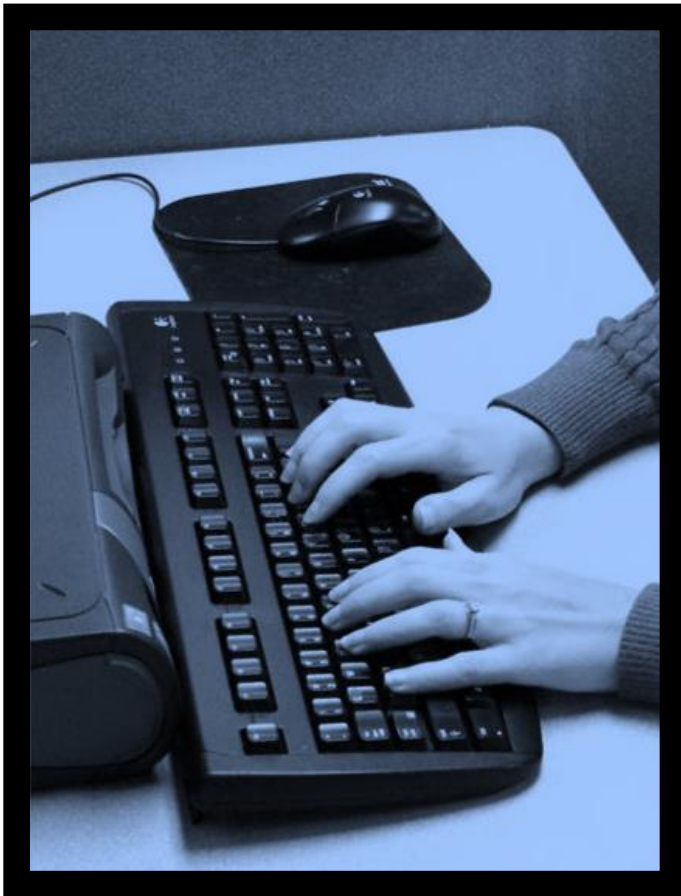
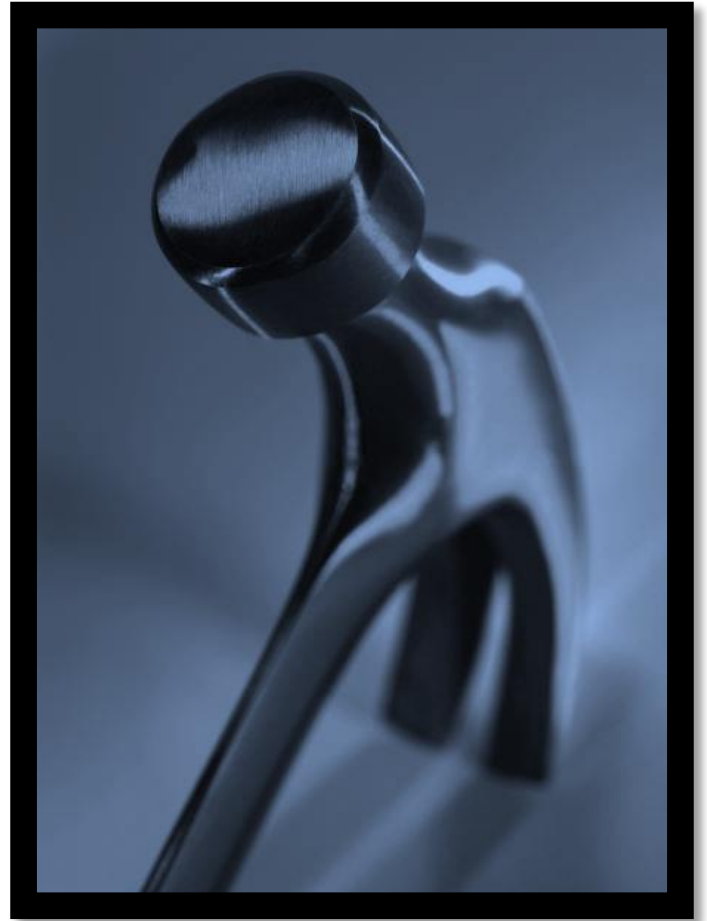




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2020  
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## About MERS Goodwill...

### Mission

Our Mission is changing lives through the power of work! Our Vision is a community where each individual has the opportunity to learn, work, and achieve their greatest potential.

MERS/Goodwill, annually serving more than 69,000 individuals, is a non-profit agency operating in 75 locations throughout 89 counties in the bi-state area of Missouri and Southern Illinois. Revenues from our 43 stores and the auto donations program assist with funding MERS Goodwill job training and employment services.

Our organization also provides job opportunities through the Custodial and Business Contracts Division. Those who are hired through the MERS Goodwill Custodial and Business Contracts Division become well-trained and reliable workers. MERS Goodwill is then able to better serve local businesses with services like office cleaning, snow removal, paper processing, and more. The revenue from these services then goes back into more training and education programs, so that we can continue to provide reliable, quality, contracted business services.

MERS/Missouri Goodwill is a non-profit organization and funds all of its programs through the generous donations of others. Whether it's a monetary donation, auto donation, or clothing donation to one of our retail locations, be assured that your generous contributions are being utilized to fuel and enhance the community. Also, if you shop at any of our MERS Goodwill retail locations, the proceeds from your purchases also go towards our mission.

We at MERS/Missouri Goodwill are also the proud beneficiaries of generous gifts from both the United Way of Greater St. Louis and the Jewish Federation of St. Louis; partnering with these great organizations enables us to help serve even more people.



## History

Metropolitan Employment Rehabilitation Services (MERS) incorporated in October 1940 as Jewish Employment & Vocational Service to help those in greatest need by providing desired employment and community services. Goodwill was founded in 1902 in Boston by a young Methodist minister. His chapel provided a place where goods were exchanged, repaired and refurbished. Missouri Goodwill was established in 1918.

In 2001, Metropolitan Employment and Rehabilitation Service and Missouri Goodwill Industries merged to form MERS/Missouri Goodwill Industries. Combining resources and capitalizing on the strengths of both agencies resulted in decreased duplication of services and gained efficiencies in a number of areas and has provided an opportunity for growth and expansion in all three divisions. Our retail division has grown from 17 locations at the time of merger to more than 40 locations. This expansion provides additional resources to the employment and training programs, which has expanded to serve dozens of communities and now annually serves thousands of individuals. Additionally, our contracts division has expanded to over 20 locations and has provided job and training opportunities to hundreds of clients.

## MERS Goodwill Training Institute Policy & Procedures

### Admission & Enrollment

To gain admission to one of MERS Goodwill's training programs, please call or visit the campus in which you would like to enroll. The entrance requirements for training are specific to each program and can be found in the program's individual section. After reviewing information to verify minimum program requirements have been met, a MERS Goodwill staff person will provide necessary paperwork to be completed. Once paperwork has been signed, the student will then be admitted into a program at the next available date.

MERS Goodwill's training programs do not operate on a semester schedule. Students can begin the training program on any given Monday that the student and the instructor have agreed upon. If a program is at the maximum number of students, then an applicant will be placed on the waiting list for the program.

### Schedule & Attendance

All Skills training programs are offered Monday – Friday between 8:00am – 3:30pm. At least six hours per day of instruction, lab work, and mentoring is incorporated into each program.

Due to the individualized nature of MERS Goodwill's Training Programs, all efforts will be made to accommodate individuals requiring a modified schedule so as long as program requirements are satisfied.

Attendance and punctuality are a crucial part of work and are equally important in a vocational training program. For this reason, students should attend and be on time to every class period. More than one unexplained absence per month is considered to be a potential job problem and will result in counseling from the instructor, director and/or referral agency (if applicable). An absence rate in excess of 10 percent of the classes scheduled may result in dismissal from school unless the student provides information acceptable to the Campus Director of a condition meeting the criteria for extenuating circumstances. A student who accumulates ten consecutive days of unexplained absence is considered to have withdrawn from school. Whenever possible, prior notification of medical appointments or other necessary absences should be given to the instructor or counselor.

### Criteria for Extenuating Circumstances

The Campus Director may permit a student to continue in training regardless of attendance policy violation if a student is absent for any of the following reasons: death of an immediate household member, jury or witness duty, military leave, communicable disease, or an emergency situation such as an automobile or medical accident that happened proximate to the missed class time. Supporting documentation may be required to support requests for extenuating circumstances.

### Holidays

MERS/Missouri Goodwill Industries will be closed on the following days during the calendar year 2020.

<b>January 20</b>	Martin Luther King Day
<b>May 25</b>	Memorial Day
<b>July 4</b>	Independence Day
<b>September 7</b>	Labor Day
<b>November 26</b>	Thanksgiving Day
<b>November 27</b>	Thanksgiving Day After
<b>December 25</b>	Christmas Day

## Credit for Prior Experience

MERS Goodwill does not allow for credit hours to be transferred from other training organizations or schools. Instead, the instructor will evaluate your skills and strengths using a variety of standardized tests or product specific tests. For example, a trainee with previous experience in computer hardware repair may be administered a test to measure his/her level of expertise in this subject matter. If it is found that a trainee has mastered a concept or a course objective, that trainee may choose to move on to other material. In this way, a trainee with prior experience or education may complete the training program ahead of schedule.

## Grading System

The MERS/Goodwill training programs use a grading system that is appropriate for type of skills being assessed. Many objectives can be assessed using a standardized exam and determining the percentage of correct answers for the grade. Other objectives are considered more hands-on and project oriented. These objectives are assessed by the instructor through observing the student complete the objective or inspecting the work after a student has completed the project. The project will be assigned a grade that represents the percentage of the work done correctly, i.e. 7 out of the 10 steps were completed satisfactorily would equal 70%.

## Measuring Progress

A copy of your progress reports will be given to you and the referring agency responsible for financial arrangements (if applicable). In all training programs, the criteria for successful completion (a certificate indicating program completion) is 70% or better on tests of textbook materials and 70% or better on performance for each phase of the training. If the 70% standard is not reached in any phase, you may be requested to repeat that same phase. Attendance, punctuality, work habits, style of dress, and behavior must also be at acceptable levels.

A student's overall academic progress will be assessed at four points: completion of 25%, 50%, 75%, and 100% of the course. Should a student's progress be below 70% at any of these points he/she will be placed on academic probation. The student will have one quarter to bring his/her performance to at least 70% before being terminated from training services. Should a student's performance be below 50% at any of these benchmarks, he/she may be terminated from training services immediately and without academic probation.





Requirements for graduation include completing each phase of the program with an overall grade of 70% or better. Once a student has completed all phases and objectives in the curriculum for a program, or has been given credit for prior experience, they will be awarded a certificate of completion.

## **Cancellation, Withdrawal, and Refund Policy**

Students may cancel the enrollment agreement within three days (excluding Saturdays, Sundays and holidays) of signing the enrollment agreement and will receive a full refund. Students may withdraw at any time prior to starting courses and will receive a full refund. Cancellations or Withdrawals must be made in writing to the particular location that student was enrolled. These campus addresses are located at the end of this catalog. To determine the amount of refund, terms will be prorated on a weekly basis and students who withdraw after attending courses will be refunded the prorated, per week amount for any unattended weeks remaining in a term. Attending classes for one day of a given week will constitute enrollment and no refund will be given for that week. This refund policy also applies for students who have been terminated by the school. All refunds will be made within 30 days. In some instances a third party provides funding, in which case all refunds will be made directly to that third party.

## **Certificate of Completion & Transcripts**

A student will be awarded a certificate of completion after the requirements for a program completion have been satisfied. Some programs prepare students for industry certification from third party entities. Earning a MERS Goodwill Certificate of Completion does not include or guarantee certification from these third party entities.

Transcripts may be requested in writing and mailed to the address for the main campus: 1727 Locust Ave, St. Louis, MO 63103. There is no cost to students and former students for transcripts.

## **Code of Conduct**

MERS expects that trainees will conduct themselves in a businesslike manner appropriate to a professional work environment. This includes (but is not limited to) no bad language, horseplay, destructive behavior, and no use of drugs or alcohol. It is expected that trainees will work in a cooperative manor with instructors and coworkers and that they actively pursue their training goals. Expulsion, suspension, or some lesser sanction may be imposed for any of the following offenses: destruction or purposeful damage to school equipment, theft of school or private property, use or possession of alcohol, controlled substances, or weapons, academic cheating or plagiarism, interruption or interference with the normal operation of the school, or other action that, in the opinion of the administration, is contrary to the best interests of the school community.



Sanctions that may be imposed are warning, suspension, or expulsion. The school will, in general, issue a warning prior to more serious sanction but may dismiss or suspend a student without warning if the offense is of a more serious nature. Offenses directed at and/or harmful to others are considered to be of a more serious nature. The Director of Services will make the decision as to the seriousness of any offense. Any appeal to this decision should be made to the agency President.

MERS Goodwill sites are smoke-free buildings. Smoking is permitted only in designated outside areas at breaks and lunch.

## **Dress Code Policy**

Each student will dress in a manner that is appropriate for his or her vocational goal. For example, overalls are permitted in the building maintenance class because building maintenance employees can wear overalls. However overalls are not acceptable in the computer technician classroom because employees in the computer technician field do not wear overalls. The classroom instructor will determine professional attire for each class and provide assistance to students that cannot obtain clothing on their own. A verbal warning will be issued to students who dress inappropriately for their training program. If a student continues to violate the dress code, then consequences will include a meeting with the referring counselor and potential suspension and/or termination from the course.

## **Governing Body**

MERS/Goodwill is a private, nonprofit organization governed by a Board of Directors. The Board officers are listed below.

Michael Iskiwitch, Chairperson

Tani Wolff, 1st Vice Chairperson

Darryl Jones, 2nd Vice Chairperson

Elliot Zucker, Treasurer

George Phillips, Assistant Treasurer

Edda Berti, Secretary

Gerald Kretmar, Assistant Secretary

## Policy for Filing a Grievance

The MERS/Goodwill staff is committed to providing you with the best possible service at all times. If, however, you at any time feel that you have been treated unfairly or have a complaint, you have the right to register a grievance with no fear of retaliation. You should meet with your Instructor/Case Manager as soon as possible, preferably within five working days following the incident about which you have a complaint. If you are not satisfied with the decision of your Instructor/Case Manager, you may meet with the Program Director. The Program Director will provide a written response to your complaint within five working days. If you are still not satisfied, you may meet with the Vice President or Designee, the Assistant CEO, the President of MERS/Goodwill, and then the Board of Directors, if necessary. At each of these levels, a written response will be prepared within five working days of the meeting. At any of these meetings, you may bring your parent, family member, guardian, or advocate.

You may also contact your referral/funding source, the Missouri Protection and Advocacy Service (800-392-8667), Equip for Equality in Illinois (800-537-2632), or the Missouri Department of Higher Education (573-751-2361) for help at any time to register a complaint or obtain assistance in filing a grievance.



## Program & Course Descriptions

### Building Maintenance

The Building Maintenance program is a hands-on study of the basic principles of carpentry, electricity, plumbing, heating and air conditioning. This program prepares students for entry-level employment as building maintenance professionals and includes EPA approved certification for HVAC Recovery. There is extensive time spent in a work shop completing actual building maintenance projects and repairs.

This program offers supportive services including adult academic education/high school equivalency training, individual support counseling, job readiness training, and placement services. During placement services, individuals are assigned to a job developer who will work with the student to determine what specific services will be provided. Placement services may include; providing job leads, transportation assistance, mock interview practice, resume and cover letter preparation, career counseling, and retention tracking for the first ninety days of employment.



**PROGRAM LENGTH: 30 weeks / 900 clock hours**

**PROGRAM COMPLETION REQUIREMENTS:**

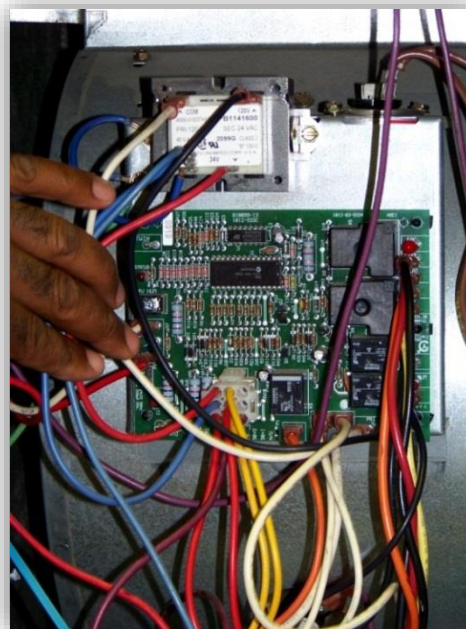
Course #	Course Title	Length in weeks	Length in Clock Hours
BM 101	Carpentry	6	180
BM 110	Plumbing	4	120
BM 120	Basic Electricity	4	120
BM 130	Advanced Electricity	4	120
BM 140	H.V.A.C.R. (Heating)	4	120
BM 150	H.V.A.C.R. (Cooling)	8	240
<b>Totals</b>		<b>30</b>	<b>900</b>

**ENTRY REQUIREMENTS:** At least 16 years of age, reading and math at an 8th grade level or above, good physical condition, ability to lift 70 pounds, and the ability to work from a ladder and overhead.

**TUITION:** See Addendum 1

**COST OF BOOKS/SUPPLIES:** See Addendum 1

**EQUIPMENT USED:** The classroom area has been combined with the lab so instructor led lectures can focus on tools and systems that students can then apply in the lab. Equipment available includes carpentry tools, such as compound miter power saw, band saw, grinders, and a variety of hand tools. For HVAC portions of the class the lab has recycling machines, pumps, vacuums and gauges available. The lab also has complete water heaters, air-conditioning systems, and both gas and electric furnaces for students to work on.



**LOCATION AND INSTRUCTOR:****MERS Goodwill – Aftergut Center (Downtown St. Louis)**

1727 Locust Street, St. Louis, MO 63103

Instructor: Don Ousley

**Building Maintenance Course Descriptions**

<b>BM 101</b>	<b>Carpentry</b>	<b>6 weeks</b>	<b>180 clock hours</b>
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In this course students will learn to use the tools and techniques for basic carpentry tasks including painting, hanging drywall, laying floor tile and installing wall tile.

<b>BM 110</b>	<b>Plumbing</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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In this course students will learn to use the tools and techniques for standard plumbing tasks including sweating copper, installing fixtures, toilets, and hot water tanks.

<b>BM 120</b>	<b>Basic Electricity</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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In this course students will be introduced to safety, tools, and techniques for electrical panels and wiring. It covers learning to read diagrams, using test meters, and running wire.

<b>BM 130</b>	<b>Advanced Electricity</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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In this course students will learn about more advanced electrical concepts. It covers high voltage wires, outlets, and installing breaker panels.

<b>BM 140</b>	<b>H.V.A.C.R. (Heating)</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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In this course students prepare for EPA 608 – 609 certification. Students will learn to install and maintain a 70% and 80% gas furnace in addition to an electric furnace. Hands-on projects combined with text book studying ensure that students are prepared for the certification exam.

<b>BM 150</b>	<b>H.V.A.C.R. (Cooling)</b>	<b>8 weeks</b>	<b>240 clock hours</b>
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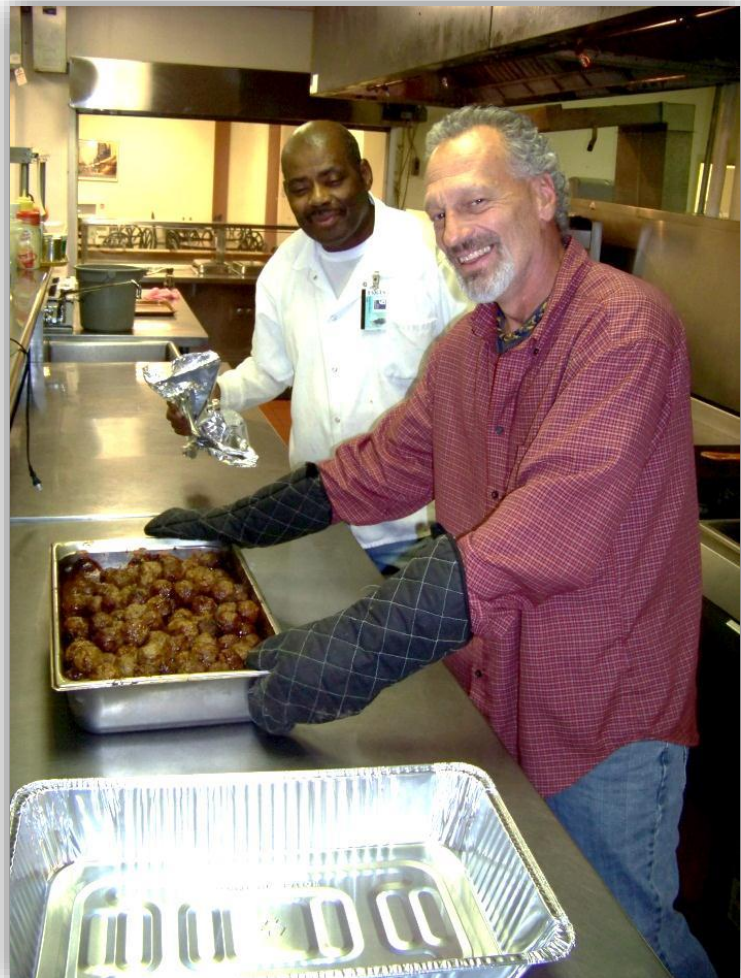
In this course students prepare for EPA 608 – 609 certification. Students will learn to install and maintain air conditioning units along with the recovery and charging of the units. Hands-on projects combined with text book studying ensure that students are prepared for the certification exam.



## Culinary Arts

The Culinary Arts Program is a complete study of the principles of professional cooking, food preparation, and food service. This program is designed for students who wish to find employment in the food service industry, with the ultimate goal of becoming a chef, professional cook, or short order cook. Other entry level positions might include baker, salad preparer, bus person, server, dessert server, host/hostess, and beverage handler. This training program provides comprehensive studies of all aspects of culinary arts and extensive time gaining experience in a working cafeteria.

This program offers supportive services including adult academic education/high school equivalency training, individual support counseling, job readiness training, and placement services. During placement services, individuals are assigned to a job developer who will work with the student to determine what specific services will be provided. Placement services may include providing job leads, transportation assistance, mock interview practice, resume and cover letter preparation, career counseling, and retention tracking for the first ninety days of employment.



**PROGRAM LENGTH: 20 weeks / 600 clock hours**

**PROGRAM COMPLETION REQUIREMENTS:**

Course #	Course Title	Length in weeks	Length in Clock Hours
CULN 101	Food Service Safety and Sanitation	2	60
CULN 110	Food Service Equipment and Tools	3	90
CULN 120	Meat, Chicken, and Fish	3	90
CULN 130	Vegetables, Fruit, and Sandwiches	2	60
CULN 140	Grilling, Broiling, and Frying	3	90
CULN 150	Beverages and Starches	2	60
CULN 160	Pizza, Mexican, and Ethnic Foods	2	60
CULN 170	The Pantry, The Menu, and Cost Controls	3	90
<b>Totals</b>		<b>20</b>	<b>600</b>

**ENTRY REQUIREMENTS:** At least 16 years of age, reading and math at the 8<sup>th</sup> grade level, ability to lift 50 pounds, ability to stand for long periods of time, and good personal hygiene.

**TUITION:** See Addendum 1

**COST OF BOOKS/SUPPLIES:** See Addendum 1

**EQUIPMENT USED:** Students learn in the kitchen located on the first floor of our downtown building. The kitchen has an array of cooking utensils, ovens, grills and microwaves. The kitchen includes a food prep area, desert station, a commercial grade dishwashing system, and a buffet style serving line. There is a storage room for supplies and a walk-in refrigerator and freezer. The kitchen is located adjacent to a cafeteria with seating for 50 persons.

**LOCATION AND INSTRUCTOR:**

MERS Goodwill – Aftergut Center (Downtown St. Louis)

1727 Locust Street, St. Louis, MO 63103

Instructor: Joesph Baer



## Culinary Arts Course Descriptions

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<b>CULN 101</b>	<b>Food Service Safety, Sanitation, &amp; Nutrition</b>	<b>2 weeks</b>	<b>60 clock hours</b>
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This course covers an introduction to food service. Students learn food safety standards and how to recognize risks associated with food preparation and service. The basic elements of health and nutrition are also covered in this class.

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<b>CULN 110</b>	<b>Food Service Equipment and Tools</b>	<b>3 weeks</b>	<b>90 clock hours</b>
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The course covers the equipment commonly used in food service establishments. Proper function, maintenance, and upkeep is covered for items such as grills, ovens, washing machines, utensils, steam tables, and other appliances and equipment.

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<b>CULN 120</b>	<b>Meat, Chicken, and Fish</b>	<b>3 weeks</b>	<b>90 clock hours</b>
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This course covers learning how to properly cook meats, chicken, and fish. Safe handling, preparation, and storage are taught along with using appropriate cooking methods.

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<b>CULN 130</b>	<b>Vegetables, Fruit, and Sandwiches</b>	<b>2 weeks</b>	<b>60 clock hours</b>
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This course covers how to prepare a variety of fruits and vegetables, including storage and safe handling. Also covered is the preparation and service of common types of sandwiches.

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<b>CULN 140</b>	<b>Grilling, Broiling, and Frying</b>	<b>3 weeks</b>	<b>90 clock hours</b>
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This course covers the safe handling and maintenance of equipment used for grilling, broiling, and frying. Cooking methods for a variety of foods such as meat, fish, and eggs are covered. Techniques include learning to sauté, pan-fry, stir fry, and deep fry foods.

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<b>CULN 150</b>	<b>Beverages and Starches</b>	<b>2 weeks</b>	<b>60 clock hours</b>
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This course covers learning how to prepare beverages such as coffee, tea, soda fountains, and others. Students will learn to identify and prepare starches such as cereal, rice, and pasta products.

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<b>CULN 160</b>	<b>Pizza, Mexican, and Ethnic Foods</b>	<b>2 weeks</b>	<b>60 clock hours</b>
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This course covers how to identify and prepare common pizza variations, prepare a variety of Mexican foods, and identify seasonings in Mexican and ethnic foods.

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**CULN 170     The Pantry, The Menu, and Cost Controls     3 weeks     90 clock hours**

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This course covers the principles of planning a meal. Students will learn about various factors that influence the type of menus, theme, and cost of the meal. Tracking inventory in the pantry and developing cost controls is also covered.



## Office Computer and Administrative Skills Program

The Office Computer and Administrative Skills Training (CAST) program is designed to prepare students for clerical/administrative support positions in the business community allowing for maximum professional growth and job performance. Office CAST will provide students with individualized experience in Microsoft Office including Excel, PowerPoint, Word, and Access. Students will also learn keyboarding and data entry skills, writing business correspondence, creating forms, filing and record keeping, operating office machines, performing business math calculations, and practicing effective customer service techniques.

This program offers supportive services including adult academic education/high school equivalency training, individual support counseling, job readiness training, and placement services. During placement services, individuals are assigned to a job developer who will work with the student to determine what specific services will be provided. Placement services may include providing job leads, transportation assistance, mock interview practice, resume and cover letter preparation, career counseling, and retention tracking for the first ninety days of employment.

**PROGRAM LENGTH:** 26 weeks / 780 clock hours



**PROGRAM COMPLETION REQUIREMENTS:**

<b>Course #</b>	<b>Course Title</b>	<b>Length in weeks</b>	<b>Length in Clock Hours</b>
CAST 101	Computer Basics & Microsoft Windows	2	60
CAST 110	Keyboarding & Data Entry Skills	4	120
CAST 120	Word 2013	4	120
CAST 130	Excel 2013	4	120
CAST 140	Office Procedures	4	120
CAST 150	PowerPoint 2013	4	120
CAST 160	Access 2013	3	90
CAST 170	Outlook 2013	1	30
<b>Totals</b>		<b>26</b>	<b>780</b>

**REQUIREMENTS:** Reading, spelling, and grammar of 8<sup>th</sup> grade level or above.

**TUITION:** See Addendum 1

**COST OF BOOKS/SUPPLIES:** See Addendum 1

**EQUIPMENT USED:** The student classroom and lab provide the computers and software needed to complete lessons and tutorials including Microsoft Office. Student computers are PCs on a Windows network. Students log into the network, share network resources, and print to a network printer, which simulates a working office environment. A conference area located near the student lab provides a quiet environment for students to study alone, or participate in group discussions and lectures from the instructor.

**LOCATIONS AND INSTRUCTORS:****MERS/Goodwill – Aftergut Center  
(Downtown St. Louis)**

1727 Locust Street

St. Louis, MO 63103

Instructor: Bertha Vinson

**MERS/Goodwill– Franklin County Center**

1600 A West Main

Washington, MO 63033

Instructor: TBA

**MERS/Goodwill - Lippman Center (Mid-St.  
Louis County)**

2545 S. Hanley Rd.

St. Louis, MO 63144

Instructor: Don Vaisvil

**MERS/Goodwill – Cape Girardeau Center**

340 South Silversprings Rd.

Springfield, MO 63033

Instructor: Julie Casey

**MERS/Goodwill – St. Charles Center**

#1 Westbury Drive, Suite 220

St. Charles, MO 63301

Instructor: TBA

**MERS/Goodwill – Poplar Bluff Center**

2511B North Westwood Blvd.

Poplar Bluff, MO 63901

Instructor: Janel Barber

**MERS/Goodwill – South County Center**

3865 Lemay Ferry Rd.

St. Louis, MO 63125

Instructor: TBA

**MERS/Goodwill – Springfield Center**

113 Park Central Square

Springfield, MO 65806

Instructor: Liz Drennan

**MERS/Goodwill – North County Center**

1760 New Florissant Rd N.

Florissant, MO 63033

Instructor: TBA

**MERS/Goodwill – Farmington Center**

400 N. Washington Street, Suite 202

Farmington, MO 63033

Instructor: TBA



**Office Computer and Administrative Skills Course Descriptions**

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<b>CAST 101</b>	<b>Computer Basics &amp; Microsoft Windows</b>	<b>2 weeks</b>	<b>60 clock hours</b>
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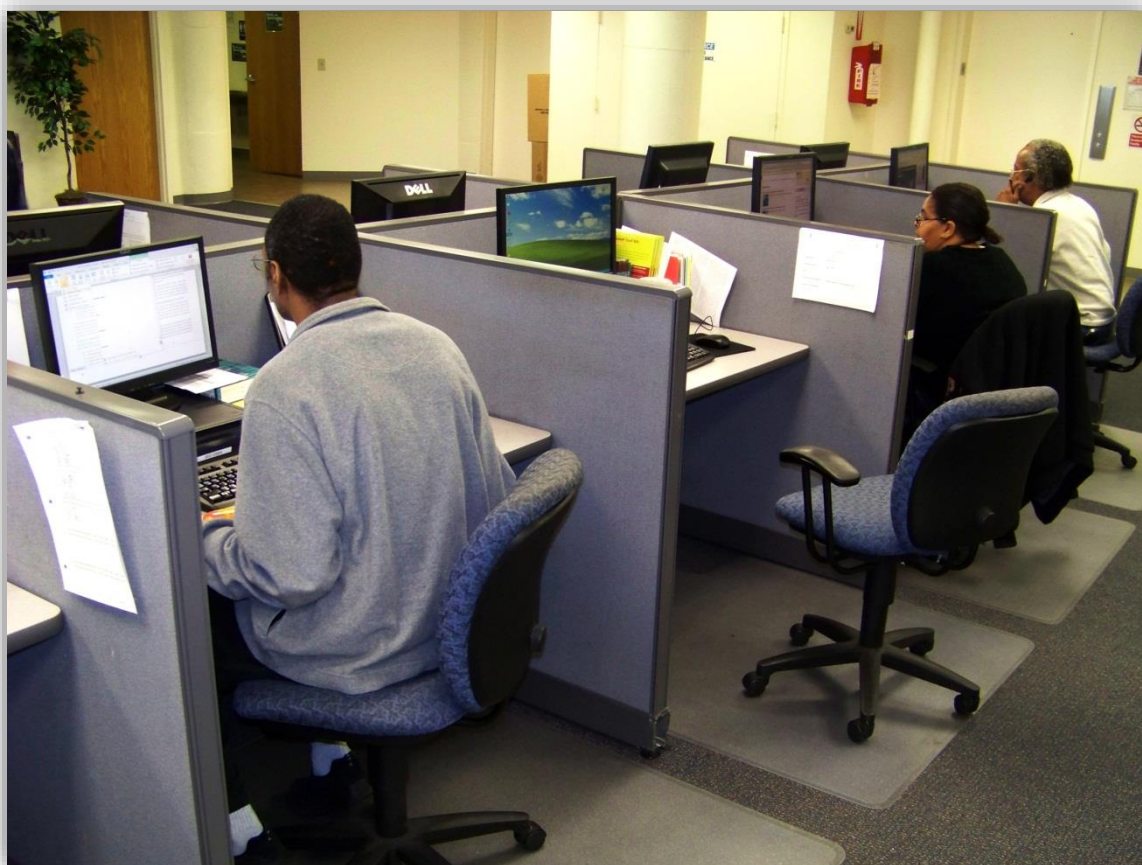
This course covers an introduction to the physical components and basic operations of the computer. Students will learn to work in the Microsoft Windows environment including working with windows and programs, managing files and folders, and customizing windows using the control panel. An introduction to keyboarding skills will be included in this course.

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<b>CAST 110</b>	<b>Keyboarding &amp; Data Entry Skills</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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In this course students will learn the touch-typing method using a standard QWERTY computer keyboard. Students first learn the positions of the keys on the keyboard, then focus on developing accuracy, and finally on developing speed. Data entry skills are taught using the 10-key number pad with the same emphasis on learning key positions and eventually developing speed. A significant amount of time is spent practicing the keyboarding skills in class.



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<b>CAST 120</b>	<b>Word 2013</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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This course covers an introduction to Microsoft Word 2013. Students will learn about the important features of Word used to create professional documents. Topics include editing documents, formatting text and paragraphs, formatting entire documents, creating and formatting tables, illustrating documents with graphics, working with themes and building blocks, and merging Word documents

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<b>CAST 130</b>	<b>Excel 2013</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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This course covers an introduction to Microsoft Excel 2013. Students will learn to create professional spreadsheets using the features in Excel. Topics include working with formulas and functions, formatting a worksheet, working with charts, analyzing data using formulas, managing workbook data, using tables, and analyzing table data.

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<b>CAST 140</b>	<b>Office Procedures</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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This course covers the important office procedures found in a typical office environment including strategies to provide excellent customer service. Topics addressed in the office include using standard office equipment (copier/fax/printer), filing and managing records, processing business documents, basic financial accounting, sending and receiving mail, and general ethical and professional expectations. Customer service topics include maintaining a positive attitude and customer service mentality, determining caller needs, avoiding negative phrases, handling difficult customers, and maintaining good relationships.

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<b>CAST 150</b>	<b>PowerPoint 2013</b>	<b>4 weeks</b>	<b>120 clock hours</b>
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This course covers an introduction to Microsoft PowerPoint 2013. Students will learn how to create professional slideshow presentations in PowerPoint. Topics include creating and modify presentations, inserting and working with objects, advanced tools and masters, inserting illustrations and charts, and using advanced features.

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<b>CAST 160</b>	<b>Access 2013</b>	<b>3 weeks</b>	<b>90 clock hours</b>
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This course covers an introduction to Microsoft Access 2013. Students will learn to create and manage professional databases in Access 2013. Topics include building tables, creating forms, running queries, printing reports, modifying the database, analyzing data with reports, and enhancing forms.

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<b>CAST 170</b>	<b>Outlook 2013</b>	<b>1 weeks</b>	<b>30 clock hours</b>
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This course covers an introduction to Microsoft Outlook; the popular email, calendar, and information management program.



## PC Technician A+

The PC Technician Program will prepare students to take the A+ certification test and obtain an entry-level position in a field such as computer technician or help desk specialist. This program also serves as a foundation for an individual seeking further advanced certification. In order to accommodate students with differing learning styles, a mixture of lecture, book, and hands-on lab experience will be used to cover course-work in computer hardware and operating systems.

This program offers supportive services including adult academic education/high school equivalency training, individual support counseling, job readiness training, and placement services. During placement services, individuals are assigned to a job developer who will work with the student to determine what specific services will be provided. Placement services may include providing job leads, transportation assistance, mock interview practice, resume and cover letter preparation, career counseling, and retention tracking for the first ninety days of employment.



**PROGRAM LENGTH: 20 weeks / 600 clock hours**

### PROGRAM COMPLETION REQUIREMENTS:

Course #	Course Title	Length in weeks	Length in Clock Hours
PCTA+ 101	PC Hardware Fundamentals 1	5	150
PCTA+ 110	PC Hardware Fundamentals 2	5	150
PCTA+ 120	PC Software Fundamentals 1	5	150
PCTA+ 130	PC Software Fundamentals 2	5	150
<b>Totals</b>		<b>20</b>	<b>600</b>

**ENTRY REQUIREMENTS:** Math, reading, and grammar of 8<sup>th</sup> grade level or above with ability to use basic tools. Students must have high school diploma, high school equivalency, or be preparing for high school equivalency concurrently.

**TUITION:** See Addendum 1

**COST OF BOOKS/SUPPLIES:** See Addendum 1

**EQUIPMENT USED:** This course has a variety of computers available for student software labs and testing stations designed to give students with exposure to all possible systems. The lab includes printers, hubs, routers, switches and modems. Software library includes the array of Windows operating systems. A resource library provides students with a variety of perspectives from different technicians and authors. Software programs provide simulated lab exercises, exams, and video demonstrations of common PC Technician tasks.

**LOCATION AND INSTRUCTOR:**

**MERS/Goodwill - Lippman Center (Mid-St. Louis County-near Brentwood)**

2545 S. Hanley Rd., St. Louis, MO 63144

Instructor: Don Vaisvil

**PC Technician A+ Course Descriptions**

<b>PCTA+ 101</b>	<b>PC Hardware Fundamentals 1</b>	<b>5 weeks</b>	<b>150 clock hours</b>
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This is the first course that covers the fundamentals of supporting and troubleshooting computer hardware. It prepares students to pass the Comptia A+ Certification exams. This course covers form factors, power supplies, motherboards, processors, and memory. Lab work gives hands-on experience of essential concepts, and training is mapped directly to the objectives for the certification exam.

<b>PCTA+ 110</b>	<b>PC Hardware Fundamentals 2</b>	<b>5 weeks</b>	<b>150 clock hours</b>
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This is the second course that covers the fundamentals of supporting and troubleshooting computer hardware. It prepares students to pass the Comptia A+ Certification exams. This course covers hard drives, I/O devices, multimedia and mass storage, troubleshooting techniques, networking essentials, and notebooks and printers. Lab work gives hands-on experience of essential concepts, and training is mapped directly to the objectives for the certification exam.

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**PCTA+ 120    PC Software Fundamentals 1                      5 weeks                      150 clock hours**

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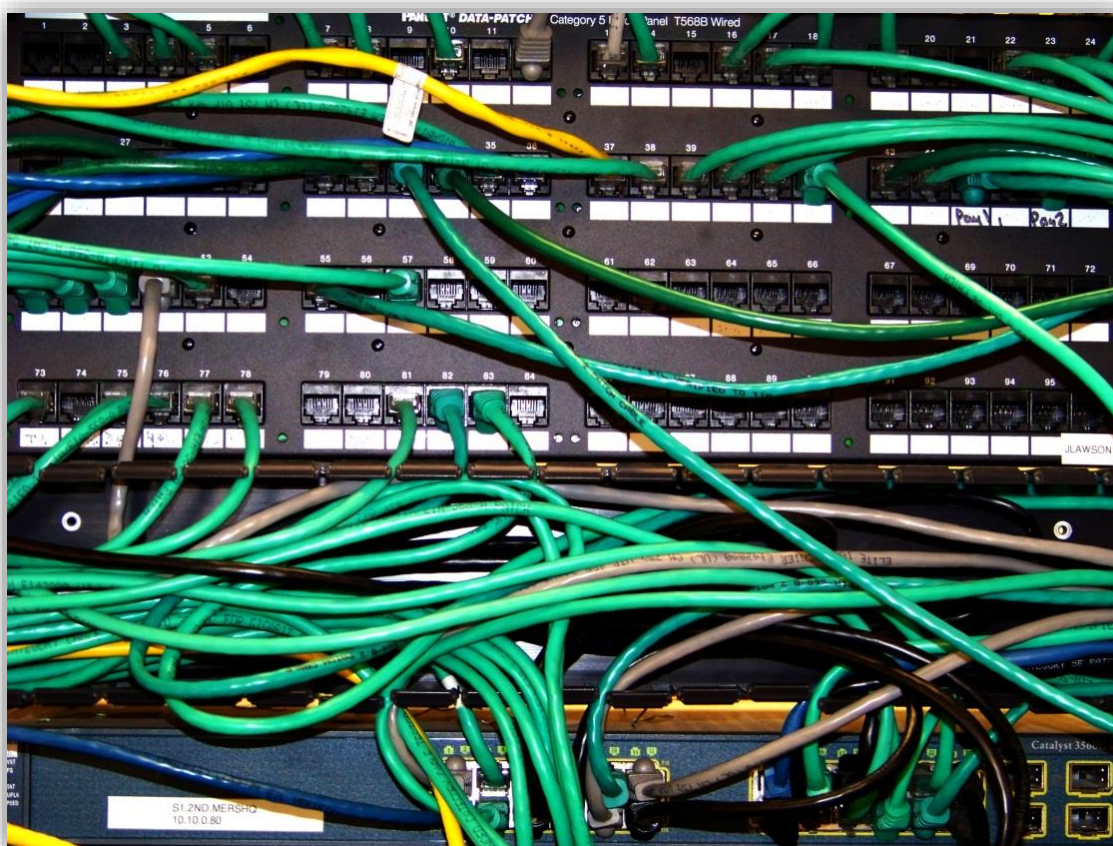
This is the first course that covers the fundamentals of supporting and troubleshooting computer software. It prepares students to pass the Comptia A+ Certification exams. This course covers installing and maintaining operating systems, and maintaining and optimizing windows. Lab work gives hands-on experience of main concepts, and training is mapped directly to the objectives for the certification exam.

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**PCTA+ 130    PC Software Fundamentals 2                      5 weeks                      150 clock hours**

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This is the second course that covers the fundamentals of supporting and troubleshooting computer software. It prepares students to pass the Comptia A+ Certification exams. This course covers tools for fixing windows, networking essentials and practices, and security essentials and practices. Lab work gives hands-on experience of main concepts, and training is mapped directly to the objectives for the certification exam.



## PC Technician Network+

The PC Technician Network+ course will cover concepts of networking computers, network installation and maintenance, and configuration of hardware drivers. It is intended to build upon skills gained in A+ certification. Upon completion of this course a student will be prepared to take the Network+ certification exam and obtain positions such as help desk specialist, or network administrator. A+ and Network+ serve as a solid foundation for further certifications such as MCP, MCSE, and CISCO Certification.

This program offers supportive services including adult academic education/high school equivalency training, individual support counseling, job readiness training, and placement services. During placement services, individuals are assigned to a job developer who will work with the student to determine what specific services will be provided. Placement services may include providing job leads, transportation assistance, mock interview practice, resume and cover letter preparation, career counseling, and retention tracking for the first ninety days of employment.

**PROGRAM LENGTH: 10 weeks / 200 clock hours**

### PROGRAM COMPLETION REQUIREMENTS:

Course #	Course Title	Length in weeks	Length in Clock Hours
PCTN+ 101	PC Networking Fundamentals 1	5	150
PCTN+ 110	PC Networking Fundamentals 2	5	150
<b>Totals</b>		<b>10</b>	<b>300</b>

**ENTRY REQUIREMENTS:** Math, reading, and grammar must be of 8<sup>th</sup> grade level or above with ability to use basic tools. Students must have high school diploma, GED completed or preparing for GED concurrently. A+ Certification required.

**TUITION:** See Addendum 1

**COST OF BOOKS/SUPPLIES:** See Addendum 1

**EQUIPMENT USED:** This course has a variety of computers available for student software labs and testing stations designed to give students exposure to all possible systems. The lab includes printers, hubs, routers, switches and modems. A Software library includes the array of Windows operating systems. A resource library provides students with a variety of perspectives from different technicians and authors. Software programs provide simulated lab exercises, exams, and video demonstrations of common PC Technician tasks.

**LOCATION AND INSTRUCTOR:**

**MERS/Goodwill - Lippman Center (Mid-St. Louis County)**

2545 S. Hanley Rd., St. Louis, MO 63144

Instructor: Don Vaisvil

**PC Technician Network+ Course Descriptions**

<b>PCTA+ 101</b>	<b>PC Networking Fundamentals 1</b>	<b>5 weeks</b>	<b>150 clock hours</b>
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This is the first course that covers the fundamentals of installing, configuring, and troubleshooting computer networks. It prepares students to pass the Comptia Network+ Certification exams. This course covers networking standards and the OSI model, TCP/IP protocols, Ethernet standards, network hardware, and switching and routing. Lab work gives hands-on experience of main concepts, and training is mapped directly to the objectives for the certification exam.

<b>PCTA+ 110</b>	<b>PC Networking Fundamentals 2</b>	<b>5 weeks</b>	<b>150 clock hours</b>
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This is the second course that covers the fundamentals of installing, configuring, and troubleshooting computer networks. It prepares students to pass the Comptia Network+ Certification exams. This course covers WANs/LANs, wireless networking, virtual networking and remote access, network security, voice and video over IP, and general network management. Lab work gives hands-on experience of main concepts, and training is mapped directly to the objectives for the certification exam.



## ADDENDUM 1: Costs of Tuition, Books & Supplies

Program	Length (weeks)	Tuition	Books & Supplies	Fees	Total Cost
Building Maintenance	30	\$7884.00	973.56	211.50	\$ 9069.06
Culinary Arts	20	\$5262.00	353.25	149.00	\$ 5741.25
Office Computer and Administrative Skills	26	\$6834.00	481.36	9.00	\$ 7322.75
PC Technician A+	20	\$5449.00	679.83	407.00	\$ 6435.74
PC Technician Network+	10	\$2725.00	407.98	294.00	\$ 3531.72

As required by Section 103 of the *Veterans Benefits and Transition Act of 2018*, MERS Goodwill ensures we will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries or other institutional facilities, or the requirement that a **Chapter 31** or **Chapter 33** recipient borrow additional funds to cover the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement of a payment by the U.S. Department of Veterans Affairs.

## **ADDENDUM 2: Instructors**

### **Don Ousley: - Aftergut Center - St. Louis City**

Don Ousley has been with MERS/Missouri Goodwill as the Building Maintenance Instructor since 2000. Prior to coming to MERS/Missouri Goodwill, Donald earned his certificate as a stationary engineer from Rankin Technical Institute and then went on to earn his Stationary Engineer's License. He then worked for multiple companies in the St. Louis Area concentrating on boilers, heating and cooling systems, and pumps. Donald then expanded his skills to include carpentry, electrical wiring, plumbing, and framing. Donald brings extensive experience and certifications to the classroom.

### **Joseph Baer – Aftergut Center – St. Louis City**

Joseph is the Kitchen Director and Culinary Arts Instructor at MERS/Goodwill's Aftergut Cafe. He has been with the cafe since 2010 and has over 35 years of experience in the food service industry. Prior to working at MERS/Goodwill Joseph owned his own restaurant. As owner, he was responsible for creating menus, meeting health/safety standards, hiring staff, ordering, and preparing meals. Joseph has also obtained a teacher's certification with Servsafe, which allows him to teach and administer the Servsafe Manager Certification exam.

### **Don Vaisvil – Lippman Center – Brentwood, MO**

Don Vaisvil is the Coordinator of Skills Training and instructor for the Lippman Center location. He earned an MBA from Fontbonne University in 2007 and has been working with office technology for more than 20 years in professional and personal settings. He also has over 15 years of experience providing technical training to adults and individuals that have barriers to learning.

### **Janel Barber – Poplar Bluff, MO**

Janel Barber joined MERS Goodwill in 2005 as the Director and instructor of the Poplar Bluff location. Janel has her Bachelor's Degree in Business Management from William Woods University and has served as the director of a nursing home and has also worked for the Daily American Republic newspaper.

### **Liz Drennan – Springfield, MO**

Liz Drennan is the Director and instructor at the Springfield location. She has her Master's Degree in Rehab Counseling and has many years of experience in using office products. Liz brings extensive experience in business to the classroom.



**Julie Casey – Cape Girardeau, MO**

Julie Casey is the Director and instructor at the Cape Girardeau MERS Goodwill. She has a Master's Degree in Public Administration. Julie is proficient with a variety of office software and procedures, and has ten years of office related work experience.

**Bertha Vinson – Aftergut Center – St. Louis, MO**

Bertha Vinson has been with MERS/Missouri Goodwill industries for 25 years and is the Office CAST Instructor at the downtown St. Louis location. She began her career with MERS/Missouri Goodwill as the instructor for clerk typing and data entry. As the clerical industry has continued to become more technologically oriented, Bertha has continued to implement the core office values throughout this changing industry. Prior to coming to MERS/Missouri Goodwill, Bertha was the Assistant Director for Professional Business School. While completing her associate's degree, Bertha has excelled in the Microsoft Office Suite and has implemented this software into the curriculum.



## **ADDENDUM 3: Facilities**

### **MERS/Missouri Goodwill Industries Downtown (Aftergut) Center 1727 Locust Ave, St. Louis, MO 63103 314-241-3464**

Our downtown MERS/Missouri Goodwill location is in downtown St. Louis on the corner of 18<sup>th</sup> and Locust. This location is accessible by bus and is approximately 4 blocks from the MetroLink stop located at Union Station.

The downtown location houses a daycare center on the first floor (additional fees apply for daycare services) as well as a cafeteria that serves breakfast and lunch with meals ranging between \$3-5. Skills training programs are located throughout the floors in the building. Accessible restrooms and water fountains are on each floor of the building and each floor can be accessed by one of two passenger elevators.

There is a parking lot for this location across the street and accessible parking can be found on the side of the building. Metered parking spaces are also available on both Locust and 18<sup>th</sup> Street. A smoking area is available on the west side of the building.

### **MERS/Missouri Goodwill Industries Mid-County (Lippman) Center 2545 S. Hanley Rd, Brentwood, MO 63144 314-647-7453**

Our Lippman Center location is approximately 2 miles south of Highway 40. Parking is available onsite and this location is near a Metro Link station and is on the bus line with a bus stop within 2 blocks. This is a two-story facility with food available for purchase on the premises and space is provided in the break room for storage of lunches. Accessible restrooms and water fountains are located on each floor of the building and each floor can be accessed by one of two passenger elevators.

### **MERS/Missouri Goodwill Industries St. Charles Center #1 Westbury Drive, suite 220, St. Charles, MO 63301 636-946-7559**

Our St. Charles location is on the North Outer Road and I-70 in St. Charles. The building is approximately 4000 square feet and is a single story building with two accessible restrooms. There are vending machines on the premises. The parking lot is located in front of the building and public transportation is currently not available to this location.

### **MERS/Missouri Goodwill Industries South County Center**

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MERS/Goodwill Industries	1727 Locust St., St. Louis, MO	1-800-651-4177
	2545 S. Hanley Rd, Brentwood, MO	

**7321 S. Lindbergh, Suite 50, St. Louis, MO 63125  
314-845-1922**

Our south county location is across from South County Mall on Lindbergh near Lemay Ferry Rd. This location is accessible including an accessible restroom and training area. There are several restaurants nearby.

**MERS/Missouri Goodwill Industries  
North County Center  
1760 New Florissant Rd, Florissant, MO 63033  
314-831-9171**

Our north county location is in the Flo-Lin Plaza on the corner of Lindbergh and New Florissant Rd. This location is accessible and has two restrooms, one of which is accessible. There are vending machines in the building and several restaurants nearby. This location is on the bus line with a bus stop at the plaza.

**MERS/Missouri Goodwill Industries  
Springfield Center  
1514 South Glenstone Avenue, Springfield, MO 65806  
417-862-5005**

Our Springfield Career Center is located in the Glen Isle shopping center, just north of Sunshine Street. There is a public transportation stop at the shopping center. The facilities are accessible and on the ground level. Students will have access to a break room with refrigerator and restrooms on site. This center is combined with the MERS Goodwill Excel Center facilities.

**MERS/Missouri Goodwill Industries  
Cape Girardeau Center  
340 South Silver Springs Rd, Cape Girardeau, MO 63701-6312  
573-339-0071**

Our Cape Girardeau location is next to West Park Mall. This location is accessible and has a private restroom, which is also accessible. There are several restaurants nearby. This location is a quarter mile from I-55.

**MERS/Missouri Goodwill Industries  
Poplar Bluff Center  
2233 North Westwood Blvd, Poplar Bluff, MO 63901-2338  
573-686-6004**

Our Poplar Bluff career center location is at the site of the former Kmart store in Poplar Bluff. It has accessible facilities and a refrigerator for students to use. The Southeast Missouri Transit Service (SMTS) will provide transportation to this location. This center is combined with the MERS Goodwill Excel Center facilities.

**MERS/Missouri Goodwill Industries  
Franklin County Center  
1600 A West Main, Washington, MO 63090  
636-239-2225**

Our Franklin County location is 1.4 miles from Highway 100 West. There is ample parking in front of the building with accessible parking. This location has one accessible restroom, and a lunchroom with a refrigerator and microwave for student use.

**MERS/Missouri Goodwill Industries  
Farmington Center  
400 N. Washington Street, Suite 202, Farmington, MO 63640  
573-756-1773**

Our Farmington center is in Liberty Hall, approximately 2 miles East of Highway 67 South and 2 blocks South of Highway 32 East (Karsh Blvd.). Parking is available on the west and south ends of the building. This facility is located on the second floor of a two-story building which has an accessible front entry with 5 alternate entry and exit points. There is a centrally located elevator, snack room, and accessible restrooms on the first and second floor of the building.



**MERS/Goodwill Samuel Aftergut Building, 1727 Locust Street, St. Louis, MO**

**MERS/Goodwill Industries**  
**1727 Locust Street, St. Louis, MO**  
**2545 South Hanley Road, Brentwood, MO**  
**1-800-651-4177**



**Skills Training Services 2020 Catalog**

**Updated 3/5/2020 DV**