012 International Existing Building Code, and 2012 International Residential Code. Also ADA guidelines.

Many additional online reference sources are linked from the Virtual Library. Our collection includes links to additional encyclopedias, both general and specialized, dictionaries, directories, government publications, almanacs, maps, library catalogs, statistical sources, style manuals, and tutorials.

Online Books

- **Books24x7**

The Books24x7 collection of online books offers access to information technology and business related titles selected for reference support of ITT Technical Institute curricula. Each title is full-text and includes the illustrations, charts, and diagrams of the print counterpart. The functionality of online full-text books makes them ideally suited for reference and research. Students are able to quickly search for specific information using keywords, either in a single title or across a group of titles. Search results are ranked by relevancy and hyperlinks are provided to top section hits. The collection consists of approximately 19,000 information technology and business-related titles.

- **CRC Press Collections**

EngNetBase and ForensicNetBase consist of full-text CRC Press handbooks in PDF format. The collections are keyword searchable offering the capability to search within one, several, or all titles. Boolean searching and advanced search features are available. Some of the topic areas included in EngNetBase include circuits and devices, communications, composite materials, computer engineering, digital signal processing, electronics, industrial engineering and manufacturing, material science, microelectronics, and photonics. ForensicNetBase includes forensics, criminal justice, and law enforcement.

- **Ebrary**

A book database that offers full-text online access to over 100,000 authoritative titles with concentrations in Business & Economics, Computers & Technology, Humanities, the Social Sciences, and more. The Business & Economics collection includes titles from over 40 publishers—nearly three quarters of which were published within the past two years. The range of the list supports course work at the undergraduate as well as post-graduate level, with category strengths in business administration, management, economic history and theory, global business and economic development, and business practice. Ebrary's Computers, Technology & Engineering collection is especially strong in computing programming, networking and applications technology, telecommunications and engineering, and IT case studies in business. Ebrary's Humanities collection covers a vast range of subjects including history, language, and linguistics, literature and literary criticism, and philosophy. Ebrary's Life & Physical Sciences collection covers all fields in natural and physical sciences. Category strengths include

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agriculture and food science, environmental science, math and statistics, and medicine. The Social & Behavioral Sciences collection spans the full range of social science disciplines. This collection is particularly strong in education, political science, psychology, and sociology.

- **eBooks on EbscoHost**

eBooks on EbscoHost is a collection of over 3900 online books and digital audio-books on various academic topics. The collection includes a wide range of reference, scholarly, and professional titles from leading commercial publishers and university presses. Titles are selected to support ITT Technical Institute curricula and programs of study. This collection offers outstanding support for students, faculty, and staff on subjects such as architecture, business, engineering, technology, computers, social sciences, criminal justice, design, health sciences, information security, medicine, electronics, manufacturing, and construction. The digital audio-books can be downloaded or played on a desktop, laptop, or portable device. This new format provides an alternate way for users to interact with selected books.

- **Gale Virtual Reference Library**

This collection of unabridged encyclopedias, dictionaries, directories, almanacs and other references provides excellent curricula support for ITT Technical Institute programs. In addition to standard reference resources, the collection includes many monographs useful for research and study.

Schools of Study

Specialized subject area pages offering selected links relevant to ITT Technical Institute programs are made available to provide convenient access to databases, professional organizations, recommended links, selected textbooks, online magazines and journals, and research guides, and tutorials.

Virtual Library Services

Ask a Librarian

The Virtual Library's Ask a Librarian is a service that provides students, faculty, and staff with the means to seek and receive online library reference services.

Virtual Library users can get help with library resources any time, day or night by utilizing real-time online chat. The online chat session is much like any library reference transaction--students ask their questions and librarians respond with suggestions, explanations, and instructions. It's a great way to get quick help from any location--school, work, or home. The service is staffed by Altarama.

In addition to online chat, users can also ask questions via e-mail or text messaging. The Ask a Librarian service is being utilized in all three ways by students requesting assistance with reference questions, search strategies, and using online resources

Ask a Librarian is designed to assist students, faculty, and staff take full advantage of the electronic resources available to them through the Virtual Library. The service provides online assistance to users who need help devising an effective search strategy, information about the databases that comprise the Virtual Library's online collection, or help with reference questions. Course-related questions are

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referred to appropriate instructors or Program Chairs. In general, the Ask a Librarian service is a means of providing guidance and support for the information seeker.

Student Research and Information Learning Guides

Student Research guides are available through the Virtual Library to provide online assistance to students at the first stage of research. The research guides cover topics that represent common assignments made by faculty. Relevant sources of information, both print and online, are identified. The guides serve as pathfinders for the students and are structured to assist in the development of information literacy skills. Self-paced exercises to aid in the development of information literacy skills are also available. Links to online tutorials on various topics of interest to the student body are provided as well.

Staff Resources

The staff resource areas are being continuously developed to provide resources and services to support the educational mission. Faculty and staff are provided access to professional development materials, manuals, and other support materials.

The quantity and quality of instructional resources are appropriate for the size and scope of the campus.

The campus provides its students and faculty with a Virtual Library that not only supports their teaching, learning, and research needs, but also offers opportunities for further academic and intellectual exploration. The Virtual Library is available 7 days a week, 24 hours a day, from any Web-enabled computer. By utilizing technological advances and the dynamic environment of the World Wide Web, the Academic Administration Center (AAC) has created a library that comes to the user. The Virtual Library provides access to rich databases that provide a mix of searching and information delivery to bring documents directly to a user's desktop. The online collection includes full-text books, periodical databases providing full-text magazines, newspapers, and journals, authoritative encyclopedias and other reference sources and links to Web sites selected for relevance to the programs of study. In addition, the Virtual Library provides traditional library services in the online environment. Information seekers receive support through the "Ask a Librarian" reference service and curriculum-specific research guides, tutorials, and collections of frequently asked questions and answers.

The campus provides students with a computerized catalog of LRC materials. The system is available to students and faculty to search for materials by title, author, subject, or keyword. The system includes a Web-based or networked or workstation catalog of holdings, a circulation system, and (any other modules included).

Information technology in the LRC includes networked computers, each offering a CD-ROM drive. Primarily the computers are general purpose, offering Microsoft Office (word processing, spreadsheet, database, and presentation software) and tutorial programs. They are connected to the classroom network and have Internet access and access to laser printers.

Reference materials and periodicals are organized for easy usage and preservation.

The LRC holdings are classified by the Library of Congress Classification System and shelved accordingly. Information explaining the Library of Congress system is posted in the LRC for the convenience of users.

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LRC users can search the collection by title, author, subject or keyword using the aforementioned campus systems.

The Virtual Library is organized much like a traditional physical library. Reference materials, such as databases, encyclopedias, dictionaries, and directories are grouped together. Full-text books are also available from one starting point as well as linked from records in the Virtual Library Catalog. In addition, the Virtual Library offers resources grouped by programs. For example, the Information Technology Resource area offers links to program-specific career resources, online journals, news, recommended links, and professional organizations all related to the Information Technology program.

All print books, videos, current and back issues of periodicals are stored in the campus LRC.

Developing and maintaining an up-to-date inventory of instructional resources

The AAC has developed an innovative and responsive system to fulfill its vision of providing library resources and services to support campus curricula, to meet the increasing demands for “anytime, anywhere access” and to guide the development of information literacy skills in its students. At the AAC, the National Librarian plans, coordinates, and manages centralized library resources and services. At the campus level, the Dean oversees the LRC and its staff.

Kathryn Closter, the AAC’s National Librarian, holds a Master of Library Science degree from Indiana University. She has over 26 years of professional library experience, specializing in reference services, online searching, and electronic resources, with nineteen years of library management experience. She is a member of the American Library Association, Association of College and Research Libraries, Special Libraries Association, Indiana Library Federation and the Midwest Collaborative for Library Services. Ms. Closter’s professional awareness is maintained by attendance at national, state and local conferences, subscription to professional journals, participation in library discussion forums and research conducted to support the development of training materials, procedural documents, and long-range plans.

The National Librarian provides information about ITT Technical Institute library resources and services to support day-to-day LRC and Virtual Library procedures, including Library of Congress cataloging, updates and changes in electronic resources, acquisitions, orientation and programming, information literacy, and reference services.

The local campus Dean and LRC staff benefit from the professional growth activities of the National Librarian and other system librarians who share and exchange information through the National LRC Advisory Committee and the LRC Best Practices Web site. The information network is coordinated and managed by the National Librarian. The network utilizes email, conference calls, Web casts, regular telephone and fax exchanges, online publishing and the periodic distribution of procedural and instructional materials. The information shared in these documents comes in part from professional publication sources and is intended to keep each LRC staff member aware of library-related services and resources available at other educational institutions and with new developments related to the library profession.

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A staffing combination of the Librarian, Dean, School Chairs, faculty, and Library Assistants assist students and faculty in the use of Learning Resource Center resources and equipment. All individuals utilize the LRC Operations Manual to guide day-to-day operations.

Assessment strategy for library resources and information services.

The LRC collection is regularly assessed by the faculty through the annual process coordinated by the LRC Committee. The review results in recommendations for adding new titles and identifying for withdrawal those titles that have outlived their usefulness. The process of assessing currency and relevance utilizes circulation data, faculty-supplied information about anticipated demand and availability of current materials for purchase.

Recommendations for LRC acquisitions are encouraged from the faculty. A Resource Recommendation Form is available for use by faculty at any time. Recommendations are also regularly solicited from faculty at faculty meetings, in-service programs, and continuously by the Chairs and LRC Committee.

One of the strengths of the collection of online resources is its timeliness. Many of the periodical issues can be found in the online periodical databases prior to the date that print versions are mailed to subscribers. The online books collections are also extremely current; 82% of the online books have been published in the last ten years.

Assessment techniques utilized by the Virtual Library to ensure the currency and relevance of its resources is similar to the campus LRC process. The National Librarian and Managing Directors of Instructional Operations regularly review and assess resources for their ability to support the ITT Technical Institute curricula. Many faculty members take the opportunity to supply feedback and recommendations to the National Librarian and the Curriculum Committees on current and future online resources. Usage data on licensed resources is evaluated to determine usefulness to students for course assignments.

Training for students and faculty to utilize library resources.

There are many "How To" Guides, Database Guides, and Research Guides available from the Research Help tab on the top navigation bar of the Virtual Library that help new students and faculty become familiar with the library and its resources. LRC staff is invited each quarter to attend online webinars that focus on various online resources. Detailed information is provided on content, features, and best practices for instructional presentations.

Facility where library and instructional resources are held.

The school's Learning Resource Center is conveniently located within the school facility and is available to students during normal school hours. The LRC supports the school's programs of study by providing an organized collection of materials (both paper and electronic), instruction on using these materials and equipment to access electronic resources. The electronic collection, which is available 24 hours a day, seven days a week, offers online access to books, periodical databases, electronic curricula support materials and other online reference and information resources.

Quarterly Virtual Library usage reports are available on-demand to Deans and Directors through the Cognos report system. The report provides the following data:

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- Number of Students Accessing: number of unique students accessing the library site at least once during the reporting period.
- Number of Faculty/Staff Accessing: number of unique faculty or staff accessing the library site at least once during the reporting period.
- Total Accesses: count of all accesses during the reporting period by all location users (students, faculty, staff, and alumni)
- Percentage (of students accessing the Virtual Library at least once) provides a measure to assess the level of usage among the student body for the reporting period.
- A separate Resource table provides each campus with a count of how many times users at their location used a specific online resource.

Recommendations of faculty

The LRC Committee regularly supplies each faculty member with a form that can be used to make recommendations for the acquisition of LRC materials. LRC staff routinely circulate publishers' book catalogs and review materials to acquaint faculty with new materials as they become available. Faculty meetings and in-service programs are additional forums that are utilized to gather information from faculty on library holdings and recommendations. The Virtual Library's "Contact Us" feature is frequently used to make recommendations for online resources or the National Librarian is contacted directly by email or telephone.

Recommendations from national professional organizations and societies:

Many of the faculty members as well as the Managing Directors of Instructional Operations maintain organizational memberships that offer access to professional materials and resources. The organizations frequently provide reviews in their organizational publications of new and important resources that are then shared with colleagues and the LRC Committee or with the National Librarian. The librarians in the system also receive information from professional library organizations that publish subject bibliographies and guides to recommended resources. The following represents a partial list of organizations offering resource recommendations utilized by the faculty and staff:

- | | |
|---|--|
| • ACM SIGGRAPH | • IEEE Robotics and Automation Society |
| • American Civil Liberties Union | • IEEE: Institute of Electrical and Electronics Engineers |
| • American Correctional Association | • Industrial Designers Society of America |
| • American Design Drafting Association | • Information Systems Audit and Control Association |
| • American Health Information Management Association | • Information Systems Security Association (ISSA) |
| • American Health Quality Association | • Information Technology Association of America (ITAA) |
| • American Hospital Association | • International Association of Chiefs of Police |
| • American Institute of Architects | • International Association of Law Enforcement Planners |
| • American Institute of Constructors | |
| • American Institute of Graphic Arts | |
| • American Institute of Steel Construction | |
| • American Medical Informatics | |

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- Association
- American Nurses Association
- American Probation and Parole Association
- American Radio Relay League
- American Society for Engineering Education
- American Society for Testing and Materials
- American Society of Civil Engineers
- American Society of Criminology
- American Society of Interior Designers
- American Society of Landscape Architects
- American Society of Mechanical Engineers
- American Subcontractors Association
- Associated Builders and Contractors
- Associated General Contractors of America
- Association for Computing Machinery
- Association for Information Systems
- Association for Logic Programming
- Association for Multimedia Communications
- Association for Women in Computing
- Association of C and C++ Users
- Association of Construction Inspectors
- Association of Information Technology Professionals
- Association of Internet Professionals
- Association of Shareware Professionals
- Autodesk User Group International (AUGI)
- Building Trades Association
- Business Software Alliance
- Computer Graphics Society
- Computer Professionals for Social Responsibility
- Construction Management Association of America
- Consumer Electronics Association
- Digital Games Research Association
- DVD Association
- International Game Developers Association
- International Society of Certified Electronics Technicians
- Internet Society
- Materials Research Society
- National Alliance for Health Information Technology
- National Association of Health Data Organizations
- National Association of Home Builders
- National Association of Women in Construction
- National Council of the State Boards of Nursing
- National Crime Prevention Council
- National Criminal Justice Association
- National Cyber Security Alliance
- National Fluid Power Association
- National League for Nursing
- National Police Officers
- National Police and Security Officers Assoc. of America
- National Sheriffs' Association
- National Society of Black Engineers
- National Student Nurses Association
- Network and Systems Professionals Association
- Network Professional Association
- Product Development and Management Association
- Project Management Institute
- Robotics Industries Association
- Robotics International of SME
- SkillsUSA-VICA
- Society for Technical Communication
- Society of Automotive Engineers
- Society of Internet Professionals
- Society of Manufacturing Engineers
- Society of Women Engineers
- Software and Information Industry Association
- Surface Mount Technology Association
- Telecommunications Industry

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- Electronics Industry Alliance
- Electronics Technicians Association
- Entertainment Software Association
- Graphic Artists Guild
- Healthcare Information and Management Systems Society
- Healthcare Information Technology Standards Panel
- IEEE Components, Packaging and Manufacturing Technology Association
- IEEE Computer Society
- IEEE Computer Society's Technical Committee on Security and Privacy
- Association
- The Instrumentation, Systems, and Automation Society
- United Telecom Council
- Visual Resources Association
- Women in Technology International (WITI)
- World Organization of Webmasters
- World Wide Web Consortium

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The Associate of Applied Science Computer Systems Support and Administration program exposes students to a variety of fundamental skills utilized in entry-level computer systems support and administration positions. Students will be exposed to various aspects of computing hardware and software, maintenance and monitoring, configuring and supporting systems, IT service management tools and practices, customer service, and computer networks.

This program offers graduates an opportunity to develop knowledge and skills that can help them pursue careers in a variety of entry-level computer systems support and administration positions, such as help-desk technician, computer support specialist, information technology specialist, local area network (LAN) or wide area network (WAN) support specialist.

Degree Program Outline Form

Following this page is the Associate of Applied Science Computer Systems Support and Administration Degree Program Outline Form

Brief description for each course within the degree program

Following this page are course descriptions for each course in the Associate of Applied Computer Systems Support and Administration program.

Information on externship of the program

N/A

Class size

Classes generally range in size from 15 to 30 students. Depending on the course subject matter, certain classes may contain a greater or lesser number of students.

PROJECTED ANNUAL HEADCOUNT ENROLLMENT AND DEGREE AWARDS IN PLANNED ACADEMIC PROGRAM

| Degree Title | | Fiscal Year (2015) | Fiscal Year (2016) | Fiscal Year (2017) | Fiscal Year (2018) | Fiscal Year (2019) |
|---|------------|--------------------|--------------------|--------------------|---------------------|--------------------|
| A.A.S. in Computer Systems and Support Administration | Enrollment | 30 | 32 | 35 | 38 | 41 |
| | Degrees | 0 | | 14 | 15 | 16 |

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Relationship between the hours of instruction and the credits awarded

Following this page is the Associate of Applied Science Computer Systems Support and Administration program quarter by quarter information page.

**COMPUTER SYSTEMS SUPPORT AND ADMINISTRATION
ASSOCIATE OF SCIENCE DEGREE**

Objectives - This program exposes students to a variety of fundamental skills utilized in entry-level computer systems support and administration positions. Students will be exposed to various aspects of computing hardware and software, maintenance and monitoring, configuring and supporting systems, IT service management tools and practices, customer service, and computer networks.

Career Opportunities - This program offers graduates an opportunity to develop knowledge and skills that can help them pursue careers in a variety of entry-level computer systems support and administration positions, such as help-desk technician, computer support specialist, information technology specialist, local area network (LAN) or wide area network (WAN) support specialist.

Admission Requirements - Refer to the Admission section of this catalog for information relating to the Admission Requirements and Procedures for this program.

School Equipment - Students will have the opportunity to use the school's computer lab equipment such as desktop computers, network, internet, and existing devices to practice troubleshooting, configuring, and maintaining computing devices.

Class Size - Class generally ranges in size from 15-30 students. Depending on the course subject matter, certain classes may contain a greater or lesser number of students.

Program Outline

| Course Number | Course | Credit Hours |
|----------------------------------|---|--------------|
| General Education Courses | | |
| MA1210 | College Mathematics I+ | 4.5 |
| MA1310 | College Mathematics II+ | 4.5 |
| EN1320 | Composition I+ | 4.5 |
| CO2520 | Communications+ | 4.5 |
| HU2740 | Ethics in Society+ | 4.5 |
| SP2750 | Group Theory+ | 4.5 |
| | Subtotal | 27.0 |
| Core Courses | | |
| NT1110 | Computer Structure and Logic+ | 4.5 |
| NT1410 | Operating Systems+ | 4.5 |
| NT1210 | Introduction to Networking+ | 4.5 |
| NT1230 | Client-Server Networking I+ | 4.5 |
| NT1330 | Client-Server Networking II+ | 4.5 |
| NT1430 | Linux Networking+ | 4.5 |
| NT1460 | Enterprise Support and Administration+ | 4.5 |
| NT2510 | Service Desk Practices and Technologies+ | 4.5 |
| NT2570 | Cloud Computing and Virtualization+ | 4.5 |
| NT2580 | Introduction to Information Security+ | 4.5 |
| NT2670 | Email and Web Services+ | 4.5 |
| NT2795 | Computer Systems Support and Administration Capstone Project+ | 4.5 |
| | Subtotal | 54.0 |
| General Studies Courses | | |
| GS1140 | Problem Solving Theory+ | 4.5 |
| GS1145 | Strategies for the Technical Professional+ | 4.5 |
| GS2745 | Advanced Strategies for the Technical Professional+ | 3.0 |
| | Subtotal | 12.0 |
| | Program Total | 93.0 |

+In this program, this course may be taught either completely in residence at the school, completely online over the Internet as a distance education course or partially in residence and partially online, as determined by the school from time to time in its discretion. Refer to the Online Course Information section of this catalog for additional information relating to the courses that the school decides to teach all or partially online over the Internet. **In order to help students become familiar with fundamentals of taking courses online over the Internet, the school may determine that a portion of the first online course that a student takes in this program must be taken online at the school in a supervised setting.**

NOTE: The course descriptions for the courses in this program are in the Course Descriptions section of this catalog. The school may, at any time in its discretion, vary the offering and/or sequence of courses in this program, revise the curriculum content of the program or any course in the program and change the number of credit hours in the program or in any program course.

Associate – Computer Systems Support and Administration

Course Descriptions

General Education and Studies

CO2520 Communications

4.5 credit hours

This course focuses on the history, principles and techniques of interpersonal, organizational and mass communications, and on communicating using written, verbal and visual formats. **Prerequisite: Completion of a minimum of 54 credits earned in the program of study including EN1320 Composition I or equivalent**

EN1320 Composition I

4.5 credit hours

This course examines phases of the writing process, with emphasis on the structure of writing and techniques for communicating clearly, precisely and persuasively. **Prerequisite: GS1145 Strategies for the Technical Professional or equivalent**

GS1140 Problem Solving Theory

4.5 credit hours

This course introduces students to fundamental principles, strategies and methods of problem solving theory.

GS1145 Strategies for the Technical Professional

4.5 credit hours

This course reviews characteristics and trends of the global information society, including basic information processing, Internet research, other skills used by technical professionals and techniques that can be used for independent technical learning.

GS2745 Advanced Strategies for the Technical Professional

3.0 credit hours

This course focuses on skills, characteristics and attitudes that contribute to professional life. Topics include personal integrity, business communication skills, teamwork and conflict resolution, financial literacy, professional work habits, networking and social media, and lifelong learning. **Prerequisites: Completion of a minimum of 65 credits earned in the program of study and GS1145 Strategies for the Technical Professional or equivalent**

HU2740 Ethics in Society

4.5 credit hours

This course introduces theories and principles of moral philosophy dealing with values related to human motivations and conduct, individually and in groups. Students will explore major ethical issues of modern society.

Prerequisites: EN1320 Composition I or equivalent.

MA1210 College Mathematics I

4.5 credit hours

This course focuses on fundamental mathematical concepts, including quadratic, polynomial and radical equations, linear functions and their graphs, systems of linear equations, functions and their properties and matrices. Activities include solving problems and using appropriate technological tools. **Prerequisite: GS1140 Problem Solving Theory or equivalent**

MA1310 College Mathematics II**4.5 credit hours**

This course includes the following concepts: exponential and logarithmic equations and functions, graphs of trigonometric functions, trigonometric equations, polar coordinates, oblique triangles, vectors and sequences.

Prerequisite: MA1210 College Mathematics I or equivalent

SP2750 Group Theory**4.5 credit hours**

This course is an overview of the theory related to groups of people bonded by task or culture. Emphasis is on communication, critical thinking and group process theory, including social exchange theory, structuration theory, functional theory, group ethics, diversity and related communication conflicts, group decision-making, creativity, leadership and gender. **Prerequisite: EN1320 Composition 1 or equivalent**

Core Courses**NT1110 Computer Structure and Logic****4.5 credit hours (34 theory, 22 lab)**

The organization of a computer is examined in a typical operating systems environment. Terminology and underlying principles related to major computer functions are discussed in the context of hardware and software environments.

NT1410 Operating Systems**4.5 credit hours (34 theory, 22 lab)**

This course provides an overview of common operating systems. Topics include architecture, functions, and features of various operating systems. **Prerequisite: NT1110 Computer Structure and Logic or equivalent**

NT1210 Introduction to Networking**4.5 credit hours (34 theory, 22 lab)**

This course serves as a foundation for the study of computer networking technologies. Concepts in data communications, such as signaling, coding and decoding, multiplexing, circuit switching and packet switching, OSI and TCP/IP models, LAN/WAN protocols, network devices and their functions, topologies and capabilities are discussed. Industry standards and the development of networking technologies are surveyed in conjunction with a basic awareness of software and hardware components used in typical networking and internetworking environments. **Prerequisite: NT1110 Computer Structure and Logic or equivalent**

NT1230 Client-Server Networking I**4.5 credit hours (34 theory, 22 lab)**

This course introduces operating principles for the client-server based networking systems. Students will examine processes and procedures involving the installation, configuration, maintenance, troubleshooting and routine administrative tasks of popular desktop operating system(s) for standalone and network client computers, and related aspects of typical network server functions. **Prerequisite or Corequisite: NT1210 Introduction to Networking or equivalent**

NT1330 Client-Server Networking II**4.5 credit hours (34 theory, 22 lab)**

The typical network server operating system and its functions are the focus of this course. Areas of study include installation, configuration, maintenance and routine administrative tasks of the network services provided by the server in relation to its clients and other servers. **Prerequisite: NT1230 Client-Server Networking I or equivalent**

NT1430 Linux Networking**4.5 credit hours (34 theory, 22 lab)**

This course explores system and network administrative tasks associated with Linux-based components on a network. Routine tasks in installation, configuration, maintenance and troubleshooting of Linux workstations and servers are considered with emphasis on the network services provided by open source solutions. **Prerequisite: NT1210 Introduction to Networking or equivalent**

NT1460 Enterprise Support and Administration**4.5 credit hours (34 theory, 22 lab)**

This course examines troubleshooting and issue resolution for enterprise computing environments. Common support issues related to applications, desktops, and mobile devices in enterprise environments will also be explored. **Prerequisite: NT1330 Client-Server Networking II or equivalent**

NT2510 Service Desk Practices and Technologies**4.5 credit hours (34 theory, 22 lab)**

This course examines the industry standards, practices, and trends related to information technology service operations. Information technology service management software will also be explored.

Prerequisite: NT1460 Enterprise Support and Administration or equivalent**NT2570 Cloud Computing and Virtualization****4.5 credit hours (34 theory, 22 lab)**

This course examines cloud computing and virtualization services in a given server operating system environment. Related topics such as Software as a Service (SaaS), business continuity, and security issues will also be explored. **Prerequisites: NT1330 Client-Server Networking II or equivalent, NT1430 Linux Networking or equivalent**

NT2580 Introduction to Information Security**4.5 credit hours (34 theory, 22 lab)**

This course provides an overview of security challenges and strategies of counter measures in the information systems environment. Topics include definitions of terms, concepts, elements and goals incorporating industry standards and practices with a focus on availability, vulnerability, integrity and confidentiality aspects of information systems. **Prerequisites: NT1330 Client-Server Networking II or equivalent, NT1430 Linux Networking or equivalent**

NT2670 Email and Web Services**4.5 credit hours (34 theory, 22 lab)**

This course explores common network-based services such as Web services, email and FTP in a given server operating systems environment. Related security issues will also be studied. **Prerequisites: NT1330 Client-Server Networking II or equivalent, NT1430 Linux Networking or equivalent**

NT2795 Computer Systems Support and Administration Capstone Project**4.5 credit hours (30 theory, 30 lab)**

This course provides an opportunity for students to work on a comprehensive project that includes the design, planning and implementation of solutions for specific business problems. Common project management and information technology service management processes are applied to identify deliverables and outcomes of the project. **Prerequisites: Must be taken during the student's final quarter of study, and requires prior satisfactory completion of NT2510 Service Desk Practices and Technologies or equivalent and NT2570 Cloud Computing and Virtualization or equivalent**

Associate - Computer Systems Support and Administration Program Outline (Std_93)

| Course Number | Course Title | Credit Hours | Contact Hours | | |
|-------------------------------------|--|--------------|---------------|------------|-------------|
| | | | Theory | Lab | Total |
| 1st QTR | | | | | |
| GS1140 | Problem Solving Theory | 4.5 | 45 | 0 | 45 |
| NT1110 | Computer Structure and Logic | 4.5 | 34 | 22 | 56 |
| GS1145 | Strategies for the Technical Professional | 4.5 | 34 | 22 | 56 |
| | | 13.5 | 113 | 44 | 157 |
| 2nd QTR | | | | | |
| NT1210 | Introduction to Networking | 4.5 | 34 | 22 | 56 |
| NT1230 | Client-Server Networking I | 4.5 | 34 | 22 | 56 |
| MA1210 | College Mathematics I | 4.5 | 45 | 0 | 45 |
| | | 13.5 | 113 | 44 | 157 |
| 3rd QTR | | | | | |
| NT1330 | Client-Server Networking II | 4.5 | 34 | 22 | 56 |
| NT1430 | Linux Networking | 4.5 | 34 | 22 | 56 |
| MA1310 | College Mathematics II | 4.5 | 45 | 0 | 45 |
| | | 13.5 | 113 | 44 | 157 |
| 4th QTR | | | | | |
| NT1410 | Operating Systems | 4.5 | 34 | 22 | 56 |
| NT2670 | Email and Web Services | 4.5 | 34 | 22 | 56 |
| EN1320 | Composition I | 4.5 | 34 | 22 | 56 |
| | | 13.5 | 102 | 66 | 168 |
| 5th QTR | | | | | |
| NT1460 | Enterprise Support and Administration | 4.5 | 34 | 22 | 56 |
| NT2580 | Introduction to Information Security | 4.5 | 34 | 22 | 56 |
| SP2750 | Group Theory | 4.5 | 45 | 0 | 45 |
| | | 13.5 | 113 | 44 | 157 |
| 6th QTR | | | | | |
| NT2510 | Service Desk Practices and Technologies | 4.5 | 34 | 22 | 56 |
| NT2570 | Cloud Computing and Virtualization | 4.5 | 34 | 22 | 56 |
| CO2520 | Communications | 4.5 | 45 | 0 | 45 |
| | | 13.5 | 113 | 44 | 157 |
| 7th QTR | | | | | |
| NT2795 | Computer Systems Support and Administration Capstone Project | 4.5 | 30 | 30 | 60 |
| HU2740 | Ethics in Society | 4.5 | 45 | 0 | 45 |
| GS2745 | Advanced Strategies for the Technical Professional | 3.0 | 20 | 20 | 40 |
| | | 12.0 | 95 | 50 | 145 |
| Program Total | | 93.0 | 762 | 336 | 1098 |
| General Education | | 27.0 | 259 | 22 | 281 |
| Core | | 54.0 | 404 | 272 | 676 |
| General Studies (Interdisciplinary) | | 12.0 | 99 | 42 | 141 |

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Description of Facilities & Equipment

Number of workstations provided, number of students assigned to each workstation or instructional section at a time:

ITT Technical Institute has a total of 146 PCs available for student use and two Macintosh computers. Of the 146 PCs, 34 are located in two classrooms; 100 are located in two computer labs; and 12 are located in the Learning Resource Center (LRC). The two Macintosh computers are located in one of the computer labs. One student may work on a computer at a time. The computers located in the classrooms and computer labs are reserved for students in a scheduled class session if one is occurring at that time. When classes are not in session in a classroom or laboratory, the computers are available for general student use. During LRC operational hours, the PCs located in the LRC are available to students for use.

As to any distance education course, the following equipment is outlined in the Catalog:

Student Equipment - The student is responsible, at his or her expense, for providing all supplies and equipment for the student's use in the distance education courses in any program that is taught online over the Internet. The student equipment includes, without limitation, a computer (and the associated accessories and peripheral equipment, including without limitation, a monitor, keyboard and printer), software, Internet service and e-mail account ("Student Equipment"). In order to assist students whose access to their Student Equipment is disrupted, the school will, from time to time in its discretion, make available certain computers, associated peripheral equipment and Internet access at the school for use by those students.

Computer, Software Requirements and Specifications and Internet Service - The computer (and the associated accessories and peripheral equipment), software and Internet service included in the Student Equipment must satisfy the following specifications:

Minimum Requirements for Computer: Pentium III or equivalent PC-compatible (MacIntosh or Unix-based machines are not supported), 256MB RAM (512MB preferred), CD-ROM, 2GB free space (5GB preferred) on master hard drive.

Minimum Requirements for Software: Windows XP or 2000 (or higher), Microsoft Office Professional 2003 (or higher), Internet Explorer 6.0 (or higher), and functional e-mail address with file attachment capabilities. The student will be required to obtain any software tools, plug-ins and/or applications identified in the course syllabus for any course in the program of study.

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Minimum Requirements for Internet Service: 56Kb modem (Cable or DSL connection strongly preferred).

The student is obligated for any expense associated with obtaining access to the above specified computer equipment, software, Internet service and e-mail account.

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Transfer of Credit

Credits earned in any course taken at the school will be accepted for transfer by any other ITT Technical Institute located outside of Maryland toward the credits required in the same course, if that course is offered by the other ITT Technical Institute. Any ITT Technical Institute located in Maryland will accept for transfer toward the credits required in the same course any credits earned in any (a) 100- or 200-level course at any other ITT Technical Institute that is only authorized to award associate degrees, and (b) course at any other ITT Technical Institute that is authorized to award bachelor degrees.

Decisions concerning the acceptance of credits earned in any course taken at the school are made at the discretion of the receiving institution. The school makes no representation whatsoever concerning the transferability of any credits earned at the school to any institution other than an itt technical institute as specified above. It is unlikely that any credits earned at an itt technical institute will be transferable to or accepted by any institution other than an itt technical institute.

Any student considering continuing his or her education at, or transferring to, any institution other than an itt technical institute must not assume that any credits earned in any course taken at the school will be accepted by the receiving institution. An institution's accreditation does not guarantee that credits earned at that institution will be accepted for transfer by any other institution. The student must contact the registrar of the receiving institution to determine what credits earned at the school, if any, that institution will accept.

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ITT Technical Institute is accredited by the Accrediting Council for Independent Colleges and Schools (ACICS). ACICS requires state approval for a program before it will approve a program at a campus. *Please see the following pages for accreditation letters.*

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Admission Requirements and Procedures

A student may be admitted into a program of study offered by the school upon satisfying all of the requirements applicable to that program of study, as follows:

1. Admission Requirements for Programs, Except the Nursing Associate's Degree Program

- Business Management associate's degree program;
 - Computer and Electronics Engineering Technology associate's degree program;
 - Computer Drafting and Design associate's degree program;
 - Construction Management bachelor's degree program;
 - Criminal Justice associate's degree program;
 - Criminology and Forensic Technology associate's degree program;
 - Digital Entertainment and Game Design bachelor's degree program;
 - Drafting and Design Technology associate's degree program;
 - Electrical Engineering and Communications Technology bachelor's degree program;
 - Electrical Engineering Technology associate's degree program;
 - Graphic Communications and Design associate's degree program;
 - Information Systems and Cybersecurity bachelor's degree program;
 - Network Systems Administration associate's degree program; and
 - Project Management and Administration bachelor's degree program.
- (a) The student is at least 16 years of age.
- (b) The student has:
- (1) a high school diploma; or
 - (2) a recognized equivalent of a high school diploma (e.g., typically a general education development (GED) certificate or a document from a state authority (to the satisfaction of the school) recognizing that the student has successfully completed secondary school through home schooling (as defined by state law)).
- The student must either:
- (i) certify (on a form and in a manner acceptable to the school) the following at or before the start of the student's first quarter of attendance at the school, or the student will be terminated from his or her program of study:
 - (A) the student has graduated from a high school; or
 - (B) the student has obtained a recognized equivalent of a high school diploma; or
 - (ii) provide the school with the following before the end of the student's first quarter of attendance at the school, or the student will be terminated from his or her program of study:
 - (A) a copy of the student's high school diploma;
 - (B) a copy of the student's recognized equivalent of a high school diploma;
 - (C) the student's official high school transcript;
 - (D) the student's GED scores at or above the passing level set by the state agency awarding the GED; or
 - (E) a document from a state authority (to the satisfaction of the school) recognizing that the student successfully completed secondary school through home schooling (as defined by state law).

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If the student satisfies this admission requirement by certifying that the student graduated from a high school or obtained a recognized equivalent of a high school diploma, the school may, in its discretion, require the student to provide the school with documentary proof of the student's high school graduation or equivalency, in a form acceptable to the school.

- (c) The student passes (as determined by the school in its discretion) an individual interview, which may include assessment of English proficiency for an English as a Second Language ("ESL") student, with the Registrar, if the Registrar requests an interview with the student.

Upon the student's satisfaction of all of the above requirements with respect to his or her selected program of study, the school will promptly notify the student that he or she is admitted into that program of study at the school.

2. Admission Requirements for the Nursing Associate's Degree Program

- (a) The student is at least 16 years of age.
- (b) The student has:
 - (1) a high school diploma; or
 - (2) a recognized equivalent of a high school diploma (e.g., typically a general education development (GED) certificate or a document from a state authority (to the satisfaction of the school) recognizing that the student has successfully completed secondary school through home schooling (as defined by state law)).

The student must either:

- (i) certify (on a form and in a manner acceptable to the school) the following at or before the start of the student's first quarter of attendance at the school, or the student will be terminated from his or her program of study:
 - (A) the student has graduated from a high school; or
 - (B) the student has obtained a recognized equivalent of a high school diploma; or
- (ii) provide the school with the following before the end of the student's first quarter of attendance at the school, or the student will be terminated from his or her program of study:
 - (A) a copy of the student's high school diploma;
 - (B) a copy of the student's recognized equivalent of a high school diploma;
 - (C) the student's official high school transcript;
 - (D) the student's GED scores at or above the passing level set by the state agency awarding the GED; or
 - (E) a document from a state authority (to the satisfaction of the school) recognizing that the student successfully completed secondary school through home schooling (as defined by state law).

If the student satisfies this admission requirement by certifying that the student graduated from a high school or obtained a recognized equivalent of a high school diploma, the school may, in its discretion, require the student to provide the school with documentary proof of the student's high school graduation or equivalency, in a form acceptable to the school.

- (c) The student obtains an overall weighted average score of at least 75% on the following four content sections of the Health Education Systems, Inc. Admission Assessment ("HESI A2") examination: math; reading comprehension; vocabulary; and grammar. The weighted average score is calculated by first aggregating

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- the value of the reading comprehension, vocabulary and grammar scores, divided by three; and
 - the value of the math score
- and then dividing the resulting sum by two.
- (d) The student must be able to satisfy, with or without reasonable accommodation, the physical, mental and sensory requirements to perform the essential duties and responsibilities typically associated with a registered nurse, including, without limitation, possessing a full range of body motion, handling and lifting patients, manual and finger dexterity, eye-hand coordination, and walking and standing for extensive periods of time, as determined by the school in its discretion.
- (e) The student passes (as determined by the school in its discretion) an individual interview, which may include assessment of English proficiency for an English as a Second Language (“ESL”) student, with the Registrar, if the Registrar requests an interview with the student.

Upon the student's satisfaction of all of the above requirements with respect to the Nursing associate's degree program, the school will promptly notify the student whether he or she is admitted into that program of study at the school. In the event that the number of applicants for admission to the Nursing associate's degree program exceeds the enrollment capacity for that program, the applicants for admission will be ranked based on the composite score that each applicant received on the HESI A2 examination. Applicants will be admitted into the Nursing associate's degree program in order based on their ranking up to the enrollment capacity of the program.

Late Admission

A new student must be admitted into a program of study and begin attending classes in at least one of the program courses that he or she is registered to take during the first quarter of the student's enrollment in that program of study (a) within 14 calendar days following the first session of a program course taught in residence or (b) on or before the third Sunday of the quarter for a program course taught online, or the student's registration in that program of study will be canceled by the school. If a student's enrollment in a program of study is canceled by the school, the student may seek readmission to the program of study at the next available date that the program of study is offered by the school.

Credit for Previous Education or Experience

A student may request credit for courses in the student's program of study at the school based on the student's previous postsecondary education or experience, by submitting a written request to the Registrar.

- (1) **Previous Postsecondary Education** - Following the Registrar's receipt of the student's written request, the school may grant the student credit for course(s) in the student's program of study based on the student's previous postsecondary education at a different institution, if the student satisfies all of the following requirements:
- (a) The student provides the school with an official transcript from each educational institution awarding any credits that the student desires to transfer to the school to satisfy specific course requirements of the student's program of study at the school. If the educational institution is located (I) in the U.S., it must be accredited by an accrediting agency recognized by the U.S. Department of Education, or (II) outside the U.S., it must be accredited or similarly acknowledged by an agency deemed acceptable to the school in its discretion.

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- (b) The subject matter of the course(s) represented by the credits that the student desires to transfer to the school to satisfy specific core, technical basic and general studies course requirements of the student's program of study at the school is determined, in the school's discretion, to be equivalent to the subject matter of such core, technical basic and general studies course(s). The subject matter of the course(s) represented by the credits that the student desires to transfer to the school to satisfy specific general education course requirements of the student's program of study at the school is determined, in the school's discretion, to be substantially similar to the subject matter of such general education course(s). In addition, any credit for courses that the student desires to transfer to the school to satisfy any Science course requirements in the Nursing associate's degree program must have been earned by the student within seven years of the Registrar's receipt of the student's written request. The subject matter of the course(s) represented by the credits that the student desires to transfer to the school to satisfy any elective course requirements of the student's program of study at the school is determined, in the school's discretion, to represent a level of rigor that is equal to or greater than the rigor of the school's lower division courses.
- (c) The number of credits that the student desires to transfer to the school to satisfy the requirements of a specific course in the student's program of study at the school must equate, as determined by the school, to at least the same number of quarter credit hours of that course as specified in the Program Outline for the student's program of study at the school.
- (d) The student completed each course represented by credits that the student desires to transfer to the school to satisfy specific course requirements of the student's program of study at the school with at least: (i) a passing grade in the student's program of study at the school, if the credits were earned at an ITT Technical Institute; (ii) a grade of "C" (i.e., 2.0 on a 4.0 scale), if the credits were earned at a postsecondary educational institution other than an ITT Technical Institute and the student's program of study at the school is not the associate degree program in Nursing; or (iii) a grade of "B" (i.e., 3.0 on a 4.0 scale), if the credits were earned at a postsecondary educational institution other than an ITT Technical Institute and the student's program of study at the school is the associate degree program in Nursing.

Other institutions of higher education with which the school has established an articulation agreement include the other ITT Technical Institutes across the country, Kaplan University with respect to its "advanced start" bachelor degree programs and Grand Canyon University with respect to the associate degree program in Nursing. Many of the same and other limitations and conditions specified above with respect to credit granted by the school for a student's previous postsecondary education at a different institution will apply to credit granted by a different institution for a student's postsecondary education at the school. As a result, any student considering continuing his or her education at, or transferring to, any institution other than an ITT Technical Institute must not assume that any credits earned in any course taken at the school will be accepted by the receiving institution. The student must contact the registrar of the receiving institution to determine what credits earned at the school, if any, that institution will accept.

Proposed advertising to be used for this program

To generate interest among potential students, ITT Educational Services engages in a broad range of activities to inform potential students and their parents about ITT Technical Institute and the programs offered.

Each campus' advertising is generally comprised of broadcast, direct mail, company web site, and yellow

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Attachment 7

page directory activities. Links to the company web site may also be placed on other web sites that are owned by third parties. The school website, <http://www.itt-tech.edu>, provides information on the ITT Educational Services, campus locations, programs, and admissions, and allows prospective students to schedule a campus visit, request a brochure, or apply online.

The messages in all media are consistent in that they suggest that ITT Technical Institute should be considered for career-oriented education. Broadcast radio and television may use a graduate testimonial, a slice-of-life dramatization or a didactic approach. The direct mail is a simple letter that explains the practical nature of the programs.

ITT Educational Services -sponsored television advertising is centrally coordinated and developed. Television advertising is directed at a combination of both the national market and the local markets in which each campus is located. The television commercials generally include a toll free telephone number for direct responses and information about the location ITT Technical Institutes in the area. Direct responses to television advertising are centrally received, tracked, and promptly forwarded to the appropriate campus. Responses to direct mail campaigns, targeted at high school students and other potential postsecondary education students, are also centrally received, tracked, and forwarded to the appropriate location.

ITT Educational Services will continue to review catalog content and format in order to comply with future changes mandated by state and accrediting council requirements. Other publications, including marketing materials, will also be changed as new programs are introduced or advertising requirements are otherwise changed.

Following this page is the current advertising which may be used for the Associate of Applied Science Computer Systems Support and Administration program.