



2022-2023 Course Catalog



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About Urban Ed- Building Community

In September 2015, Urban Ed started the expansion of our IT training to scale it up, broaden our reach and impact more lives. Part of our strategy to do this was to partner with Cisco Systems who has been a force for change in the global economy since 1997, enhance on our existing partnership with uCertify and developed a new partnership with Amazon Web Services (AWS) in 2017 and Salesforce in 2018. New partnerships in 2020 include uDemy for Business and in 2021 OpenEDG & Tableau for our new digital transformation courses.

Urban Ed is also a Cisco Networking Academy partner, part of more than 9,000 institutions in 170+ countries that prepares students for successful careers in a connected world.

uCertify is specifically designed to deliver Higher Ed, vocational, corporate, and workforce development and readiness training programs to diverse audiences with different proficiency levels. It offers a cloud-based and device-enabled teaching and learning management platform for online, anywhere, anytime, competency-based learning. uCertify partners with 500+ schools and has 2 million customers in 195 countries worldwide and have supported Urban Ed for over 10 years.

With the increasing demand for cloud employees, AWS Educate provides an academic gateway for the next generation of IT and cloud professionals. AWS Educate is Amazon's global initiative to provide students and educators with the resources needed to accelerate cloud-related learning endeavors. Urban Ed is aligning with Amazon to open up a powerful career pathway to the number of cloud jobs in demand. In addition to Amazon, new last year was the introduction of Microsoft Azure and Google Cloud, two other in-demand cloud occupations that many companies also utilize.

Urban Ed is grounded in neighborhoods most in need and serving those with multiple barriers and challenges to employment, yet have a strong desire to navigate entry into the high-paying IT field. Located in the Anacostia neighborhood in the District of Columbia, Urban Ed's mission is to provide District of Columbia children, youth and adults with technology-driven education, information and skill development for sustained futures.



We carry out our mission by addressing current community issues and getting to root causes by working with young/adults, teens, middle school youth and our Lil Bitties (children 5-7 years of age). Technology education is central to everything we do at Urban Ed.

About the STEMAcad- Get Ready to Work

Urban Ed's **STEMAcad** prepares students for a rewarding career in a connected world. We help students learn what they need to know to become certified and go to work.

- **Courses**: Study the latest networking, security, and cloud technologies and practice what students learn via hands-on labs and using simulation tools.
- **Certification**: Prepare for a professional certification recognized by employers worldwide.
- **Career Pathways**: Connect to a global community of employers and alumni to find a job.

We offer both classroom and online courses covering entry-level and associate-level Cisco certification content as well as AWS, Microsoft, Google, & CompTIA certification content. New last year was the addition of computer programming courses and artificial intelligence & machine learning security monitoring training. Urban Ed is an approved Cisco Networking Academy, an AWS partner, a Tableau partner, an OpenEDG/Python Institute partner, and an authorized CompTIA Education to Careers Academy giving the organization an elite advantage over most community-based schools. Urban Ed is also an authorized Pearson Vue global testing center where students can take their industry exam onsite at our facility.

Urban Ed is located within the Anacostia Professional building with a state of the art 2300 square foot facility. We have two computer labs with the latest technology with 25 all-in-on HP/Dell computer workstations & laptops, 4 wireless access points as well as hard-wired jacks, redundant internet connections, uses Microsoft Azure for secure cloud operations, fully loaded Cisco networking racks with multiple routers, switches, & firewalls as well as 4 stations configured & connected to one of the world's global certification exam testing systems. The facility is ADA compliant, we have lockers, a breakroom for staff & students, individual meeting space for private consultations as needed, and onsite security for our entire building. Urban Ed's **STEMAcad** is licensed under DC Law 1-104 Higher Education Licensure Commission, Title 38, Chapter 13.



Enroll in a Course

Through our partnerships with the AWS, Cisco, OpenEDG, Tableau, uCertify, uDemy for Business, and CompTIA academies, Urban Ed works with educators and employers worldwide to identify job trends and shape local programs like our **STEMAcad** to get students hired. Courses of study fall between a 12 to 24 week period with students meeting at least 2 full days a week for classroom training and at a guided pace for online learning. See the courses & scheduling on pages 15- 17 for costs and timeframes. Generally the **STEMAcad** program has three classroom course terms throughout the year, a winter, spring and fall term. These terms are as follows:

- Winter term (second Tuesday in Jan)
- Spring term (first Tuesday in May)
- Fall term (first Tuesday in Sep or Oct)
Check the schedule for other possible terms & changes
- Online courses are ongoing and enrollment is monthly

Join the elite team by taking a course at Urban Ed's **STEMAcad**. Before taking any course at Urban Ed, learners should have the minimum prerequisites:

- Basic computer literacy
- Basic Internet usage skills
- Basic PC operating system navigation skills
- GED/HS Diploma
- Currently only local District-Maryland-Virginia (DMV) resident applications accepted

See pages 19-21 for more details on enrollment requirements and eligibility.

Explore the Possibilities

The next wave of innovation will create many opportunities for creative, tech-savvy people everywhere. Whether students have always been passionate about technology or just discovered IT, for those who sign up – their future starts here.



Career Pathways to Today's IT Jobs

Each year thousands of jobs go unfilled because employers cannot find skilled talent. There are plenty of employment opportunities in the DC area. Let Urban Ed help you get started on a path to these jobs. Review this course catalog to learn more about the courses that map to strong career pathways.



Career Pathway Descriptions

Certification/Certificate Courses currently offered at Urban ED

- | | |
|--------------------------------------------|---------------------------------------|
| ✓ AWS Cloud Practitioner | ✓ IT Fundamentals (ITF+) |
| ✓ AWS Solutions Architect-Associate | ✓ JAVA Associate |
| ✓ AWS DevOps | ✓ Microsoft Azure Admin |
| ✓ CCNA <i>(new 2020 version)</i> | ✓ NDG Linux Essentials |
| ✓ CCNP Security <i>(new 2020 version)</i> | ✓ NDG Linux I & II |
| ✓ CPA: Essentials in C++ | ✓ Network + |
| ✓ CySA+ | ✓ Python Essentials |
| ✓ Cisco CyberOps | ✓ Salesforce Administrator |
| ✓ Google Cloud Engineer <i>(associate)</i> | ✓ ServiceNow Certified |
| ✓ HDI-CSR | ✓ Splunk Enterprise Certified Admin |
| ✓ Intro to Cybersecurity | ✓ Security + |
| ✓ IT Essentials (A+) | ✓ Tableau Desktop Certified Associate |



Industry Classification: Hardware, Services & Infrastructure

Career → Technical Support

Students that like fixing things, are constantly learning, and appreciate an elegant solution to a complex problem, might like jobs in tech support. Support providers are good at solving problems, friendly, and easy to talk to. People who work in support become experts in their product or support area so it's a good path to advancement. Their default expression is a smile.

Job Titles:

Help Desk Operator, Support Technician, Support Engineer, Network Support Technician, Network Support Engineer, ServiceNow Admin, Splunk Admin

Course Categories:

- | | |
|--------------------------|--------------|
| ✓ IT Essentials (A+) | ✓ HDI-CSR |
| ✓ IT Fundamentals (ITF+) | ✓ ServiceNow |
| ✓ CCNA | ✓ Splunk |

Industry Classification: Networking & Cloud Technologies

Career → Network / Systems Administration & Cloud Engineering

People who see the big picture and care about the details are systems thinkers. Systems may include any combination of computers, devices, software, networks, as well as people, business functions and operations. Be ready to communicate plans, collaborate with colleagues, create a budget, and build a team.

Job Titles:

Network Administrator, Network Designer, Network Engineer, Solution Provider, Cloud Architects, DevOps Engineer, Solution Architects, Cloud Practitioner Associate

Course Categories:

- | | | |
|-------------------|-------------|--------------------|
| ✓ AWS | ✓ Google | ✓ Salesforce Admin |
| ✓ IT Fundamentals | ✓ Microsoft | |
| ✓ CCNA | ✓ Network + | |



Industry Classification: Information Security

Career → Security Administration

A security specialist has to stay up-to-date on technology and discover weak spots before someone else does. They enjoy solving complex problems, and are able to document and communicate about their work.

Job Titles:

Security Administrator (infrastructure, data, and applications), Network Security Architect, Network Security Engineer, Network Security Specialist, Splunk Admin

Course Categories:

- | | |
|--------------------------|------------|
| ✓ Intro to Cybersecurity | ✓ CyberOps |
| ✓ CCNP Security | ✓ CySA+ |
| ✓ Security+ | ✓ Splunk |

Industry Classification: Software Development

Career → Software Development

Those who like to analyze every situation from all the angles to get the best outcome and are passionate about learning new approaches and contributing to innovative initiatives will enjoy a career in software development. Students that enjoy the challenge of putting the pieces together to address a need should consider this course training.

Job Titles:

Application Developer, Software Developer, Software Engineer, Web Developer, Linux Administrator, Tableau Desktop Specialist

Course Categories:

- | | |
|--------------------------|-----------|
| ✓ CPA: Essentials in C++ | ✓ JAVA |
| ✓ Linux | ✓ Python |
| ✓ AWS | ✓ Tableau |



Courses of Study Summary – Core Courses & Electives

Program	Core Courses	Electives	Delivery Format	Tuition/Fees
STEMAcad IT Support Program	Intro to Cyber (15hrs) IT Essentials (A+) (100hrs) <i>Total core hrs = 115</i>	Elective(s): Network+ (50hrs)	Classroom	\$ 6,455 <i>core</i>
			Online/Hybrid	\$ 1,045 <i>elective</i>
			Total tuition/fees	\$ 7,500
STEMAcad Network Engineer Program	Intro to Cyber (15hrs) CCNA Associate (200hrs) <i>Total core hrs = 215</i>	Core w/ stipulations: IT Essentials (A+) (100hrs) <i>waived w/ work experience/cert, otherwise required before the CCNA</i>	Classroom	\$ 6,455 <i>core</i>
			Online/Hybrid	\$ 5,930 <i>Core w/ stipulations</i>
			Total tuition/fees <i>w/ proof for waiver</i>	\$ 12,385 <i>\$ 6,455</i>
STEMAcad Security Analyst Program	Intro to Cyber (15hrs) IT Essentials (A+) (100hrs)- <i>waived w/ work experience/cert</i> Network+ (50hrs) - <i>waived w/ work experience/cert</i> Security+ (70hrs) <i>Total core hrs = 135-235</i>	Elective(s) - <i>@ least one required w/ waiver only:</i> CySA+ (70hrs) CCNA CyberOps (50hrs) CCNP Security (70hrs)	Classroom	\$ 9,590 <i>core, no experience 3 certs</i>
			Online/Hybrid	\$ 2,615 <i>core, w/ waivers 1 cert</i>
			Online/Hybrid	\$ 3,135 <i>CySA+</i>
				\$ 2,090 <i>CCNA CyberOps</i>
				\$ 5,930 <i>CCNP Security</i>
			Total tuition/fees <i>w/ proof for waiver</i>	\$ 9,590 <i>\$ 5,750</i>



STEMAcad Cloud Computing Professional Program

Intro to Cyber (15hrs)
IT Fundamentals (30hrs)-
waived w/ work experience/cert
AWS Cloud Practitioner
(30hrs)
Total core hrs = 125 w/ elective

Elective(s) -
@ least one required:
AWS Solutions Architect
(50hrs)
AWS DevOps (50hrs)
Google Cloud Engineer
(70hrs)
Microsoft Azure
Fundamentals (70hrs)

Online/Hybrid \$ 2,615 core

Online/Hybrid \$ 1,045 each elective

Total tuition/fees \$ 3,660

STEMAcad Software Developer-Programmer Program

Intro to Cyber (15hrs)
Total core hrs = 45 w/ elective
requirement

Elective(s) -
@ least one required:
Python Essentials (50hrs)
JAVA Associate (50hrs)
Linux Essentials (70hrs)
Linux I & II (140hrs)

Online/Hybrid \$ 525 core

electives:
\$ 1,045 Python
\$ 2,090 JAVA
\$ 2,090 Linux I & II
\$ 2,090 C++

Total tuition/fees \$ 2,615

STEMAcad IT Digital Transformation Program

Intro to Cyber (15hrs)
Total core hrs = 75 w/
elective requirement

Elective(s):
@ least one required:
Salesforce Admin (70hrs)
ServiceNow Sys Admin (70hrs)
Splunk Enterprise Admin (70hrs)
Tableau Desktop Specialist
(60hrs)
HDI-CSR (20hrs) -cannot be counted
towards core hrs

Online/Hybrid \$ 525 core

Online/Hybrid \$ 1,045 each elective
\$ 2,090 Splunk

Total tuition/fees \$ 2,615



Academic Courses Calendar Summary

Urban Ed, Inc.											
Courses of Study 2022-2023											
*schedule subject to change - *sorted by start date											
Career Path	Courses	Course duration	Delivery method	Skill level	Prerequisites <i>(recommended)</i>	Offering	Weeks	Start	Days	Times	Portal
IT Support & Digital Transformation											
	IT Essentials (A+)	100 hrs	Classroom/Online	Beginner	Intro to Cybersecurity	Fall22 & Ongoing	16	Oct 4'	W & Th	9am-3pm	UrbanEd uCertify
	IT Fundamentals (ITF+)	30 hrs	Mentored Online	Beginner	Intro to Cybersecurity	Fall 22 & Ongoing	6	Oct 4'	M & W	10am-12:30pm	UrbanEd uCertify
	ServiceNow Sys Admin	70 hrs	Mentored Online	Beginner	IT Essentials or work experience	Fall 22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
	Splunk Enterprise Admin	70 hrs	Mentored Online	Beginner	IT Essentials or work experience	Fall 22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
	Tableau Desktop Specialist	60 hrs	Mentored Online	Beginner	Intro to Cybersecurity	Fall 22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
Networking & Cloud Technology											
	CCNAv7	200 hrs	Classroom	Intermediate	IT Essentials	Fall22 & Ongoing	24	Oct 4'	M & Tu	9am-3pm	UrbanEd Cisco
	Network+	50 hrs	Mentored Online	Intermediate	IT Essentials	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uCertify
	AWS Cloud Practitioner Essentials	30 hrs	Mentored Online	Beginner	IT Fundamentals	Fall22 & Ongoing	8	Oct 4'	guided self-paced		UrbanEd uDemy
	AWS Solutions Architecture	50 hrs	Mentored Online	Intermediate	AWS Cloud Practitioner	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
	AWS DevOps	50 hrs	Mentored Online	Intermediate	AWS Cloud Practitioner	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
	Google Cloud Engineer	70 hrs	Mentored Online	Beginner	IT Fundamentals	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
	Microsoft Azure Fundamentals	70 hrs	Mentored Online	Intermediate	IT Fundamentals	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
	Salesforce	70 hrs	Mentored Online	Beginner	Intro to Cybersecurity	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
Cybersecurity											
	Cisco CyberOps	50 hrs	Mentored Online	Intermediate	IT Essentials or Network+	Fall22 & Ongoing	8	Oct 4'	guided self-paced		UrbanEd Cisco
	CySA+	70 hrs	Mentored Online	Intermediate	Security+	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uCertify
	CCNP Security	70 hrs	Classroom	Intermediate	CCNA	Fall22 & Ongoing	12	Oct 4'	M & Tu	9am-3pm	UrbanEd Cisco
	Intro to Cybersecurity	15 hrs	Mentored Online	Beginner	None (prerequisite for all courses)	Fall22 & Ongoing	2	Oct 4'	guided self-paced		UrbanEd Cisco
	Security+	70 hrs	Mentored Online	Intermediate	IT Essentials or Network+	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uCertify
Software Dev											
	C++ Essentials	50 hrs	Mentored Online	Beginner	Python recommended	Fall22 & Ongoing	8	Oct 4'	guided self-paced		UrbanEd uDemy
	Java Associate	50 hrs	Mentored Online	Beginner	Python recommended	Fall22 & Ongoing	8	Oct 4'	guided self-paced		UrbanEd uDemy
	Linux Essentials	70 hrs	Mentored Online	Beginner	Intro to Cybersecurity	Fall22 & Ongoing	8	Oct 4'	guided self-paced		UrbanEd Cisco
	Linux I	70 hrs	Mentored Online	Intermediate	Linux Essentials	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
	Linux II	70 hrs	Mentored Online	Intermediate	Linux I	Fall22 & Ongoing	12	Oct 4'	guided self-paced		UrbanEd uDemy
	Python Programmer	50 hrs	Mentored Online	Beginner	Basic math	Fall22 & Ongoing	8	Oct 4'	guided self-paced		UrbanEd uDemy
Enhancement (professional dev) skills											
	HDI-CSR	20 hrs	Online	Beginner	IT Essentials or work experience	Fall22 & Ongoing	4	Oct 4'	guided self-paced		UrbanEd uDemy
	Packet Tracer 101	10 hrs	Online	Beginner	None	Fall22 & Ongoing	2	Oct 4'	guided self-paced		UrbanEd Cisco



Course Waiver Notice

Note: Course requirements can be waived with a current certification that is still active, valid and unexpired within the career pathway and/or with work experience. Consult the charts on pages 15-16 or talk with an enrollment team member for additional information and clarification.

Documentation must be provided and confirmed by Urban Ed's enrollment team during the enrollment process to have a course requirement waived. These will include copies of official certifications and test score reports from the testing vendor and/or copies of paystubs covering the past 2 years within a relevant IT job. Additional supporting documentation may be considered as relevant. Talk with an enrollment team member to determine if additional documentation may justify waivers of core course requirements.

The establishment of individual career plans will be set during each candidate's individual enrollment interview. However, it can change as each student progresses through their program of study.



Enrollment Requirements

To be enrolled in the STEM Acad program, potential candidates must:

1. Complete an Application for Enrollment which includes submitting an enrollment essay
2. Complete an enrollment interview
3. Submit all required supporting documentation
4. Receive written confirmation of enrollment acceptance from Urban Ed

Application for Enrollment

Applications must be submitted online using Urban Ed's online system or in person. Applications can be submitted at any time throughout the year; however, the best times to submit are during the open enrollment periods which generally fall about 45 days before the upcoming training cycle. The enrollment team will begin the review process only during the open enrollment periods.

Applicant Rating

Urban Ed's enrollment/intake team will review all applications, essays, and assessment results to determine a candidate's suitability and readiness for its program. Candidates are rated on specific criteria that is a rating system utilized for all candidates. The criteria are as follows:

<u>RATING SYSTEM</u>	<u>MAXIMUM POINTS ALLOWED</u>
DMV Resident	25
Info Session	15
Assessments	10
Interview	10
Essay Submitted	10
HS Graduate/Diploma/GED	10
Low-Income	10
Previous work experience and/or training related to the occupation	5
References	5
Qualifying Score: 75	Maximum Score: 100



Candidates can receive additional points for the following:

CSOSA/DYRS Referral.....	5 points
Job Corp Referral.....	5 points
Veteran of Military Service.....	5 points

Required Documentation

Certain documentation is required to be enrolled in Urban Ed’s program. It is each candidate’s responsibility to submit all required documentation to the enrollment team within ten (10) days or as soon as possible following their application submission. Documents that support the application for enrollment is discussed below within the Eligibility Requirements.

Written Confirmation

All candidates that are accepted into the **STEMAcad** program will receive written confirmation from Urban Ed. If a candidate does not receive this confirmation they should NOT assume they have been accepted and enrolled in the program. Written verification from Urban Ed is required. Candidates are welcome to contact Urban Ed’s office to inquire about the status of their application.

Eligibility Requirements

To be eligible for the **STEMAcad** program, candidates must meet the following requirements:

- Be a resident of the District of Columbia metropolitan area
- Be at least 18 years of age (some exceptions apply)
- Have a high school diploma or GED

Proof of residency can be submitted through the following means:

For at least six months prior to the candidate’s application for enrollment, the candidate:

- ✓ Was domiciled in the DMV region and either paid income taxes or received public assistance from a DMV government agency, or was claimed as a dependent on a tax return filed by a parent or spouse meeting these qualifications.



- Income tax return
- Documentation from a local government agency showing (1) that the candidate received public benefits from that agency; (2) it is dated within the past year, and (3) showing the candidate's address within the DMV. This may include statements of benefits, assistance checks, receipts or any other documentation accepted by Urban Ed.
- ✓ Candidates can also meet this requirement if they graduated from a DMV metro high school and were classified as a resident.
 - Candidates can provide to Urban Ed a copy of their high school transcripts or diploma
 - Candidates can also contact their high school to obtain a certification form indicating that they were classified as a resident of DMV area.
- ✓ Candidates that are on active-duty status can also meet this requirement.
 - Candidates can submit proof of their duty status

Candidates can also establish residency by presenting copies of at least TWO of the following, indicating that they live within the DC area:

- Lease or mortgage agreements
- Driver's License
- Government issued ID card indicating candidate's address
- Motor vehicle registration
- Voter registration
- Federal income tax returns

Required Documentation

In addition to the proof of residency, all applicants must submit the following documents to support their application for enrollment. Any documents not received within the 10 day timeframe will delay consideration of the candidate's application. All documentation listed below is **REQUIRED**:

- ✓ Birth Certificate
- ✓ Social Security Card
- ✓ HS Transcript or College Transcript, if applicable
- ✓ GED Scores, if applicable



- ✓ Proof of Residency (see above)
- ✓ Proof of Family Income
- ✓ Names of two references (one professional and one personal)

Transfer Of Credits

Urban Ed may not accept credits earned from other schools for the IT Essentials (A+) level courses as this is a core course in which successful completion is critical to and the foundation for all other courses. Credits will not be applied towards any other course; however, work experience or having an active certification may apply as this will constitute “prior knowledge”.

Students that can demonstrate they have the A+ credentials or have work experience of at least 1 year in the field can receive credit for the course and be eligible for a waiver to take other courses of study at Urban Ed. Having taken “some” coursework at another school or institution, will not earn a potential student credits. Students must provide proof of a current certification on one of the required core courses and/or a confirmation letter from a current employer regarding their job role & responsibilities.

Please consult with an enrollment specialist for more details.

Students that achieve global certification by taking the industry certification exams will find that many colleges and universities do offer credit for college level computer courses should a student consider continuing education at a 2 or 4 year institution after graduating from our program.



Tuition And Fees

The total tuition, fees and book costs is dependent on the specific course a student is taking. The general breakdown of anticipated costs are outlined as follows:

Non-Refundable Registration Fees

Application Fee	No cost to apply
Enrollment Deposit (non-refundable)	\$100

Tuition –

IT Training Course	Based on course of study
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Required Fees –

E-Learning Fee (incl. all labs)	included in tuition
Student ID Fee	included in tuition
Graduation	included in tuition
Exam Fees – varies per course	see course info

NOTE: All course tuition includes one exam voucher for each required global test. Students that do not pass on the first attempt will be required to pay for any additional vouchers. However, students can purchase them through Urban Ed at 40-60% discounts.

Books/Test Prep –

Course Textbooks – varies per course	see course info
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NOTE: All course textbooks are included with each course; however, if a student loses a textbook or requested a second one, the student will be responsible for the purchase of the additional book(s).

ExamCram Access	included in tuition
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Transcript Fee	\$5
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First Transcript free

Return Check Fee	\$50
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Payment Options

Balances may be paid either in full or on a payment plan. Students are responsible for the amount due. Students who do not meet the payment deadlines may be assessed a late payment fee. Urban Ed reserves the right to adjust tuition and other fees if necessary. Students will be notified should any fees warrant a change.

Payment in full for the tuition and fees are due by the first day of classes. Candidates that are unable to pay the full amount must request and have verified a payment plan with Urban Ed.

Student's Right To Cancel

Students may cancel their enrollment agreement and receive a refund of tuition paid in accord to the refund schedule by providing a written notice to the Manager of Administration at the address noted at the top of the enrollment agreement. The date by which a student must request cancellation to receive a 100% refund minus the application and/or enrollment fees is at least 72 hours before classes begin.

Cancellation will only occur when a student gives written notice of cancellation to Urban Ed. This may be done by mail, email, hand delivery, or fax. The written notice of cancellation, if sent by mail, is effective as of the date of the postmark if properly addressed with postage prepaid. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it clearly shows that a student no longer wishes to be bound by the enrollment agreement.

Refund Policy

If a student withdraws from Urban Ed after instruction has started, the student will receive a pro-rated refund for the unused portion of the tuition and other refundable charges. If you withdraw after completing 5 days (1 week) of instruction, the student will not be eligible for a refund.

The amount of the refund shall be the amount a student paid for instruction, less the non-refundable application fee, if any, and the non-refundable enrollment deposit of \$100.



The percentage of tuition to be charged is determined by the day of the withdrawal as outlined below.

Withdrawal before classes begin	100%
Withdrawal thru 5th day	50%
Withdrawal after 5th day	NONE

If Urban Ed cancels or discontinues a course or educational program, the school will make a full refund of all charges. Refunds will be paid within 40 days of cancellation or withdrawal. The return of federal funds will be administered in accordance with the United States Department of Education regulations.

Financial Assistance

Urban Ed is not yet eligible to provide federal financial aid. However, as a licensed state education facility, some students may qualify for training vouchers to pay for tuition through the local department of employment services (DOES) or other workforce development providers. Potential students should consult with their case managers, and/or career & vocational counselors or inquire with Urban Ed's staff for assistance.

Urban Ed also provides training subsidy for low- to- no-income DMV residents. Proof of economic status must be provided for consideration of a training subsidy through Urban Ed. Potential students should consult with our career coach or any member of the enrollment team for more information on eligibility and availability. Funds for subsidies are very limited and provided on a case-by-case basis.



Pending Payment Compliance

In accordance with Title 38 US Code 3679(e), Urban Ed adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) benefits, while payment to the institution is pending from VA. Urban Ed will not:

- Prevent the student's enrollment;
- Assess a late penalty fee to the student;
- Require the student to secure alternative or additional funding;
- Deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

- Produce the VA Certificate of Eligibility (COE) by the first day of class;
- Provide a written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies