PLC TECHNICIAN II PROGRAM
FREQUENTLY ASKED QUESTIONS

This fact sheet presents some of the more commonly asked questions about the Programmable Logic Controllers (PLC) Technician II Program at The University of Louisiana at Monroe.

Q1: What kind of Certificate is issued by The University of Louisiana at Monroe (ULM)?

A: Upon successful completion Programmable Logic Controllers Technician II Program a Certificate of Completion will be issued by ULM, Dept. of Extended Learning and Quality Enhancement.

Q2: What does the program cost and what payment options are available?

A: The total cost of Programmable Logic Controllers Technician II program is $1800. There are two payment options.

Option 1- Full Registration: $1800
Students register and pay for the complete program at one time.

Option 2 - Pay-As-You-Learn Registration
Initial registration is $450 (includes the Learning Package and Module 1) and registration for each of the remaining 18 modules is $75/module. Students may register for one or more modules at any time.

Q3: Are there prerequisites for these programs?

A: Students entering the program need a High School Diploma (with credits at or above the general level) or equivalent, or mature student status to enter the program. Previous PLC experience is helpful, but not essential.

Q4: Does the program have a specific start and end date?

A: No, the PLC Technician II program is an open enrollment program with no predetermined time limits. That means you can start at your convenience and finish at your own pace.

Q5: **How long does it take to complete the Certificate program**?

A: The average completion time is between 30-32 weeks of part-time study. The flexible computer-based modules are designed to fit into your schedule not ours, so you can work at your own pace to complete the program.

Q6: **Are there exams and how are they written?**

A: Yes, there are exams. The exams are written online using a computer-based testing package. A timed, 90 minute exam is taken to complete each module of the program.

Q7: **What is the passing grade of the PLC Technician II program?**

A: You must obtain a 60% or higher to successfully complete each module of the program.

Q8: Do I ever have to physically attend the college?

A: No, this program is offered entirely by distance education.

Q9: What is included in the Interactive Learning Package?

A: The Interactive Learning Package includes;

- DVD based curriculum
- Lab simulation software
- Tutorial and Technical Support
- Access to additional online program resources
- Online Testing

Q10: What kind of partnership does ULM have with George Brown College?

A: While enrolled in the PLC Technician II program, students receive technical and tutorial support from the Support Center, which is managed by George Brown College. The support services center is open Monday through Friday, from 9:00 am until 10:00 pm EST and Saturday from 10:00 am to 5:00 pm EST and can be contacted through a toll-free number (1-844-223-6348) or by email at info@ulm-gbc.com.

Q11*: **How do you obtain hands-on-experience with this program?**

A: The program uses state-of-the-art simulator, PLCLogix. The advanced PLC simulator. PLCLogix emulates the Rockwell Logix 5000 series PLC control software that acts as real world tools. With this simulator you can design, test and troubleshoot PLC ladder logic circuits.

Q12: Does the program have industry recognition?

A: The program was created in direct response to requests from industry. The program was developed to meet the emerging requirements of industry and to provide the highest quality education and relevant training to students.

Q13: What computer hardware and software is needed to complete this program?

A: Students must have access to a personal computer with the following minimum configuration

- DVD drive & Sound Card
- Intel Pentium or equivalent
- 32 MB RAM (64 MB recommended)
- 100 MB available disk space
- Windows-based operating system including XP, Vista, Windows 7 & Windows 8
- Internet Access

Q14: What is the withdraw, drop and refund policy?

A: To receive a tuition refund, a student must provide the Support Services Center with a written Request to Withdraw letter no later than **ten business days after receiving the program materials.** There will be a $25 administration fee charged, per program, to process the refund.

Please note that there is **no refund** on the Interactive Learning Package which includes the DVD program material.

Allow 4 to 6 weeks for processing and mail delivery of tuition refund checks. If you do not receive your tuition refund check within 6 weeks of submitting your Request to Withdraw letter please contact the Distance Education Support Services Center at toll-free (1-844-223-6348).

Please include the following information in your Request to Withdraw letter:

1. Name
2. Student Number
3. Course Registration Number
4. Reason for withdrawal
5. Signature

A Request to Withdraw refund request letter should be faxed to the Distance Education Support Services Center at (416) 415-4683 or mailed to George Brown College, Support Services Center, PO Box 1015 Station B, Toronto, Ontario Canada, M5T 2T9, Attn. Angelo Vouloukos.

Q15. What is the Honor System Policy?

A. Once enrolled in the Programmable Logics Controllers Technician II Program; you are responsible for obeying and supporting an honor system that prohibits lying, cheating, or stealing in relation to the academic practices of ULM. The honor system also requires you to refrain from conduct that significantly impairs the welfare or the educational opportunities of others in the ULM community. You are expected to do your own work in all aspects of your course.

Q16. What if I am interested in enrolling other programs at ULM?

A. Please visit our website at: www.ce.ulm.edu to find out more about ULM's unique and flexible programs that allow students access to unparalleled career education opportunities.