



**DELAWARE**  
— IT INSTITUTE —

# POLICY CATALOGUE

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## 2023-2024

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# Mission Statement

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## **EMPOWERMENT THROUGH PROFESSIONAL IT TRAINING.**

Our mission is to deliver solutions to support our clients' – including, but not limited to individuals with disabilities as well as Veterans - as they adapt to technological advancements in the current job market. Our learning programs, whether you're just starting your IT career or are currently an IT professional looking for some additional training and credentials, can help close skills gaps and cultivate an environment of continuous talent development.

We will achieve this by:

- ✓ Providing excellent training by experienced and certified trainers.
- ✓ Delivering unprecedented value and convenience to individuals, organizations and companies seeking Computer Technicians, Customer Support professionals, Project & IT Service Management training and certifications.
- ✓ Positively impacting our community and clients by delivering highly trained IT professionals, who will in turn improve their quality of life by becoming specialists in tomorrow's technology.

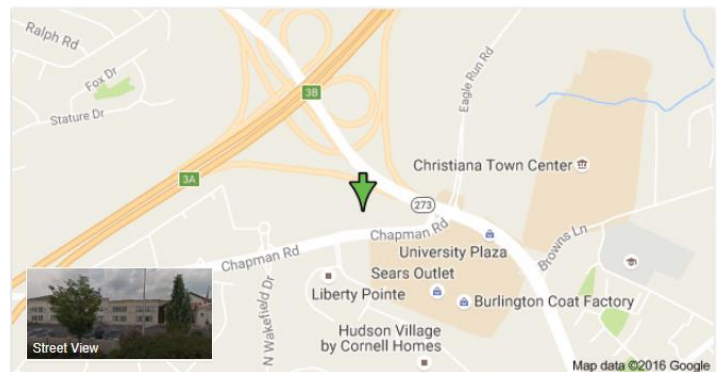
# Facility Location

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## **NEWARK LOCATION**

### **MAIN OFFICE:**

University Office Plaza  
261 Chapman Rd. Suite #100  
Newark, DE 19702



# Business Hours

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## **OFFICE HOURS:**

- The Delaware IT Institute is open for students and public from Monday- Friday from 9:00AM – 5:00PM.
- Weekday Classes meet within the hours of 8:00AM-9:00PM.
- Weekend Classes meet within 8:00AM-4:00PM.

# Entrance Policy

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- Each prospective student must demonstrate a high level of desire to learn and the commitment to successfully complete all required hours of training classes and assigned projects.
- Each prospective student must have High School Diploma or equivalent and necessary experience as explained in each course description.
- Each prospective student must have basic computer skills and an ability to read and write English.
- Applicants must submit a completed application and pay a tuition fee to be for admission. Eligible applicants must also complete qualification profile in addition to being interviewed by an admission representative. The school will review the application and

notify the applicant of approval or disapproval or may request more information or documents. If denied admission, the applicant will be told why he/she was not admitted. Any applicant wishing to appeal a denial of admission should contact the director of the school.

## General Admission Requirements

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Students may be admitted to The Delaware IT Institute, Inc. if they meet one of these two options:

- Have obtained a high school diploma from a state approved high school, a state approved home school, or a school accredited by a regionally accredited agency, or
- Have obtained a GED or equivalent diploma.

Home schooled students who have completed a state approved program, a regionally accredited program, or registered as a nonpublic school will be admitted as high school graduates. Students who have not completed a state-approved program, regionally accredited program, or registered as a nonpublic school will be required to obtain a GED or equivalent.

All eligible persons are assured equal opportunity for admission without regard to ethnicity, religion, gender, national origin, age, disability, marital status, or veteran status. Certain programs within the institution may require additional admission standards in order to achieve program or industry accreditation standards. Delaware IT Institute, Inc. reserves the right to refuse admissions to any student. Please contact your representative if you have not received a written or telephone confirmation within 10 working days after submission of your registration form.

## Credit Transfers

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The Delaware IT Institute, Inc. will review all transcripts from student's previous learning institution(s) before deciding of transferring hours. Transcripts are expected to be received by student before inception of course.

# Student Conduct

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- Due to possible damage to computers and materials, it is important that no food, drinks or gum be consumed in ANY rooms other than the break area.
- Please pay close attention to cleanliness of the break area and the restroom. They are there for your convenience. To continue offering a break area, it must be kept clean.
- Smoking is only allowed in designated smoking areas located outside of building.
- Please sign below to indicate that you have read and agreed to all terms of this policy.
- All members of the Institution community have a right to treatment with dignity and respect and to full participation in the community. These rights extend to classrooms, workplaces, and residences. They include the right to bodily safety and integrity. In recognition of these rights, we are committed to creating and maintaining an environment here in which all individuals—faculty, staff, and students—are treated with dignity and feel safe and secure in their persons. These principles are fundamental to the attainment of a community devoted to teaching, learning, and research.

# Attendance

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Once enrolled, students are expected to attend classes as scheduled and satisfactorily complete each lesson/unit/module of instruction. Students must notify the school when unable to attend the class for any session; however, only legitimate excuses (i.e., illness, death in the family, etc.) will be accepted as reasons for an absence. Please note that three days of tardiness equal to an absence. Credit can be granted for completion through makeup work, self-study, and competency testing.

# Make-up Policy

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Each student is responsible for obtaining lecture notes, completing homework and classroom assignments, and arranging to take competency tests to demonstrate adequate course knowledge and skills for each lesson/unit/module missed. Additional fees may be charged to students for private tutoring.

# Grading

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The following criteria will be used to determine the successful completion of the course –

- Student grades are based on course examinations aligned with course expectations and attendance. All students will be encouraged to continue the standard until they have 80% or better mastery. Students will not be penalized for the need to re-learn or learn a concept in another way.
- A student who is absent for more than 15 percent of the class hours in the semester will be assigned a failing grade.
- Students found plagiarizing some or all of a project or otherwise caught cheating on an exam, project or quiz, will receive a failing grade for the assignment.
- After successful passing of the course, student will receive a Certificate of Completion from the Delaware IT Institute, Inc. as well as Industry certification from respective partner (CompTIA, ITIL, Cisco, Project Management)

<b>Criteria</b>	<b>Weight</b>
Exams, Quizzes and Projects	75% - 80%
Homework	5% - 20%
Class Participation/Attendance	up to 15%
Lab Work	up to 15%

## **Grading Policy**

A = 100% - 90%

B= 89% - 80%

C = 79% - 70%

D= 69% - 60%

F= 59% and below

# Placement Assistance

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The purpose of placement assistance is to provide our graduates with the necessary tools to align them with their respective career paths in the IT industry. The Delaware IT Institute does not guarantee its students a job upon enrollment or graduation. However, after successful completion of the course, students have an opportunity to work with a representative in the placement department to plan their career options and receive current information on employment in the IT industries and firms. The department advises students on resume writing and introductory letters, and interviewing techniques.

# Complaint Procedure

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## **1. Documentation of Complaint:**

### A. Verbal Complaint:

The Administrative Manager shall receive the verbal complaint and carefully document the details as presented. The record shall include time, date, and full description of the incident. It shall also include the names of people involved in the incident. The Manager shall present the document to the Program Director within 24 hours.

### B. Written Complaint:

The Administrative Manager shall receive the written complaint and present it to the Program Director within 24 hours.

## **2. Review and Analysis of the Complaint:**

The Program Director shall conduct an immediate, detailed review and analysis of the complaint and seek a resolution that will be mutually satisfactory to all parties involved.

### **Presentation of the Resolution:**

The Program Director shall meet within 48 hours, with the party that brought the complaint to discuss the details of the proposed resolution. The Director shall reach an agreement with the party that the resolution is satisfactory to everyone.

### **Appeal to the Delaware State Department of Education:**

If student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Education Associate for Private Business and Trade Schools of the Delaware State Department of Education. All complaints considered by the State Department of Education must be in written format, with permission for a copy of the complaint to be forwarded to the school for its response.

The complainant(s) will be kept informed as to the status of the complaint as well as to the final resolution. All inquiries should be addressed to:

**Education Associate, Private Business and Trade Schools  
Delaware Department of Education  
John Collette Education Resource Center  
35 Commerce Way, DOVER DE 19904.  
Tel (302) 857 -3313**



# Confidentiality Agreement

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It is our policy here at the Delaware IT Institute Inc. not to release any student's private and non-public information to anyone without a written authorization from the student. However, if a government or law enforcement agency demands such information, Delaware IT Institute will provide the requested information and notify the student.

# Harassment Policy

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Sexual harassment is described as unsolicited verbal comments, subtle pressure for sexual activity, sexist remark about a person's body or sexual activities, patting, punching, unnecessary touching, demands of sexual favors, implied or overt threats regarding one's employment or student status, and physical assault. Sexual harassment can be acts toward males or females. Delaware IT Institute does not condone or tolerate harassment.

# Equal Opportunity Policy

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Delaware IT Institute does not discriminate against any student or applicant based on race, creed, origin, sex, age, or disability. Delaware IT Institute makes reasonable accommodation for disabled persons as required by the Americans with Disability Act (ADA).

# Drug-Free School Policy

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Delaware IT Institute strictly prohibits the unlawful possession, use or distribution of illicit drugs and alcohol by students and employees on the school property or at any school activity.

Delaware IT Institute reserves the right to require a student in any program to submit to a urine drug test without prior notice. Refusal to comply with such request or positive test results from such drug test shall result in immediate dismissal from the school. Delaware IT Institute will uphold and enforce all local, state and federal laws for unlawful possession or distribution of illicit drugs and alcohol on school policy.

# Leave of Absence

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Leave of absence is granted only to students who desire to temporarily interrupt their training for personal reasons that include family and or health related issues. A request for leave must be made in advance or student may be considered withdrawn from the course. All agencies financially sponsoring students are notified upon a student's approved leave request and/or new completion date.

# Termination

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Students are required to comply with all school safety practices and procedures. The school reserves the right to dismiss any student who exhibits conduct which is found by administration to be detrimental to the inappropriate behavior that includes but is not limited to offensive touching, unacceptable language, profanity, non-complimentary remarks to classmates and/or staff or faculty members, unnecessary loudness, carrying on private conversation during lecture/study / test time or other distractions not considered in good taste. Failure to fulfill financial obligations, maintain a satisfactory attendance record or meet academic progress standard is also basis for dismissal.

# Appeals

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The student may appeal the determination of failure to maintain satisfactory progress (academic / attendance) and termination of the financial issues based upon extenuating circumstances. In such cases the Director may determine that the student is making satisfactory progress towards his/her objective despite the failure to conform within the time frame or minimum grade average.

A student has the right to appeal when special circumstances are present. If the administration determines that the student is not making satisfactory progress or is in violation of school regulation, the student may appeal the action by written notification to the School Director.

# Fee Policy

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**Tuition deposit must be paid before the student is allowed to attend classes.** Payment is expected based upon the terms and conditions outlined. The course material and notes will be issued on the first day of class and only after a payment has been made. No Application/Registration Fee to apply. Cost of Certification Exam is included in Tuition Cost.

# Refund Policy

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- If Delaware IT Institute Inc. is notified of cancellation within **three (3) business days** after the enrollment contract is signed, you will receive full refund of your deposit
- If Delaware IT Institute Inc. is **NOT** notified of cancellation within **three (3) business days** from the enrollment date and the student fails to enter the course after classes have started, a fee of \$300 will be charged and the rest of the tuition fee will be refunded to the student.
- If a student has started the course and decides to withdraw or terminate, a fee of \$150 will be charged and the rest of the tuition will be refunded based upon the following Delaware State Board of Education Guidelines.

Enrollment Time of the Course	Cost Amount of Refunded Course
After 0.01%	80%
After 5% - 9.9%	70%
After 10% - 14.9%	60%
After 15% - 24.9%	55%
After 25% - 49.9%	30%
After 50% or more	No refund

- If your deposit has been made for a particular class and you are placed on a waiting list, you can enroll in the same course later or have deposit refunded.

# Refund Policy for Veterans

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In the event that Veterans or their eligible persons sponsored as students under Chapters 30,32,33,35 of title 38 and Chapters 1606 and 1607 pf Title 10 U.S Code, fail to enter the program or withdraw or are discontinued from at any time prior to completion, the amount charged for tuition fees and other charges shall not exceed the approximate pro rate portion of the total charges for tuition, fees and other charges that the length of non-accredited program bears to its total length. A registration fee need not be refundable: any mount beyond that is subject to pro ration and refund (CFR 21, 4254 (C ) (13), The pro rate portion may not vary more than 10% of the total cost of tuition, fees and other charges.

# Registration for Certification Exam

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The Delaware IT Institute will prepare the students for taking the certification examination. However, each individual is responsible for registration for the examination to the accreditation institute. The Delaware IT Institute is not responsible for refunds or changes due to cancellation in the examination fee structure.

The rules of passing certification examination, changes in the examination fees or refund of fees are governed by the accreditation examination institute.

<https://www.deit institute.com/admissions>

STUDENT NAME & DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

ADMINISTRATOR SIGNATURE: \_\_\_\_\_

ENROLLED PROGRAM/START DATE: \_\_\_\_\_

# Observed Holidays

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<b><u>DATE</u></b>	<b><u>DAY</u></b>	<b><u>HOLIDAY</u></b>
1 Jan	Sun	New Year's Day
2 Jan	Mon	New Year Holiday
16 Jan	Mon	Martin Luther King Jr. Birthday
14 Apr	Fri	Good Friday
29 May	Mon	Memorial Day
4 Jul	Tue	Independence Day
4 Sep	Mon	Labor Day
10 Nov	Fri	Veterans Day Holiday
11 Nov	Sat	Veterans Day
23 Nov	Thu	Thanksgiving Day
24 Nov	Fri	Thanksgiving Friday
25 Dec	Mon	Christmas Day