

**Tennessee Technology Center at Covington  
Student Right to Know Information**

Main Campus  
1600 Hwy 51 South  
P.O. Box 249  
Covington, TN 38019  
901-475-2526  
www.ttccovington.edu

Each year a school must provide to enrolled students a notice containing a list of the consumer information it must disseminate, and the procedures for obtaining this consumer information. Below is the list of required information we must release. This information packet is distributed to faculty, staff, & students during following months: January, May, July, and September. This information is also placed in our front lobby and on our website at the same time.

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Our entire Student Catalog/Handbook may be viewed on our website. If you have any questions or need further information, please contact either the Director or the Student Services Coordinator at (901) 475-2526.

A Tennessee Board of Regents Institution  
AA/ADA/EEO Training Institution  
Accredited by Council on Occupational Education  
A copy of our accreditation can be obtained from:  
41 Perimeter Center East, NE Suite 640  
Atlanta, Georgia 30346  
(770) 396-3898  
(800) 917-2081

## **DEFINITION**

Tennessee Technology Center is an institution that serves people in a broad geographical area consisting of two or more counties offering technical occupational training of less than college grade.

## **MISSION**

The Tennessee Technology Centers continue to serve as the premier providers for workforce development throughout the State of Tennessee. The centers fulfill the mission by:

- Providing competency-based training through traditional and distance learning instructional delivery systems of the highest quality that will qualify individuals for employment and/or advancement in jobs.
- Providing high quality training and retraining of employed workers.
- Providing high quality training that is economical and accessible to all residents of Tennessee, thereby contributing to the economic and community development of the communities we serve.

## **HISTORY**

The Tennessee Technology Centers were originally established as a statewide system by the enactment of the Tennessee Legislature during the 1963 General Assembly as State Area Vocational-Technical Schools. This system operated under the supervision of the Tennessee State Board of Education until June 30, 1983. The State Area Vocational-Technical Schools came under the jurisdiction of the Tennessee State Board of Regents July 1, 1983. Further legislation changed the State Area Vocational-Technical Schools to Tennessee Technology Centers effective July 1, 1994. The Tennessee Technology Center at Covington had its beginning in 1965 and opened its first classes in October, 1966. We implemented a trimester system on January 1, 2006.

Tennessee Technology Center at Covington is one of 46 institutions in the Tennessee Board of Regents system, the seventh largest system of higher education in the nation. The Tennessee Board of Regents is the governing board for this system that is comprised of six universities, thirteen community colleges, and twenty-seven technology centers. The TBR system enrolls more than 80 percent of all Tennessee systems attending public institutions of higher education.

## **ACCREDITATION**

TTCC is fully accredited by the Commission on Occupational Education. Membership with this agency assures that the school is maintaining up-to-date, quality programs. The State Office of Veterans Education approves all programs at TTCC for training of veterans.

**Council on Occupational Education (COE)'s Annual Completion, Placement, and Licensure Report**

**2009 Annual Report  
Program**

	Graduation Rate (%)	Total Completion Rate (%)	Graduate Placement Rate (%)	Total Placement Rate (%)	Licensure Exam Pass Rate (%)
Automotive Technology	90.91	90.91	44.44	44.44	n/a
Business Systems Technology	75	75	88.89	88.89	n/a
Online Business Systems Technology	75	75	100	100	n/a
Computer Information Technology	66.67	66.67	60	60	n/a
Computer Information Systems	100	100	66.67	66.67	n/a
Online Computer Information Systems	100	100	0	0	n/a
Online Drafting & CAD Technology	n/a	n/a	n/a	n/a	n/a
Heating, Ventilation, Air Conditioning & Refrigeration	47.83	56.52	54.55	61.54	n/a
Industrial Maintenance	68.97	79.31	75	78.26	n/a
Machine Tool Technology	58.33	66.67	85.71	87.5	n/a
Practical Nursing (Day & Evening/Weekend)	79.55	90.91	84.85	86.84	96.97
Welding Technology	100	100	51.85	51.85	n/a

<b>2009 Institutional Totals</b>	
<b>Completion Rate</b>	<b>82.02</b>
<b>Placement Rate</b>	<b>71.94</b>
<b>Licensure Exam Pass Rate</b>	<b>96.97</b>

**2008 Annual Report  
Program**

	Graduation Rate (%)	Total Completion Rate (%)	Graduate Placement Rate (%)	Total Placement Rate (%)	Licensure Exam Pass Rate (%)
Automotive Technology	100	100	25	25	n/a
Business Systems Technology	63.16	68.42	81.82	83.33	n/a
Online Business Systems Technology	50	75	100	100	n/a
Computer Information Technology	90.91	90.91	62.5	62.5	n/a
Computer Information Systems	100	100	100	100	n/a
Online Computer Information Systems	n/a	n/a	n/a	n/a	n/a
Online Drafting & CAD Technology	0	100	0	100	n/a
Heating, Ventilation, Air Conditioning & Refrigeration	59.09	63.64	46.15	50	n/a
Industrial Maintenance	54.55	86.36	83.33	89.47	n/a
Machine Tool Technology	37.5	46.88	90.91	92.86	n/a
Practical Nursing (Day)	73.91	82.61	66.67	70.59	100
Practical Nursing (Evening/Weekend)	We did not have a class to graduate during this reporting period.				
Welding Technology	66.67	73.33	62.5	66.67	n/a

<b>2008 Institutional Totals</b>	
<b>Completion Rate</b>	<b>71.88</b>
<b>Placement Rate</b>	<b>72.9</b>
<b>Licensure Exam Pass Rate</b>	<b>100</b>

updated 6/23/10

N/A in Graduation, Total Completion, Graduate Placement & Total Placement Rates mean either no students were enrolled or no students were enrolled long enough to have earned an awa

**IPEDS Survey Information  
Completions 2009-2010**

Info gathered in Fall Report

<b>Program</b>		<b>Non Resident</b>	<b>Black,</b>	<b>American Indian/</b>	<b>Asian or</b>	<b>White,</b>	<b>Race/ethnicity</b>	<b>Total</b>	
		<b>Alien</b>	<b>non-Hispanic</b>	<b>Alaskan Native</b>	<b>Pacific Islander</b>	<b>Hispanic</b>	<b>non-Hispanic</b>		<b>unknown</b>
<b>Automotive Technology</b>	Men	0	0	0	0	0	10	0	<b>10</b>
	Women	0	0	0	0	0	0	0	<b>0</b>
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>10</b>
<b>Business Systems Technology</b>	Men	0	0	0	0	0	0	0	<b>0</b>
	Women	0	2	0	0	0	9	0	<b>11</b>
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>11</b>
<b>Computer Operations Technology</b>	Men	0	0	0	0	0	3	0	<b>3</b>
	Women	0	0	0	0	0	3	0	<b>3</b>
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>
<b>HVACR</b>	Men	0	1	0	0	0	11	0	<b>12</b>
	Women	0	0	0	0	0	0	0	<b>0</b>
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>12</b>
<b>Industrial Maintenance</b>	Men	0	3	0	0	0	13	0	<b>16</b>
	Women	0	0	0	0	0	0	0	<b>0</b>
	<b>Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>16</b>
<b>Machine Tool Technology</b>	Men	0	0	0	0	0	4	0	<b>4</b>
	Women	0	0	0	0	0	0	0	<b>0</b>
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>
<b>Practical Nursing Education</b>	Men	0	1	0	0	0	0	0	<b>1</b>
	Women	0	9	0	0	0	25	0	<b>34</b>
	<b>Total</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>35</b>
<b>Welding Technology</b>	Men	0	1	0	0	0	24	0	<b>25</b>
	Women	0	0	0	0	0	1	0	<b>1</b>
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>26</b>
<b>GRAND TOTALS</b>	<b>Men</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>71</b>
	<b>Women</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>38</b>	<b>0</b>	<b>49</b>
	<b>Total</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>103</b>	<b>0</b>	<b>120</b>

updated 6/23/2010

**IPEDS Survey Information**  
 Info gathered during Spring Report

**Graduation Rates**  
**Cohort Year 2006**

	<b>Revised Cohort</b>	<b>Total Exclusions</b>	<b>Total Completers within 150%</b>	<b>Total Transfer-out Students</b>	<b>Graduation Rate</b>	<b>Transfer-out Rate</b>
<b>MEN</b>						
Non Resident Alien	0	0	0	0	0	0
Black, non-Hispanic	10	0	7	0	70	0
American Indian/Alaska Native	0	0	0	0	0	0
Asian/Pacific Islander	1	0	0	0	0	0
Hispanic	2	0	2	0	100	0
White, non-Hispanic	35	2	28	2	85	6
Race/ethnicity unknown	0	0	0	0	0	0
<b>TOTAL MEN</b>	<b>48</b>	<b>2</b>	<b>37</b>	<b>2</b>	<b>80</b>	<b>4</b>
<b>WOMEN</b>						
Non Resident Alien	0	0	0	0	0	0
Black, non-Hispanic	10	0	5	0	50	0
American Indian/Alaska Native	0	0	0	0	0	0
Asian/Pacific Islander	1	0	1	0	100	0
Hispanic	0	0	0	0	0	0
White, non-Hispanic	22	0	14	0	64	0
Race/ethnicity unknown	0	0	0	0	0	0
<b>TOTAL WOMEN</b>	<b>33</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>61</b>	<b>0</b>
<b>GRAND TOTAL</b>						
Non Resident Alien	0	0	0	0	0	0
Black, non-Hispanic	20	0	12	0	62	0
American Indian/Alaska Native	0	0	0	0	0	0
Asian/Pacific Islander	2	0	1	0	0	0
Hispanic	2	0	2	0	0	0
White, non-Hispanic	57	2	42	2	82	0
Race/ethnicity unknown	0	0	0	0	0	0
<b>GRAND TOTAL</b>	<b>81</b>	<b>2</b>	<b>57</b>	<b>2</b>	<b>72</b>	<b>3</b>

**Retention Rate**

**Full-time, first-time Fall 2008 cohort retention rate 87%**  
**Part-time, first-tims Fall 2008 cohort retentin rate 63%**

updated 6/23/2010

**STUDENT NOTIFICATION OF RIGHTS  
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)**

Students of the Tennessee Technology Center at Covington have legal rights under the Family Educational Rights and Privacy Act (FERPA) of 1974, as well as the related regulations of the Department of Education. This law, also referred to as the Buckley Amendment, and the regulations provide that:

- ✦ A student has a right to inspect and review their educational records by submitting a written request to the Student Records Clerk. Within 30 days of the request, the Student Records Clerk will notify the student of the date and time when the records can be inspected.
- ✦ A student may request that any record be amended if the student believes it is inaccurate, misleading, or otherwise in violation of privacy rights. To request an amendment, the student must write the school official responsible for the record and clearly specify why it is inaccurate or misleading. If the school decides not to amend the record, the student will be notified of his/her rights to a school hearing. Additional information regarding hearing procedures will be provided to the student at that time.
- ✦ The Tennessee Technology Center at Covington will obtain the student's written consent before disclosing personally identifiable information about the student from their records, unless the consent is not required by the law or the regulations. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her responsibility. A school official is a person employed by the institution in an administrative, supervisory, faculty or staff position; a person or company with whom the school has contracted services; a member of the school's governing board, or a student serving in an official capacity, such as student review hearings. Upon request, the school also discloses education records without consent to officials of another school in which a student seeks or intends to enroll, but will notify the student, if possible, of this request.
- ✦ If a student wishes to authorize the release of records to other individuals, the student must complete the "Authorization to Release Information" form, available in the Student Records Office. For security purposes, photo identification will be required in order to complete this form.
- ✦ Directory information such as name, address, date of birth, telephone listing, course of study, dates of attendance, awards earned, etc. may be disclosed unless the student submits a written request that such information not be disclosed. If a student wishes to restrict the release of directory information to outside agencies and schools, a "Confidentiality of Records" form must be completed and submitted to the Student Records Office.
- ✦ A student has the right to file a complaint with the U.S. Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA. Contact information is provided below:

Family Policy Compliance Office  
U.S. Department of Education  
600 Independence Avenue, SW  
Washington, DC 20202-4605

6/23/2010

**TENNESSEE TECHNOLOGY CENTER  
AT  
COVINGTON**

**DRUG-FREE WORKPLACE**

**STUDENTS' STATEMENT**

The Omnibus Drug Initiative Act of 1988 requires that all grantees receiving grants from a federal agency certify that they will maintain a drug-free workplace (this includes school receiving campus-based appropriations).

In order to complete certification for this requirement, both current and future students of the Tennessee Technology Center, Covington, Tennessee, must sign certifying they have read and understand the following statement:

All students of Tennessee Technology Center are strictly prohibited from participating in the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance in the Tennessee Technology Center training place. Each student must notify the Tennessee Technology Center Director of any criminal drug statute conviction for a violation occurring in the training school no more than five days after such conviction. Violation of this rule which results in a criminal conviction will force one of the following actions against said student: a written warning, probation, and/or termination following established State Board of Regents guidelines for disciplinary actions.

**Financial Aid Information concerning the conviction for possessing or selling illegal drugs**

Students convicted of a federal or state offense of selling or possessing illegal drugs that occurred while they were receiving federal student aid should still complete and submit the FAFSA because they may be eligible for federal aid, and even if they aren't, they may be eligible for state or institutional aid. Students who fill out their FAFSA online and answer "Yes" to the question will immediately receive a series of questions to determine their eligibility. Students who fill out a paper FAFSA and answer "Yes" to this question will receive a worksheet with their SAR to determine whether the conviction affects their eligibility for federal student aid. If the date they regain eligibility falls before July 1 of the award year, the worksheet will instruct them to change the response to a "1," indicating full eligibility for the award year. If the date falls between July 1, and June 30 of the award year, they will not be eligible for part of the award year and will need to change the response to a "2." If the date falls after June 30 of the award year, the students' response will remain a "3." They will not be eligible for federal aid during the entire award year unless they complete a qualified drug rehabilitation program. Students who leave question 23 blank cannot be paid Title IV aid until they respond by submitting a corrected SAR or ISIR.

A copy of this statement will be given to the student, placed in the student's record and kept in the school office.

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Student's Signature

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Date

## **Tennessee Technology Center at Covington Drug and Alcohol Prevention Information**

Drug and/or alcohol abuse can affect one's physical and emotional health as well as social life and everyday living. Long-term abuse can destroy a healthy body and mind. This Center has a drug-free policy and a prevention program to assist students and staff members who have problems with alcohol or drug abuse. Student Services personnel are available to assist and make referrals to appropriate agencies, which assist persons with this problem. Every effort will be made to respond effectively to the use and abuse of alcohol and drugs by the Center's population. The Tennessee Technology Center of Covington expects all students and staff members to comply with the rules and local and state laws relating to alcoholic beverages and drugs.

The Omnibus Drug Initiative Act of 1988 requires that all grantees receiving grants from a federal agency certify that they will maintain a drug-free workplace (this includes schools receiving campus-based appropriations)

All students, faculty, and staff of the Tennessee Technology Center at Covington are strictly prohibited from participating in the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance in the Tennessee Technology Center at Covington's training place. Each student must notify the Director of any criminal drug statute conviction for a violation occurring in the training school no more than five days after such conviction. Violation of this rule, which results in a criminal conviction, will force one of the following actions against said student: a written warning, probation, and/or termination following established Tennessee Board of Regents guidelines for disciplinary actions.

TTCC will impose sanctions on students and employees for violations of the standards of conduct (consistent with local, state, and federal law). These sanctions may include expulsion, termination of employment, and referral for prosecution. (Source: 2006-2007 FSA Handbook)

### Drug and Alcohol Counseling, Treatment, & Rehabilitation Centers

A Abater Addiction Helpline  
1-800-300-1304

Correctional Services of Tennessee  
907 Highway 51 South  
Covington, TN 901-475-9700

Employee Assistance Program  
1-800-308-4934  
for TN State Employees only

Lakeside Behavioral Health System  
2911 Brunswick Road  
Memphis, TN 901-377-4733

Pathways  
114 Tammell Street  
Brownsville, TN 731-772-4685

## **Financial Aid Available at the Tennessee Technology Center at Covington**

### **Federal Pell Grant**

Federal Pell Grant helps undergraduates pay for their education after high school. For the Federal Pell Grant Program, an undergraduate is one who has not earned a bachelor's or first professional degree. For many students, Federal Pell Grants provide a "foundation" of financial aid, to which aid from other federal and non-federal sources may be added. Unlike loans, grants do not have to be repaid (as long as satisfactory progress is maintained).

To determine if a student is eligible, the Department of Education uses a standard formula passed into law by Congress; to evaluate the information reported on the student aid application. The formula produces an Expected Family Contribution (EFC) number. The Student Aid Report contains this number and will tell whether the student is eligible.

### **Federal Supplemental Educational Opportunity Grant (FSEOG)**

To be eligible to receive FSEOG funds, students must show exceptional financial need and meet other general eligibility requirements for Title IV programs. Exceptionally needy students are those who have the lowest Expected Family Contribution (EFC) and are eligible to receive the Federal Pell Grant funds in the current award year. FSEOG awards are restricted to undergraduate students only. Since students are admitted on an ongoing basis throughout this year, the lowest EFC may mean the lowest EFC for group of applicants whose aid is being packaged at the same time. FSEOG is awarded based on the student's EFC. FSEOG will be awarded to students who have a **0 EFC** and remaining need. The FAO will then determine if there are enough funds to award to students who have a higher EFC. This will vary from year to year.

### **Tennessee Student Assistance Award (TSAA)**

Students must be Pell eligible and a Tennessee resident. The Tennessee Student Assistance Corporation (TSAC) determines eligibility and awards (<http://www.state.tn.us/tsac/index.htm>). Students who attend on a part-time basis will have their TSAA prorated based on the amount of fees they pay. Students must be enrolled at least half-time. Less than half-time students do not qualify for TSAA.

### **Wilder-Naifeh Technical Skills Grant (WNTSG)**

Part of the Tennessee Education Lottery Scholarship program (TELS). The WNTSG is a grant that is available only to Tennessee residents that attend a Tennessee Technology Center. This program became effective the Fall term of 2004. The Tennessee Student Assistance Corporation (TSAC) determines eligibility and awards (<http://www.state.tn.us/tsac/index.htm>).

### **DAL ENROLLMENT GRANT (HIGH SCHOOL STUDENTS ONLY)**

The Dual Enrollment Grant program is defined as a grant for study at an eligible postsecondary institution that is funded from net proceeds of the state lottery and awarded to students who are attending high school and who are also enrolled in college courses at eligible postsecondary institutions for which they will receive college credit.

The Dual Enrollment Grant program is funded by the Tennessee Lottery and administered by the Tennessee Student Assistance Corporation. This program provides opportunities for students to begin working toward a college degree, while still pursuing a high school diploma, and encourages post-secondary education and the acceleration of post-secondary attainment.

### **Other Financial Aid Accepted at TTC-Covington**

Families First Institutional Scholarships  
Scholarships from Outside Agencies TRA  
Veterans Administration Educational Benefits Vocational Rehabilitation  
Workforce Investment Act

### **COST OF ATTENDANCE**

The Cost of Attendance includes an allowance for tuition, fees, books, supplies, transportation, room, board and other personal and miscellaneous expenses. The Cost of Attendance is not the amount that you pay to the school. Please see the Financial Aid Office for the current Cost of Attendance figures.

### **WITHDRAWAL**

Once students complete training or are no longer able to attend training, they must notify their instructor and complete the necessary termination paperwork.

### **RETURN OF TITLE IV**

This policy will be used to determine what percentage of financial aid a student has earned if he/she terminates prior to completing their scheduled hours. There are worksheets that will be completed when a termination is given to the financial aid office. Copies of these worksheets will be given to a student ONLY at his/her request. After the calculation has been completed, the school will determine whether the student is due a post-withdrawal disbursement or if the student owes money back to TTCC and/or Title IV.

### **GENDER/RACE INFORMATION ON FINANCIAL AID RECIPIENTS**

	Alaska Native	American Indian	Asian	Black/African American	Native Hawaiian/Other Pacific Islander	White
Female	0	1	0	9	0	22
Male	0	2	0	21	0	42

**Please see the Catalog/Student Handbook  
(also available on our website, [www.ttccovington.edu](http://www.ttccovington.edu))  
or the Student Services Coordinator for more financial aid information.**

**Tennessee Technology Center at Covington  
Institutional Information Security Plan  
Gramm-Leach Bailey Act Plan**

The administration of the Tennessee Technology Center at Covington (TTCC) is aware of the importance and objectives of the Gramm-Leach-Bliley Act (GLB) with regard to its importance to activities, services, or programs which use information with identifiable student numbers such as Social Security Numbers and protecting such data from unauthorized access to a student or employee's financial information. It is likely in some areas of school operations that information is maintained or shared internally and with third parties, thus having the recognized danger for unauthorized access, breach of confidentiality, or at least weaknesses that should be addressed.

Campus departments and activities identified as those which may house or provide a gateway to identifiable student numbers or financial information include:

- Admissions
- Financial Aid
- Records and Grading
- Fiscal Operations.

Each of these areas must be reviewed and evaluated concerning current policies and procedures in regard to security of confidential information. This review and evaluation will include data stored and disposed of internally as hard copy and electronically. Third party access or transmission will also be addressed including review of contracts for language regarding the security of data.

During daily operations, it is often necessary to verbally communicate confidential information. It is important that all TTCC employees are aware of the risks of verbal communication and open viewing of computer screens to protecting confidential information. Training of TTCC staff and faculty will be conducted annually in regards to protecting confidential information.

### **Restrictions on Use of Information**

The Tennessee Technology Center at Covington restricts access to nonpublic personal information about student and employee information to those employees, independent contracting agents, and other affiliated entities or individuals who need to know that information to provide services to you. Their right to further disclose and use that information is limited by our employee conduct rules, applicable law, and disclosure agreements where appropriate. The school maintains physical and electronic nonpublic personal information.

### **Physical Security**

- All areas where files are maintained are behind closed locked doors when not in use.
- All documents containing sensitive information are destroyed in accordance with Tennessee Board of Regent's guidelines.
- School is protected by an electronic security system.
- Security measures will be reviewed and tested annually.
- The school has no third party contracts. If any were entered into, the participant would have to adhere to Gramm-Leach Bliley Act.

- School will maintain a close inventory of school's computers. Change password periodically; do not post passwords near computers.
- All calls or other requests for student and employee information should be forwarded to appropriate administrative personnel.

### **Network/Internet Security**

Servers:	SIM Windows 2000 Server, Windows NT Server (both servers are secured within a server cabinet), Windows 2003 Server. Server OS patches are applied regularly.
User Log-On Accounts:	All accounts are password protected and use password activated screensavers.
Security:	128 bit encryption, Server authentication.
Antivirus:	SAV-Symantec corporate edition version 8.1, annual subscription, servers update applied regularly (all work stations are covered by the above)
Internet Security:	WatchGuard Firebox 1000 - Management software updated regularly by Computer Operations Technology Instructor. Spybot Software installed on every workstation.
Backup:	SIM Windows 2000 Server is backed up to tape and the tapes are stored behind locked doors.
Computer Disposal:	Erase all data when disposing of computers, diskettes, magnetic tapes, hard drives or any other electronic media that contain student or employee information.

Continuous evaluation by administration of possible breaches of security of financial information of students or employees will be conducted. It is expected that the revealed weaknesses will be cause for improvements and changes to better meet the requirements of GLB. TTCC has designated the Director to be the coordinator of the Information Security Plan. On an annual basis the coordinator will conduct training, evaluate the plan, and inform the administration of the results.

## ***Reporting Fraud, Waste, or Abuse at the Tennessee Technology Center at Covington***

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State law requires all public institutions of higher education to provide a means by which students, employees, or others may report suspected or known improper or dishonest acts. In addition, the Tennessee Technology Center at Covington (TTCC) is committed to the responsible stewardship of our resources.

Whether you are part of management, a faculty or staff member, a student, or an interested citizen, we encourage you to report known or suspected dishonest acts by employees, outside contractors, or vendors.

### ***What Should I Report?***

Dishonest acts, either known or suspected, should be reported, such as:

- Theft or misappropriation of funds, supplies, property, or other institution resources
- Forgery or alteration of documents
- Unauthorized alteration or manipulation of computer files
- Improper and wasteful activity
- Falsification of reports to management or external agencies
- Pursuit of a benefit or advantage in violation of institution's conflict of interests policy
- Authorization or receipt of compensation for hours not worked

### ***Think Before You Speak!***

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Before making allegations of dishonesty, be reasonably certain of any claims. Such allegations can seriously and negatively impact the accused individual's life and adversely affect the working environment of the Center.

### ***Reporting Options***

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Several options are available to all TTCC employees, students and others for reporting known or suspected dishonest acts. You may report your concerns to:

- your immediate supervisor or Instructor if you are a student
- the Director of the Tennessee Technology Center at Covington—(901) 475-2526, ext. 16
- the Office of Internal Audit at Jackson State Community College, our lead institution, at (731) 424-3520, ext. 347
- to the Tennessee Board of Regents, Office of System-wide Audit, by email at [reportfraud@tbr.edu](mailto:reportfraud@tbr.edu)
- to the Tennessee Comptroller's Hotline for Fraud, Waste and Abuse at **1-800-232-5454**

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## ***Investigations***

When allegations of dishonesty or other irregularity by an employee, outside contractor, or vendor are reported, an Internal Auditor is required to conduct an investigation.

School administration should **not** attempt to conduct investigations nor alert suspected employees of an impending investigation.

In an investigation, objectives include verifying the facts, maintaining objectivity and confidentiality, determining responsibility, and recommending corrective actions to help ensure that similar actions do not occur in the future.

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## ***Protection under State Law***

As Internal Audit investigates allegations of dishonesty, the reporting individual's confidentiality is protected under *Tennessee Code Annotated* Title 10, Chapter 7 (subject to court action requiring disclosure). Also, state law prohibits discrimination or retaliation of any kind against employees who report allegations of dishonest acts.

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## ***Reporting Responsibility***

Tennessee Board of Regents' internal auditors have reporting responsibility to the Audit Committee of the Tennessee Board of Regents through the Director of System-wide Internal Auditing. This reporting relationship enables them to independently and objectively review matters involving any level of administration at the Tennessee Technology Center at Covington.

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## ***Preventing Fraud, Waste and Abuse***

The Tennessee Technology Center at Covington administration is responsible for establishing and implementing systems and procedures to prevent and detect fraud, waste and abuse.

The basic elements of a proper control system include:

- Creating a culture of honesty and high ethics
- Evaluating risks and implementing processes, procedures and controls to prevent, deter and detect fraud, waste and abuse
- Developing an appropriate oversight process

Management at all levels of the institution should review the information that is available from the American Institute of Certified Public Accountants in the document, *Management Antifraud Programs and Controls: Guidance to Help Prevent and Deter Fraud*, at their website:

<http://www.aicpa.org/download/antifraud/SAS-99-Exhibit.pdf>

Please contact Jackson State Community College, Office of Internal Audit, at (731) 424-3520 ext. 347 if you need assistance in reviewing risks, processes, procedures or controls, or in providing internal control training.

## **Americans with Disabilities (ADA) Information**

### **Introduction**

The Tennessee Technology Center at Covington (TTCC) is committed to providing opportunities and accommodations in higher education to all academically qualified students with disabilities. This commitment is consistent with the Center's obligations under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA).

**It is the responsibility of the student to seek available assistance at the Center and to make his/her needs known.**

Disability Services is a Center resource that provides educational support services and programmatic access promoting barrier-free environments (physical, programs, information) which means ensuring the rights of people with disabilities and meeting its obligations under federal and state statutes.

TTCC affirms that no qualified person, by reason of disability, be denied access to, participation in, or the benefits of, any program or activity operated by the Center. Each qualified person shall receive reasonable accommodations to ensure equal access to educational opportunities, programs, and activities in the most integrated setting.

### **Philosophy and Mission**

To provide services and promote an accessible environment which allows people with disabilities an equal opportunity for participation in educational and other Center activities.

Strives to improve access to Center programs, activities and facilities for students with disabilities

### **Statement of Purpose**

- Offers selective student services which are not provided by other Center offices
- Assists students in negotiating disability-related barriers to their pursuit of education
- Promotes increased awareness of disability issues on campus

Disability Services coordinates access to reasonable and appropriate accommodations for students with disabilities when the student has a documented disability from a qualified professional. Individualized services are available to the student as determined by the Student Services Coordinator based on the specific disability and academic program the student pursues while enrolled.

### **Definition**

Disability is defined as a physical or mental impairment that substantially limits one or more of the major life activities; a record of such an impairment or being regarded as having such an impairment. Qualified individuals with a disability are defined as an individual who, with or without reasonable modifications and accommodations, meets the essential eligibility requirements for the program services and activities offered by the Center.

### **Types of Disabilities**

Students attending the TTCC may receive services for one or more of the following disabilities:

- Hearing impairments
- Orthopedic/mobility impairments
- Learning disabilities/ADD, ADHD, Dyslexic
- Visual impairments
- Medical disabilities
- Psychiatric disabilities

This list does not include all types of disabilities for which services are provided but merely exemplifies most frequently served disabilities.

## **Americans with Disabilities (ADA) Information**

### **Procedures for Accommodations**

In order to receive "reasonable accommodations" as set forth in Section 504 of the Rehabilitation Act and the Americans with Disabilities Act, students with disabilities must meet the following guidelines:

- Be self identified to the Coordinator of Student Services
- Provide current documentation of the disability (Documentation is defined as a written summary from a professional who is licensed to practice in the field appropriate for diagnosing and/or treating the disability in question.)

Students are assured accommodations only when documentation is on file in the Office of Student Services. This documentation will be kept confidential and used for verification assessment purposes only.

Information provided to Student Services has absolutely no effect on one's admission to TTCC or student status.

### **Academic Accessibility**

Students with disabilities entering the TTCC for the first time should contact the Coordinator of Student Services prior to their first trimester of enrollment. If a student is unable to perform certain academic tasks in the traditional manner because of a disability, reasonable accommodations can be arranged to allow alternative methods of meeting requirements. Such accommodations are discussed on an individual basis and in the spirit of equalizing opportunities rather than altering standards or waiving requirements.

It is the student's responsibility, along with the Coordinator of Student Services, to notify and provide faculty the appropriate forms. The Accommodation Form must be requested by the student and presented to the instructor by the student at the beginning of each term.

### **Common Academic Accommodations**

Reasonable accommodations are individualized and based on the nature of the of the disability and the academic environment. The following is a partial list of academic accommodations and services received by students with disabilities:

- Accessible classroom/location/furniture
- Assistance in coordinating auxiliary aids and services (i.e., note takers, tape recorders, books on tape, large print)
- Assistance from sign language interpreters
- Assistive listening devices
- Modification of exam conditions (i.e., extended test time, distraction free areas)

The Tennessee Technology Center at Covington is one of 46 institutions in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The Tennessee Board of Regents is the governing board for this systems which is comprised of 6 universities, 13 two-year colleges, and 27 Tennessee Technology Centers, which provide programs to over 180,000 students in 90 of Tennessee's 95 counties.

The Tennessee Technology Center at Covington holds membership in and is accredited by the

**Commission on Occupational Education  
41 Perimeter Center East, NE, Suite 640  
Atlanta, GA 30346  
(770) 396-3898 or (800) 917-2081**

For more information about Disability Services, please contact:  
Amanda Heath, Student Services Coordinator  
901-475-2526, extension 12 or amanda.heath@ttccovington.edu

**Tennessee Technology Center at Covington's  
Campus Crime**

**2005, 2006, 2007, & 2008 statistics Include both our Main Campus and our Munford Location  
These statistics include the total number of incidents and not total number of victims**

|                                         | 2009 | 2008<br>(Main) | 2008<br>(Munford) | 2007<br>(Main) | 2007<br>(Munford) | 2006 | 2005 |
|-----------------------------------------|------|----------------|-------------------|----------------|-------------------|------|------|
| <b>Crimes Against Person</b>            |      |                |                   |                |                   |      |      |
| Murder/Non-Negligent Manslaughter       |      |                |                   |                |                   |      |      |
| Negligent Manslaughter                  |      |                |                   |                |                   |      |      |
| Kidnapping                              |      |                |                   |                |                   |      |      |
| Forcible Rape                           |      |                |                   |                |                   |      |      |
| Forcible Sodomy                         |      |                |                   |                |                   |      |      |
| Sexual Assault with Object              |      |                |                   |                |                   |      |      |
| Forcible Fondling                       |      |                |                   |                |                   |      |      |
| Incest                                  |      |                |                   |                |                   |      |      |
| Statutory Rape                          |      |                |                   |                |                   |      |      |
| Sex Offenses - Non-Forcible             |      |                |                   |                |                   |      |      |
| Aggravated Assault                      |      | 1              |                   | 2              |                   |      |      |
| Simple Assault                          |      | 1              |                   | 1              |                   | 1    |      |
| Intimidation                            | 1    | 3              |                   | 9              | 1                 | 2    | 1    |
| Stalking                                |      |                |                   |                |                   |      |      |
| Any Other Crime Involving Bodily Injury |      |                |                   |                |                   |      |      |
| <b>Crimes Against Property</b>          |      |                |                   |                |                   |      |      |
| Arson                                   |      |                |                   |                |                   |      |      |
| Bribery                                 |      |                |                   |                |                   |      |      |
| Burglary                                |      | 1              |                   |                |                   |      |      |
| Counterfeiting/Forgery                  |      |                |                   |                |                   | 2    | 1    |
| Destruction/Damage/Vandalism            | 2    | 4              |                   |                | 2                 |      |      |
| Embezzlement                            |      |                |                   |                |                   |      |      |
| Extortion/Blackmail                     |      |                |                   |                |                   |      |      |
| Fraud-False Pretenses                   |      | 1              |                   |                |                   |      |      |
| Fraud-Credit/ATM Card/AT                |      |                |                   |                |                   |      |      |
| Fraud-Impersonation                     |      |                |                   |                |                   |      |      |
| Fraud-Welfare                           |      |                |                   |                |                   |      |      |
| Fraud-Wire                              |      |                |                   |                |                   |      |      |
| Motor Vehicle Theft                     |      |                |                   |                |                   |      |      |
| Robbery                                 |      |                |                   |                |                   |      |      |
| Stolen Property Offense                 |      |                |                   |                |                   |      |      |
| Theft-Pocket Picking                    |      |                |                   | 1              |                   |      |      |
| Theft-Purse Snatching                   |      |                |                   |                |                   |      |      |
| Theft-Shoplifting                       |      |                |                   |                |                   |      |      |
| Theft from Building                     | 5    | 4              |                   | 6              | 1                 | 2    | 3    |
| Theft from Coin Machines                | 1    |                |                   |                |                   |      |      |
| Theft from Motor Vehicle                | 1    |                |                   | 1              |                   |      |      |
| Theft of Motor Vehicle Parts            |      | 3              |                   |                |                   |      |      |
| Theft-All Other Larceny                 |      |                |                   |                |                   |      |      |
| <b>Crimes Against Society</b>           |      |                |                   |                |                   |      |      |
| Drug Narcotic Violations                | 1    |                |                   |                |                   |      |      |
| Drug Narcotic Equipment                 |      |                |                   |                |                   |      |      |
| Gambling-Betting/Wagering               |      |                |                   |                |                   |      |      |
| Gambling-Operating/Promoting            |      |                |                   |                |                   |      |      |
| Gambling-Equipment Violation            |      |                |                   |                |                   |      |      |
| Gambling-Sports                         |      |                |                   |                |                   |      |      |
| Pornography/Obscene Materials           |      |                |                   |                |                   |      |      |
| Prostitution                            |      |                |                   |                |                   |      |      |
| Prostitution-Assisting/Promoting        |      |                |                   |                |                   |      |      |
| Weapon Law Violations                   |      | 2              |                   |                |                   |      |      |
| <b>Hate Crimes</b>                      |      |                |                   | 1              |                   |      |      |
| <b>Other</b>                            |      |                |                   |                |                   |      |      |
| Bad Checks                              |      | 1              |                   |                |                   |      | 1    |
| Disorderly Conduct                      | 2    | 3              |                   |                |                   |      |      |
| Drunkenness                             |      | 1              |                   |                |                   |      |      |
| Liquor Law Violations                   |      | 1              |                   |                |                   |      |      |
| All Other Offenses                      | 1    |                |                   |                |                   |      |      |

## **CREDIT FOR PREVIOUS TRAINING**

Previous educational training and/or experience will be evaluated and the student will be enrolled in training at the student's proficiency level. The time normally required for training will be shortened accordingly. Training completed in high school, technical institutes, colleges, and other training situations such as business, industry, or the military will be evaluated toward completion requirements where applicable. The student must supply documentation and/or evidence of training proficiency.

## **ARTICULATION AGREEMENT**

The TTCC and Dyersburg State Community College (DSCC) have established an articulation agreement as a means of eliminating repetition of course studies for students who choose to continue their education at DSCC after successfully completing a program at TTCC. Students who have mastered certain course competencies which are equivalent to course competencies offered through DSCC may receive credit at DSCC by achieving an acceptable score on course challenge exams. The score earned on the challenge exam will be the score entered on the transcript of the student. DSCC instructors administer these exams. TTCC has also established an articulation agreement with Jackson State Community College.

## **MEASLES, MUMPS, AND RUBELLA (MMR) AND VARICELLA (CHICKEN POX)**

New data presented by the medical community indicates that many students who were immunized in childhood and thought to be immune to measles are now susceptible to the disease. Persons born prior to 1957 are presumed to have been infected and should be immune to measles. Effective December 9, 2009, all new enrolling students, who are attending full-time, must present proof of adequate immunization against measles, mumps and rubella. Proof of adequate immunization must be provided before a student can enroll. Effective July 1, 2011, all students born after January 1, 1980, are required to provide proof of immunization against Varicella (chicken pox). Contact your personal physician or local health department for further information.

| <b>PROGRAM</b>                                 | <b>BOOK TITLE</b>                                    | <b>ISBN #</b> | <b>RETAIL COST</b> |
|------------------------------------------------|------------------------------------------------------|---------------|--------------------|
| <b>Allied Health</b>                           |                                                      |               |                    |
| IV Therapy for LPN'S                           | IV Therapy Kits                                      | 14-TENTECОВI  | \$60.00            |
|                                                | IV Therapy Made Incredibly Easy                      | 1582554005    | \$40.00            |
|                                                | Principles & Practices of IV Therapy                 | 0781759447    | \$49.00            |
| <b>Practical Nursing</b>                       |                                                      |               |                    |
|                                                | Calculate With Confidence                            | 9780323056298 | \$69.00            |
|                                                | Basic Nutrition & Diet Therapy                       | 0323051996    | \$67.00            |
|                                                | Nutrition & Diet Therapy                             | 1418018260    | \$127.00           |
|                                                | Structure & Function of the Human Body Text          | 0781765951    | \$51.00            |
|                                                | Structure & Function of the Human Body Study Guide   | 9780781765961 | \$28.00            |
|                                                | BLS for Healthcare Providers (includes card)         | 0874934613    | \$23.00            |
|                                                | BLS for Healthcare Providers (includes card)         | 0874934613    | \$19.00            |
|                                                | Comprehensive Review for the NCLEX-PN Examination    | 9781416047308 | \$48.00            |
|                                                | Basic Geriatric Nursing                              | 9780323052436 | \$41.00            |
|                                                | Stedmans Medical Dictionary                          | 078177618X    | \$44.00            |
|                                                | Textbook of Basic Nursing                            | 9780781765213 | \$106.00           |
|                                                | Study Guide to Accompany Textbook of Basic Nursing   | 9780781769365 | \$33.00            |
|                                                | Introduction to Medical-Surgical Nursing Study Guide | 1605470643    | \$31.00            |
|                                                | Introduction to Medical-Surgical Nursing Text        | 1605470635    | \$79.00            |
|                                                | Maternity Nursing: An Introductory Text              | 1416048707    | \$48.00            |
|                                                | Pediatric Nursing                                    | 1416040498    | \$48.00            |
|                                                | Pearson Nurse's Drug Guide 2010                      | 0135075629    | \$41.00            |
|                                                | Nurse Pak                                            | 06-37-TTCOV   | \$68.00            |
|                                                | Intro to Clinical Pharmacology                       | 9781605476339 | \$0.00             |
|                                                | Study Guide: Intro to Clinical Pharmacology          | 9781605476346 | \$30.00            |
|                                                | Introductory to Clinical Pharmacology                | 9781605476339 | \$70.00            |
|                                                | First Aid/CPR/AED Participants Booklet & Skills Card |               | \$25.00            |
|                                                | Heartsaver First Aid (includes card)                 | 087493477K    | \$15.00            |
| <b>Heating, Ventilation, AC, Refrigeration</b> |                                                      |               |                    |
|                                                | ST-18 Electric Heat Service Trainer                  |               | \$3.00             |
|                                                | EPA Certification Exam (Proctored)                   |               | \$100.00           |
|                                                | Refrigeration, Air Conditioning Technology           | 1428319360    | \$130.00           |
|                                                | Commercial Refrigeration Trainer - Hamden Model      | H-CRT-2       | \$30.00            |

|                                    |                                                           |               |          |
|------------------------------------|-----------------------------------------------------------|---------------|----------|
|                                    | Student Manual for Refrigeration/Heat Pump Trainer        | H-RST-8       | \$36.00  |
|                                    | Electricity for Refrigeration, Heating & Air Conditioning | 1418042870    | \$147.00 |
| <b>Industrial Maintenance</b>      |                                                           |               |          |
|                                    | Automated Manufacturing Systems                           | ACD-100       | \$62.00  |
|                                    | Industrial Pneumatic Technology                           | 9781557690159 | \$22.00  |
|                                    | Industrial Hydraulic Technology                           | 9781557690258 | \$35.00  |
|                                    | Programmable Logic Controller                             | 1256-4        | \$62.00  |
|                                    | Ugly's Electrical Reference                               | 9780763771263 | \$19.00  |
|                                    | Industrial Electricity                                    | 9781401843014 | \$118.00 |
|                                    | Electrical Control of Fluid Power                         |               | \$37.00  |
|                                    | PF40 Drive Student Lab Manual                             | SM-PF40       | \$62.00  |
|                                    | Principles & Applications of Industrial Sensors           | MB600         | \$81.00  |
|                                    | Principles of Programmable Logic Controllers              | CM184         | \$101.00 |
|                                    | Panelview 600 Student Manual                              | PV-600-SM     | \$57.00  |
|                                    | Wallet Caculator                                          | SPL-150-CC    | \$4.00   |
| <b>Machine Tool Technology</b>     |                                                           |               |          |
|                                    | ToolingU                                                  |               | \$332.80 |
|                                    | Immersive Mastercam                                       |               | \$130.00 |
|                                    | Immersive LearnHaas Mill & Lathe                          |               | \$98.00  |
| <b>Business Systems Technology</b> |                                                           |               |          |
|                                    | Proofreading at the Computer                              | 0538728566    | \$36.00  |
|                                    | MS Windows XP Illustrated Intro                           | 1418860417    | \$45.00  |
|                                    | Data Entry: Skillbuilding                                 | 0538434767    | \$98.00  |
|                                    | MS Word 2007 XP 1& 2 Txt W/ CD                            | 9780763830397 | \$93.00  |
|                                    | SNAP User Guide                                           | 9780763829575 | \$50.00  |
|                                    | MS Outlook 2007                                           | 076383016K    | \$69.00  |
|                                    | Machine Transcription and Dictation                       | 0538438606    | \$95.00  |
|                                    | How 12 - Handbook for Office Professionals                | 0324662394    | \$74.00  |
|                                    | Calculators Printing & Display                            | 0538439904    | \$41.00  |
|                                    | Human Relations for Careers                               | 053867931X    | \$52.00  |
|                                    | Lexar 2 GB Jump Drive                                     |               | \$19.00  |
|                                    | MS Excel 2007                                             | 9780763830076 | \$93.00  |
|                                    | Filing                                                    | 0882948342    | \$16.00  |
|                                    | Searching for a Job                                       | 0882948148    | \$12.00  |

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|----------------------------------------|----------------------------------------------------------|---------------|----------|
|                                        | English Basics                                           | 0538728825    | \$53.00  |
|                                        | Audio Headset                                            |               | \$10.00  |
|                                        | Technology & Procedures for Administrative Professionals | 0538729481    | \$106.00 |
|                                        | MS Publisher 2007: Essentials                            | 1591361265    | \$43.00  |
|                                        | Automated Accounting                                     | 0324608683    | \$227.00 |
|                                        | MS Access 2007                                           | 9780763830045 | \$93.00  |
|                                        | MS PowerPoint 2007                                       | 9780763830083 | \$64.00  |
|                                        | Timer                                                    |               | \$4.00   |
|                                        | Typing Ruler                                             | 0538649399    | \$7.00   |
| <b>Welding</b>                         |                                                          |               |          |
|                                        | Welding Skills Text                                      | 9780826930101 | \$90.00  |
|                                        | Welding Skills WorkBook                                  | 9780826930118 | \$28.00  |
|                                        | Blueprint Reading for Welders                            | 1428335285    | \$103.00 |
| <b>Computer Information Systems</b>    |                                                          |               |          |
|                                        | College Keyboarding Text                                 | 0538725532    | \$53.00  |
|                                        | College Keyboarding Disk                                 | 0538725516    | \$31.00  |
|                                        | MS Publisher 2003                                        | 0619188332    | \$47.00  |
|                                        | Survey of Operating Systems                              | 0072257733    | \$83.00  |
|                                        | HTML Complete 4E                                         | 1418859362    | \$69.00  |
|                                        | MS FrontPage 2003                                        | 1423904915    | \$75.00  |
|                                        | Adobe Photoshop 6 Complete                               | 0619056622    | \$62.00  |
|                                        | JAVA Programming                                         | 1418859850    | \$103.00 |
|                                        | Survey of Operating Systems Lab Manual                   | 0072231238    | \$40.00  |
|                                        | Web Collection Revealed                                  | 9781435441965 | \$77.00  |
|                                        | Total Training 6-Month On-Line Access                    |               | \$130.00 |
|                                        | Computer Concepts Illustrated                            | 1418860360    | \$62.00  |
|                                        | Microsoft Office 2003                                    | 061918339X    | \$191.00 |
|                                        | A Guide to SQL                                           | 0619216743    | \$51.00  |
|                                        | MS Visual Basic Net                                      | 0619034572    | \$64.00  |
|                                        | Lexar 2 GB Jump Drive                                    |               | \$19.00  |
| <b>Computer Information Technology</b> |                                                          |               |          |
|                                        | Security + Guide to Networking                           | 9781428340664 | \$107.00 |
|                                        | LabSim for Security + to Networking                      | 9781935080    | \$72.80  |
|                                        | A+ Guide 7E Bundle                                       | 1111290970    | \$292.00 |

|                                                                                     |               |          |
|-------------------------------------------------------------------------------------|---------------|----------|
| Network + Guide to Networks                                                         | 1423902459    | \$115.00 |
| MS Office 2003 Intro                                                                | 141885932X    | \$128.00 |
| LabSim for Networking                                                               | 9781935080336 | \$81.00  |
| MCTS LabSim for MS Windows Vista                                                    | 1418837296    | \$62.00  |
| MCSE/MCSA Guide to Installing & Managing MS Windows XP                              | 1423902939    | \$142.00 |
| MCTS Guide to MS Windows Vista                                                      | 1418837261    | \$105.00 |
| 70-291 MCSE Guide to Managing MS Windows 2003                                       | 9780619217532 | \$105.00 |
| 70-293 Planning & Maintaining a Windows Server 2003                                 | 1423902912    | \$76.00  |
| 70-294 Planning, Implementing, & Maintaining a Windows Server 2003 Active Directory | 9781423902928 | \$89.00  |
| LabSim 70-270 Admin Windows XP (On-line Access)                                     | 9781935080060 | \$77.00  |
| LabSim 70-290 Managing Server 2003                                                  | 9781935080084 | \$77.00  |
| LabSim 70-291 Implementing Server 2003                                              | 9781935080084 | \$77.00  |
| LabSim 70-293 Implementing Server 2003                                              | 9781935080107 | \$77.00  |
| LabSim 70-294 Implementing 2003 Active Directory                                    | 9781935080114 | \$77.00  |
| LabSim 220-701 A+ Essentials                                                        | 9781935080350 | \$77.00  |
| LabSim 220-702 A+ Practical Applications                                            | 9781935080367 | \$77.00  |