

2023-2024 Course Catalog



A Division of American Indian OIC, Inc., Minneapolis, MN



July 6, 2023

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THE COURSE CATALOG AND STUDENT HANDBOOK
WORK IN TANDEM AND SERVE AS ADDENDA TO EACH OTHER.

The 2023—2024 Takoda Institute Calendar with Holidays

Summer Quarter July 6 – August 17, 2023.

Fall Quarter: September 6 – December 19, 2023 (Term I ends October 19, Term II starts November 7. Monday, October 9, Indigenous People’s Day; Friday, November 10, Veterans Day; Thursday and Friday, November 23-24, Thanksgiving)

Winter Quarter: January 4—February 15, 2024 (Monday, January 15, Martin Luther King Day)

Spring Quarter: March 5—June 18, 2024 (Term I ends April 23. Term II starts May 7. Monday, May 27, Memorial Day)

Start dates indicate the first day of the quarter. Students may start a program at the beginning of each term. Part-time enrollment and per course enrollment are available. Some programs require a minimum number of students to begin. Contact a Takoda Institute Representative at **612-341-3358** for program information.

2023-2024 Catalog of the Takoda Institute of Higher Education

An Overview

Statement of Ownership and Purpose

The American Indian OIC is a non-profit corporation, incorporated in 1979 to train and retrain the unemployed and underemployed in preparation for employment in business, industry, and government; to secure placement of trainees in jobs, and to promote other educational and developmental purposes. (Articles of Incorporation, Article II). In 2012, American Indian OIC formally changed the name of its postsecondary school to the Takoda Institute of Higher Education (A Division of American Indian OIC).

The bylaws (revised in 2008) state that our mission shall be the training and development of skills of American Indians, but the resources and programs of the corporation shall be available to all persons, regardless of race, creed, color or sex.

It is the Vision of the Takoda Institute of Higher Education that the Institute is successfully training unemployed and underemployed people. Alumni of the Institute are employed in business, human service organizations, health care facilities, industry and government. To accomplish this, we will provide:

- Quality instruction to achieve academic, technical and personal enhancement, giving students the tools they need to keep pace with a changing world in fast-growing occupational areas. These include green industries, health care in hospitals, clinics and nursing homes or

home health care, and any setting where personal health services, human services or administrative support services are needed.

- A learning environment that will instill self-respect and self-esteem and will inspire students to strive for excellence in a competitive world.
- Individual attention and encouragement to allow students to master marketable skills, exceed their expectations and achieve their visions.
- An atmosphere that supports the values and beliefs of American Indian students, and all others, while building on the individual strengths of each student.

Officers

The officers of the corporation are: Danielle Grant, Chair; Donald Flower, Vice Chairman; Charles Bolger, Treasurer; Joe Hobot is the President & CEO, and an Ex-Officio member. Other board members are Nicolas Martin, Summer Miller, and Odia Wood-Krueger.

Information given here is current for July 2023 and until further notice. Interested persons may reach the Institute by calling (612) 341-3358, or writing to the Director of Takoda Institute, Kimberly Ben-Haim, or to the intake assistant, Deja Herrera-Rincon, both at AIOIC, 1845 East Franklin Avenue, Minneapolis, MN 55404. The Web site is www.takoda.org and the fax number is (612) 341-3766.

History

The American Indian OIC began an Office Skills Training Program in May of 1981. The program grew to include full-time and part-time programs, delivered by numerous staff. This technical emphasis continues in our programs, which now include various certificates in fields leading to employment in offices, stores, hospitals and other health-care facilities, government, and non-profit organizations.

Facilities

Our campus is centrally located at the corner of Franklin and Cedar Avenues, with access to many bus routes and to the Franklin Avenue Light Rail Station. Our campus offers free parking for students and guests.

The Institute building includes class areas, digital lending library, and computer rooms. Equipment includes networked, CD-ROM or DVD-equipped computers with Internet access and USB ports, laser and color ink-jet printers, photocopy equipment, FAX and scanners. WIFI service is available.

Internet access is available to all students for use in their coursework and for general awareness of this technology. The curriculum includes textbooks, a selection of current software, and supplemental materials including learning modules and various resources including relevant events and speakers.

A laptop lending library, including Google Chromebooks and PC laptops, are available as well.

Description of Programs

The Institute has two 12-week programs leading to certificates, as well as numerous shorter courses.

Programs and the Course Syllabus: Each program has some requirements common to the other programs, as well as a special focus relevant to the individual employment fields.

Each course has a comprehensive syllabus which is provided to the student listing textbooks, requirements, and testing.

Admissions and Enrollment

Students will apply through the Student Services Office, which has established the following procedure for becoming a fully enrolled student. Each student will:

- Complete the Takoda Institute application & intake paperwork, including a background check and Selective Service registration review
- Take and successfully complete the Test of Adult Basic Education and Northstar Digital Literacy Assessments
- Submit documentation including identification card, social security card and additional documents required based on intake feedback.

Once a potential student has completed all the necessary steps outlined and decided which program he or she is seeking admission to, he or she may be conditionally admitted to the Institute.

Individual Course Prerequisites: Courses may have testing requirements and/or prerequisites. For example, Introduction to Microsoft Office must be taken before Advanced Microsoft Office. See the individual course listings on pages 6-8 for details of the course prerequisites listed just below the course titles.

Testing: Testing is required for all programs in Takoda Institute and its partners at American Indian OIC. Minimum scores and criteria designed to measure the applicants' ability to benefit from training are established. Applicants with satisfactory test scores are formally admitted to a program of study. Testing for students is given prior to each term. Other students may call the ABE/GED program at Ext. 103 for information on their testing procedures.

Testing scores typically follow the criteria shown and are subject to change at the advice of state officials, Takoda Institute program advisory committees and other administrative sources.

	Math	Reading
Accepted	7 or higher	7 or higher
Accepted – mandatory Bridging with Adult Basic Education	5.5-7	7 or higher
Accepted – mandatory Bridging with Adult Basic Education	7 or higher	5.5-7
Denied - Referred to the Adult Basic Education Program	5.4 and lower	5.4 and lower

Readmission Process: Former students who wish to reenter active status after withdrawing for any reason will need to start a readmission process with a Student Services Representative. For these students, as is the case with other students, all paperwork must be approved before registering for classes. All paperwork is valid during active enrollment. Students of six months or longer may need to complete new admissions paperwork.

Adult Basic Education: Adult Basic Education students are those who are willing to engage in a learning contract for the purpose of skills improvement for Adult Basic Education or for GED preparation. Students testing for the full-time Institute may be referred to ABE to increase scores before being accepted by the Institute.

Others who do not wish to enroll in the Institute may also attend these classes. ABE/GED classes are available free of charge, and they are supported by the State of Minnesota.

Choosing a Program: During registration students choose a course of study. At that time, they must decide if they wish to be enrolled in one of the certificate programs or to register for individual courses only. Students must request in writing to change their program of study before the start of the next term.

Students with Disabilities: Admission requirements are the same for all students. Students with disabilities are encouraged to apply and to meet with a Career Services Representative and/or a Rehabilitation Services Counselor at a nearby site for an individual planning session for academic support services. Takoda Institute has limited means for accommodation and encourages partnering with other organizations.

Appeals and Grievances and Sexual Harassment Policy

Academic Petition Process, Appeals, Quarterly Grade Resolution, General Grievance Procedures, and Sexual Harassment and Sexual Violence Policy are found in the *Student Handbook*.

Programs of Study

Phlebotomy (18 weeks, 19 total with break)

The Phlebotomy program is a sequence of courses designed to provide students with an understanding and technical proficiency related to the concepts, principles, and techniques required in the field of Phlebotomy. Through a combination of lecture, online coursework, and practical lab time students will demonstrate proficiency in and understanding of industry specific scope of practice, basic anatomy and physiology, OSHA safety/blood borne pathogen/infection control, preanalytical considerations, specimen collection procedures (venous, capillary, and non-blood), specimen handling and processing, patient care/customer service, HIPAA, and legal and ethical considerations

Program length is 250 hours. Typical cohort/class size is 10. Student who choose to take all the courses listed with complete both a Phlebotomy and a Medical Office Administration certificate.

Terms are six weeks.

***Classes are required**

*Introduction to Microsoft Office	Term I
*Write for Work	
*Phlebotomy I	
*Phlebotomy Lab I	
*Medical Terminology I	
*Customer Service	
Medical Office Procedures I (elective)	

*Medical Terminology II	Term II
*Phlebotomy II	
*Phlebotomy Lab II	
Advanced Microsoft Office (elective)	
Medical Office Procedures II (elective)	

Placement and Career Path

The High Demand Careers program at Takoda Institute is focused on training in high-growth areas, one of which is Phlebotomist in health care and business sectors. According to the U.S. Bureau of Labor Statistics, there is estimated to be a 32% increase in job openings for Phlebotomists nationwide.

Medical Office (12 weeks)

This 12-week program prepares the students for a range of entry level positions within the health care industry. These could include Health Information, Medical Records and Patient Services jobs. **Program length is 250 hours. Typical cohort/class size is 10.**

Because of employment requirements, a background check is required to enroll in this program.

Terms are six weeks.

All classes are required

Introduction to Microsoft Office

Term I

Write for Work

Medical Terminology I

Medical Office Procedures I

Advanced Microsoft Office

Term II

Medical Terminology II

Medical Office Procedures II

Customer Service

Placement and Career Path

In the general area of Health Care Support occupations, about 45,000 people are working, it is estimated, in the Twin Cities area. Job requirements usually include written and spoken communication skills, good problem-solving abilities. Patient Services Representatives, Medical Records Specialists and Health Information Technicians are projected to increase at about 22 percent over the next decade.

Takoda Institute reserves the right to cancel classes which do not meet minimum required enrollment numbers (usually 5 students).

Takoda Institute of Higher Education Courses Offered in 2023-2024

Course Descriptions for all terms

Many of these courses are offered separately and a few virtually until further notice.

Write for Work 42 Hours

This course prepares the student to communicate orally and in writing at an acceptable standard for entry-level employment. The student prepares for communication with co-workers or customers through vocabulary building, preparation of memos and letters in various formats, and discussion of standard practices. It includes grammar and language mechanics, and it requires the student to share and discuss their work, to apply vocabulary, to use the Internet and other sources effectively, to practice aspects of data presentation and status report writing and to cite sources using the APA style.

Introduction to Microsoft Office 42 Hours

This introductory course prepares the student to use office software. The student uses a common software application to practice these skills, including the presentation program, word processing, Internet browsers and search engine, spreadsheet and database. It requires the student to demonstrate these skills individually and share their results.

Advanced Microsoft Office 42 Hours

This course prepares the students to use Word, Excel, and Access at a production level. The students learn to create, use, inspect and monitor worksheets and document files, and to apply the features appropriately to a task. It requires the students to demonstrate these skills, to create documents and workbooks, to filter and sort data, and to discuss the topics.

Customer Service 42 Hours

In this course, students will explore the foundations of customer service that are integral to any organization. Using concepts of both technology and engagement, students will learn how to ensure that the customer/client/patient experience is delivered effectively—whether it is locally or around the world. The student surveys and discusses opportunities to influence improvements in external and internal customer service, whether face-to-face, at a call center, chat line or through a Customer Relationship Management (CRM) application. The student practices making a good first impression and builds their soft skills such as active listening and empathy.

CompTIA IT Fundamentals 48 hours

This course provides an introduction to component identification and the installation, configuration, maintenance, and troubleshooting of PC hardware. In addition, this course teaches the relationship between computer hardware & software, computer networks & peripherals, virus protection, disaster recovery and maintenance planning. Students who successfully complete this course will be able to proceed to the established pathway to the A+ certification.

CompTIA A+ 70 hours

This course builds on the existing user-level knowledge and/or experience with technology including desktop and network hardware, operating systems and other peripherals. The objective of this course is to provide the student with a well-defined regimen to succeed in the CompTIA A+ certification examination. Prerequisite: successful completion of IT Fundamentals. *Prerequisite includes completion of the CompTIA proctored IT Fundamentals exam.

CompTia Network+**70 hours**

This course is designed to cover the foundations of networking including Local Area Networks (LAN) and Wide Area Networks (WAN) technology, and how communications are accomplished in those environments. Students learn about the fundamental building blocks for a network – with protocols, topologies, hardware, and network operating systems. Students who successfully complete this course will be able to proceed as they continue along the established pathway to the Network+ certification exam. *Prerequisite includes completion of the CompTIA proctored ITF and A+ exam.

CompTia Security+**84 hours**

This course is global certification that validates the baseline skills necessary to perform core security functions and pursue an IT security career. By acquiring early career skills in the latest trends such as automation, zero trust, risk analysis, operational technology, and IoT, you will be well-equipped to excel in the ever-evolving cybersecurity landscape.

*Prerequisite includes completion of the CompTIA proctored ITF, A+, and Network+ exam.

Case Management**12 Hours**

This course provides comprehensive case management knowledge to assist with individuals who need support to move ahead. Included are best practices for serving people with barriers. Students will practice the tools needed to help advance the goals of clients.

Project Management**30 Hours**

This course will cover the methodology and tools behind effective workplace project management. Students will learn the stages of project management: investigation, planning, design, production, monitoring and evaluation. Student will also gain hands-on experience developing project management tools like GANTT charts used for project scheduling and PERT diagrams used for task analysis. Project management skills have broad cross-sector appeal to employers.

Medical Terminology I**42 Hours**

The Introduction to Medical Terminology course is designed to introduce students to a new language of medical terminology. Upon successful completion of the course, students will be able to comprehend a medical record report, communicate among medical professionals and have a proficient overview of medical terms.

Medical Terminology II 42 Hours

This course covers appropriate usage of medical language in written documentation. Through complete immersion, lecture, PowerPoint and daily writing assignments, students will learn to effectively communicate medical terms for hospital/ clinic documentation and patient care understanding. *Prerequisite: MT I*

Medical Office Procedures I**42 hours**

This course focuses on front-office medical assisting. Features include systematic procedures and real-life scenarios that help readers develop critical thinking and job skills.

Medical Office Procedures II**42 hours**

Continuation of Medical Office Procedures. *Prerequisite: MOP I*

Phlebotomy I 20 hours

Classroom lecture teaching accurate, up-to-date, and practical information and instruction in phlebotomy procedures and techniques, along with a comprehensive background in phlebotomy theory and principles. Duties associated with the practice of venipuncture, capillary puncture, and special collection procedures necessary to perform as phlebotomists will be learned in this course.

Phlebotomy II 20 hours

Continuation of didactic learning begun in Phlebotomy I

Phlebotomy Lab I 20 hours

Practical application of theories, duties, procedures and techniques associated with phlebotomy.

Phlebotomy Lab II 20 hours

Continuation of practical application begun in Phlebotomy I

**Warehouse Operator Training Thirteen days
66 hours**

This training will consist of the following topics.

- A) Work Readiness
- B) OSHA 10 hour Certification
- C) Bobcat Skills Steel Loader
- D) Forklift certification
- E) Boom Lift certification
- F) Excavator certification
- G) Tool Cat certification
- H) Scissor lift certification
- I) Articulator certification

All of these sessions will have a live instructor and take place at AIOIC campus or offsite in at equipment sites, in a customized training program to fit our curriculum. The training will take three weeks to complete.

The expected outcomes are to prepare the students to be safe workers, to earn OSHA 10 certification and hands-on training with a compact excavator and a Tool Cat, and to prepare themselves for employment process. This training and certification allow the students to apply with a variety of employers such as warehouses, construction sites and landscapers and present their certifications to gain entry level employment.

This is a packaged training, so all participants will be required to complete all training. All participants must be 18 years old, because of the equipment involved.

Digital Marketing 8 Hours

Students learn the primary means of formatting content for the web, email, ebooks, and smart phone apps. Gain an understanding of how the web operates and how to plan a website project. Review current trends for user interaction and mobile optimization.

For more information:

Visit www.takoda.org for:

Additional classes if offered

Certification

Book information

**News and special timely
announcements**

Graduations

Other events

Cost of Attendance

All programs and courses are offered free of charge to the students. Books and all credentialing fees are provided.

Other Costs

Possible fees: ID replacement, \$15; second background check for MO program (if missed), variable. Full-time students can expect to spend about \$40 to \$70 for items such as pens, pocket calculator, and similar items per quarter.

Refund policies are found in the Student Handbook.

Supportive services are available for those who qualify.

Right to Cancel

Each student will be notified of acceptance/rejection in writing.

Any notice of cancellation received from the student shall be acknowledged in writing within 10 business days of receipt of such notice. Notice is effective on the date it was given. If you do not withdraw or contact the institution about your absence, and you have not attended your program for four consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

Withdrawals

(More details of the procedure for withdrawal from courses are found in the *Student Handbook*.)

Student Activities

The Website www.takoda.org provides a window into the Institute and the entire AIOIC organization.

Special events, job fairs, food resources, volunteer opportunities, and the COVID Preparedness Plan are found on that site.

Attendance, Student Progress and Completion, and Students Rights and Responsibilities

The Takoda Institute has established policies on these areas which are found in the *Student Handbook* available to all students at the front desk and online at takoda.org. Sections on Attendance, Add/Drop/ Withdrawal Policy, Rights and Responsibilities, Tardiness and Make-up Hours, Privacy and Release of Information, Code of Conduct, violence and weapons, and Security are included.

Internal Changes to Program: In the event that a student changes programs, only those courses whose content are applicable to the new program are accepted into the program.

Completing Requirements

Students must satisfactorily complete each required program course in order to complete their program. Also, students must pass all of the required courses to receive a certificate of completion and must also meet all other completion requirements below.

Successful graduation or completion of a course or program requires that all enrollment criteria have been met, all required assignments and/or testing out have been completed.

Certificates

The student will receive a certificate for completion in one or more of the programs, as well as transcripts of courses completed. Students starting, but not completing, a program may request a transcript of all coursework enrolled for.

Extended Absence Policy

An Extended Leave of Absence policy is found in the *Student Handbook*.

Academic Progress Policy Grades

Grades are determined on the basis of testing and performance, including the successful completion of activities. The minimum attendance described on the syllabus is also necessary for a passing grade. The grading system is based on the following:

Pass / Fail (P/F): **P or F**—P = Pass / F = Fail
70% or above—P—Pass
Below 69.9%: **F—Fail**

Withdrawal (after Add/Drop Period): **WD**—Withdrawn

Withdrew Prior To Start of Quarter or During First Week: **WF**—Withdrawn Not Failing

Incomplete: - **or I**—An Interim Grade up to 3 months

Transfer In/Test Out: **TI/TO** -- Passing

Records are kept and grades are reviewed with each student at regular intervals, and grades are assigned each term.

Incompletes

The grade of incomplete (“I”) may be assigned when a student’s work is of passing quality and represents a significant portion of the requirement for a final grade but is incomplete for a good cause as determined by the instructor: good cause may include any item listed in the mitigating section of the *Student Handbook*. Moreover, some rules govern the use of “I”s. Incompletes must be approved by the instructor and filed with the Office of the Register. Additional information on the incomplete policy is found in the *Student Handbook*.

Satisfactory Progress

The Academic Affairs Council and additional warnings (Academic or Behavioral), as well as Minimum Requirements for Enrollment and Student Corrective Action Plans, are found in the *Student Handbook*.

Goals of the Agency and the Student

Staff of the Takoda Institute want to help each student to achieve the goal of obtaining marketable job skills and employment, as well as further developing an awareness of the need for ongoing education. We intend to assist each student in breaking down the barriers which might keep a student from achieving these goals.

Students should feel free to discuss problems that might interfere with attending classes, or with getting and keeping a job, with the staff.

Takoda Institute of Higher Education staff will make every effort possible to help students solve these problems. In addition, at least one staff member (the Academic Advisor) will be assigned to discuss the academic expectations and overall progress for that student, and to act mutually with the student in finding support structures and resources needs for completing school and moving into initial employment.

The success of each individual student is the success of the Takoda Institute of Higher Education. The students are its most important resource and product.

Assistance Toward Placement

Throughout their program, students are assisted in job skills development, employment searches and placement through their ongoing work with the Career Counselor. In addition, the following internal programs also assist students in job placement: Workforce Innovations for Natives, MFIP, and a variety of local services that focus on employment placement.

Career Counselors specialize in working to assist graduates in employment. Our team utilizes partnerships with healthcare, IT, business, and other employers to place graduates in fields related to their training.

Workforce Innovations for Natives (WIN is a program which seeks to empower its clients to become employable and economically self-sustaining individuals, and addresses other barriers, such as childcare, which can hold a person back from full-time employment. There is a WIN program located in the AIOIC building. This WIOA program at AIOIC serves unemployed and underemployed American Indians living in Hennepin County. (A WIOA program located at the Minneapolis American Indian Center serves American Indians living in any of 71 counties outside of Hennepin County, including Ramsey County.)

MFIP is the Minnesota Family Investment Program. MFIP is a comprehensive state, county and city welfare –to-work effort to help families become self-sufficient. The AIOIC MFIP program offers case management, career counseling, support services, and more.

As part of these services, a Career Resource Center, which has access to various services is located in the AIOIC building. In that center, students and clients can receive assistance in finding part-time employment while enrolled and employment upon graduation.

Statement on Health and Safety Policy

This is the current guidance from the Minnesota Office of Higher Education:

This guidance offers recommendations to prevent COVID-19 transmission for Institutes of Higher Education during the COVID-19 pandemic. This document is an outline of considerations that any institution of higher education can use during the COVID-19 pandemic in developing plans for campus learning. It is meant to be flexible so that each institution can tailor their actions in a way that best suits their capacity and campus.

The level of mitigation efforts needed on campus will heavily depend on the levels of vaccine coverage on campus. Institutions should discuss ways they can monitor the overall vaccine trends on campus so they can adjust mitigation measures accordingly.

In developing these considerations, the Minnesota Department of Health (MDH) reviewed the Centers for Disease Control and Prevention (CDC) Guidance for Higher Education, the American College Health Association, recommendations from the MDH Higher Education workgroups, composed of representatives from colleges and universities across Minnesota, and the collective experience of navigating COVID-19 this past year.

Institutions should develop plans that outline communication strategies, actions, and activities that support a safe campus culture; address campus activities during the summer; prepare institutions for the fall term when on-campus traffic may be at its height; and maintain COVID-19 testing resources, contact tracing efforts, and the ability to respond to a surge on campus. For additional resources related to higher education institutions, refer to Institutes of Higher Education (IHE): COVID-19 (www.health.state.mn.us/diseases/coronaviruses/schools/ihe.html). For additional

information on the basics of COVID-19, visit Coronavirus Disease 2019 (COVID-19) (www.health.state.mn.us/diseases/coronaviruses/index.html).

Takoda Institute has established the required plans as outlined above, takes precautions, and holds the required discussions.

Reporting Requirements:

Minnesota Rule 4605.7070 OTHER REPORTS.

It shall be the duty of any person in charge of any institution, school, child care facility or camp, or any other person having knowledge of any disease which may threaten the public health, to report immediately the name and address of any person or deceased person suspected of having the disease to the commissioner.

Statutory Authority:

MS s 144.05; 144.0742; 144.12

History: 9 SR 2584; 30 SR 247

Published Electronically: September 15, 2005

The list of illnesses mandated to be reported to the Minnesota Commission of Health includes 116 named diseases plus any unexplained critical illness or death possibly due to infectious cause. (Includes COVID-19.)

Minnesota Office of Higher Education

American Indian OIC's Takoda Institute of Higher Education is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions. The OHE is located at 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108-5227. Their phone number is 651-259-3975. For information on where to file complaints about Takoda Institute, see the *Student Handbook*.

DIRECTORY OF SERVICES

General Information, Takoda Institute of Higher Education	612 341-3358
Fax	612-341-3766
Website.....	www.takoda.org
Adult Basic Education and GED.....	Ext. 156
Career Counselors	Ext. 115, 153, 170
Minnesota Family Investment Program Information	Ext. 131
Workforce Innovations Program.....	Ext. 115
Director of Takoda Institute	Ext. 146
Takoda Stability.....	Ext. 126
Takoda Prep (High School).....	Ext. 158
Financial Opportunities Center and SNAP Outreach	Ext. 141
Excavator/Warehouse Operator Training content questions	Ext. 119
Takoda Works	Ext. 150
Takoda Institute Intake Assistance	Ext. 122

Staff Members

A list of current Takoda Institute staff is found in the *Student Handbook*.



OFFERING THE FOLLOWING TRAINING:

PHLEBOTOMY

MEDICAL OFFICE

WAREHOUSE OPERATOR TRAINING

OSHA 30

COMPTIA IT FUNDAMENTALS

COMPTIA A+

COMPTIA NETWORK+

SECURITY +

INTRODUCTION TO MICROSOFT OFFICE

PROJECT MANAGEMENT

CASE MANAGEMENT

DIGITAL MARKETING

CUSTOMER SERVICE

CDL-B PERMIT

CDL-B BEHIND THE WHEEL

SERVSAFE FOOD HANDLER AND SERVSAFE MANAGER

PROVIDING OPPORTUNITIES. CHANGING LIVES.

1845 East Franklin Avenue, Minneapolis, MN 55404

612) 341-3358—FAX 341-3766

www.takoda.org