



Excellence Alliance
**Online Course
Catalog
& Instruction
Manual**

Powered By:



Welcome!

So you've decided to begin taking online courses. Welcome to a world of education where the sky's the limit! This valuable benefit of your EAI membership provides many opportunities to help get your staff (or co-workers) trained on a variety of important office, sales, and personal enrichment skills. These courses help to make you invaluable to your organization – and they're so simple to take that no one should be missing out.

A few benefits of online courses include:

- **CONVENIENCE** – These courses do not have to be taken at any specific time. Over the eight-week duration of your course, you have a two-week period to download each lesson, review it, and take the accompanying quiz. You can spend a half hour studying the lesson, or several hours – whatever you need to fully grasp the material.
- **NO INTERNET OR COMPUTER REQUIRED ON MANY COURSES** – If you take a computer, business, or personal enrichment course, you don't need Internet access while you are taking the course. Simply print your lesson at work, study it at home and log back on at work the next day to take the multiple-choice quiz. Business and personal enrichment courses don't even require that you have a computer at home!
- **WIDE VARIETY** – There are a wide variety of classes to choose from, many that you won't find in other conventional educational platforms. You could take a Microsoft PowerPoint course first; follow it with a Speed Spanish course, brush up with a Professional Sales Skills course and round it all out with a Creating Web Pages course.
- **HANDS-ON** – You'll get real world experience in whichever subject you choose to study. You are not simply given the information; you are given activities and assignments which help you put the information you receive to practical use.
- **INFORMATION-PACKED** – While the courses are relatively short in length, you'll gain a wealth of information. Many people have said that they've taken similar classes at colleges and universities, but haven't received a fraction of the knowledge they've gained by taking Ed2Go online courses. And since the courses are free as long as you complete them, the cost is much better, too!
- **INTERACTIVE** – If you've ever felt that you haven't gotten the personal attention you need to be successful in your studies, look no further. With the interactive discussion area, all of your questions will be answered by the facilitator or by your classmates in a relatively short amount of time. The anonymity of the course provides an atmosphere in which you can feel free to ask anything you want.

We hope you enjoy these online courses as many before you have. If you have any further questions about online courses, check out the Frequently Asked Questions section on Page 39 of this booklet.

Registration Instructions

1. Log on to www.eainet.net.
2. Along the left-hand side of the screen you will see several yellow section headings, with white subheadings listed beneath them. Find the heading that reads "Training" and click on the subheading "Online Courses."
3. In our Online Course Center you will find valuable information to peruse, including a demonstration course to review, an downloadable version of this catalog, a calendar of important online course dates, a listing of the online course categories for registering, links to the orientation (to register), the classroom (to log in) and the administration center (to change your password, request an extension, or track your progress), and testimonials by our students. To continue with registration, click on the category that the course you wish to take belongs in. If you are unsure which category to choose, look up the course in the appendix on Page 42 of this booklet.
4. At this point you will be transferred to Education To Go's website (the company that administers our online courses). Here you will find a listing of courses that fall under the category you chose, along with short descriptions of the courses and the dates that they begin. Click on the title of the course you wish to take. This area gives you a more detailed description, the biography of the instructor, the computer and software requirements, and a syllabus of the course.
5. To register for the course, click the button that reads "Enroll now." Select your preferred start date, create a user name and password, and fill out the requested information to access your classroom
6. A confirmation of your registration will appear. Print this page for your records. Shortly after you will be emailed a payment form which you must fill out and fax back to the number on the form. Next proceed to the orientation, this page includes all of the information you will need to begin your course, print this page for your records.
7. When the course start date arrives, log on to www.ed2go.com/eau and click on the heading "Classroom."
8. Enter your username and password, and choose your start date. Click "Continue."
9. Click on the course title from the list of courses you are registered for.
10. Congratulations! You are in your classroom. Click on the lesson to retrieve it.

INFORMATION ABOUT TAKING YOUR ONLINE COURSE:

There are two lessons released each week – one on Wednesday and one on Friday – for six weeks. Each lesson takes anywhere from a half hour to two hours to complete, depending on the course you have chosen. There may be assignments for the lessons, which are provided to assist you in learning the material, but you do not have to turn them in. There is also an online discussion area where you can ask questions about the lessons and receive answers from the course facilitator and your classmates. You have two weeks from the date the lesson was released to take the accompanying quiz. You may take the quizzes as many times as you'd like to get the best possible score.

On the last Friday of the course, along with the new lesson and its accompanying quiz, the final exam will be released. You have two weeks from the release date to take the final exam. Unlike the quizzes, **the final exam can be taken one time only**. Your first score will be the only one accepted.

If for some reason you need more time to complete the course, you can request a 10-day extension. To request an extension, log onto www.ed2go.com/eau and click on the heading "Help." Under the subheading "How do I request an Extension" fill in the information and click "Request Extension." The longest extension granted is 10 days after the final exam is due.

The day after the extension has ended, the course will be turned off to all students. At this time, if you have not completed the course, **you will be charged for it**.

QUESTIONS:

If you have any problems registering or have any further questions about online courses, contact EAI at 877-324-3444 and ask to speak to someone about online courses.

If you have an administrative question, log on to www.ed2go.com/eau and click on the heading "Help."

WITHDRAWAL FROM A CLASS

Anyone who signs up for a course, but decides that it's not for them, can drop the class by the Verification Deadline without being charged for it by calling 877-324-3444 and asking to speak to the online course administrator or by emailing MEMBERSERVICES@eainet.net. After this date, anyone who does not complete the course will be charged for it, regardless of the reason.

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Internet Courses

THE INTERNET

Introduction to the Internet

Instructor: Craig Power

Master the ins and outs of the Internet with this informative, behind-the-scenes look at the World Wide Web, search engines, email, chat, telnet, blogging, and more. You'll learn powerful research techniques to help you find whatever you want whenever you want. You'll also learn how to protect your privacy, download files safely, and keep your computer secure.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Introduction to Microsoft Outlook 2002

Instructor: Bill Mann

Are you ready to take full advantage of the powerful communication and personal information management capabilities of Outlook? This course will teach you the fastest and most efficient ways to communicate, filter out junk mail, and organize important messages for later retrieval. You'll also discover how to send and receive breathtaking HTML email messages, how to use Instant Messaging to chat with friends and coworkers, and how to obtain expert assistance from the tens of thousands of free newsgroups available on the Net. Organize your life with the useful calendar, journal, task list, and contact management tools. You'll even master expert techniques guaranteed to keep Outlook running smoothly and your information safe, secure and accessible.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Microsoft Outlook 2002 or Microsoft Office XP.



Introduction to Microsoft Outlook 2003

Instructor: Bill Mann

Harness the communication and information management power of Microsoft Office Outlook 2003. Take advantage of its redesigned interface and new features to become more organized and productive than ever before.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Microsoft Outlook 2003 or Microsoft Office 2003.

Introduction to Microsoft Outlook Express

Instructor: Scott Jernigan

Unlock the potential of Microsoft's popular free email program. You'll learn the basics of creating, sending, and handling email messages, then move on to discover newsgroups, custom settings, and fancy features you may not even have known existed!

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and any recent version of Microsoft Outlook Express.



Achieving Top Search Engine Positions

Instructor: Robert Viers

With nearly 90% of web traffic coming from search engines, the most important thing you can do to increase your web site's traffic is to increase your search engine ranking. Learn proven, step-by-step strategies to achieve the highest possible position with the major search engines.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Craig Power's *Creating Web Pages* course (or equivalent experience).

WEB PAGE DESIGN

Creating Web Pages

Instructor: Craig Power

Learn how to design, create, and post your very own site on the Internet's World Wide Web. Discover low-cost marketing techniques and search engine strategies.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Craig Power's *Introduction to the Internet* course (or equivalent experience).

WEB PAGE DESIGN (cont.)

Creating Web Pages II

Instructor: Craig Power

Are you using HTML to its fullest potential? In this hands-on course, you'll become adept at using color, tables, and frames to give your Web pages a more polished and professional look, improved navigation, and more organization. Beef up the fun factor with audio and interactive forms, and learn how to save hours of time and effort with Cascading Style Sheets.

Requirement: Completion of Craig Power's *Creating Web Pages* online course (or equivalent HTML experience), Internet access, e-mail, the Netscape, Firefox, or Internet Explorer Web browser, and a computer of any type.

Designing Effective Websites

Instructor: Patricia Franks

This course will teach you powerful graphic design techniques that will help you build websites that are attractive and highly effective. You'll learn what attracts visitors to a site, and how you can create the most satisfying experience for those visitors. You'll learn to use typography, aesthetics, color, graphics, and page layout to create the most compelling user interface possible, and you'll understand how users read on the Web and the characteristics of effective Web writing.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Craig Power's *Creating Web Pages* course (or equivalent experience).

Introduction to ASP.NET

Instructor: Jeff Cogswell

Learn how to create exciting, interactive, and professional Web sites with ASP.NET. In this hands-on course, you'll begin by adding the power of interactive controls to your Web pages, and you'll discover how you can use style sheets to give every Web page you create the same clean and consistent look and feel. You'll find out how to connect to a database and put the information it contains on public display. Then you'll develop a true community-based Web site that allows users to register, log in, create and update profile, and post messages to forums.

Requirements: Microsoft .NET Framework version 2.0 or better and Visual Web Developer 2005 Express Edition. Windows 2000 (with Service Pack 4), Windows XP, or Windows Vista, 500 Mbytes Free Disk Space.

Introduction to Dreamweaver MX

Instructor: Robert Fuller

Master the best and most widely used web design tool available. You'll find out how to create and format text, images, hyperlinks, tables, and various other media types. You'll also examine page design – with an emphasis on avoiding common layout errors.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Macromedia Dreamweaver MX.

Introduction to Dreamweaver MX 2004

Instructor: Robert Fuller

If you want to be a Web designer, you need to know Dreamweaver MX 2004. In this highly interactive, project-oriented course, a Web pro will help you harness the full potential of this industry-standard development tool. You'll find out how to create, arrange, and format text, images, hyperlinks, tables, and various other media types. You'll also examine intelligent page design - with an emphasis on avoiding common layout errors.

Introduction to Microsoft FrontPage 2002

Introduction to Microsoft FrontPage 2003

Instructor: Scott Jernigan

Learn the essentials of Microsoft's popular website-building software. You'll begin with an introduction to basic web design principles, and you'll explore the interface and features of the FrontPage program. Then, you'll learn how to manipulate words and images to create a site worthy of publishing to the Internet. By the end of the course, you'll be armed with all the knowledge you need to create an attractive, well-designed, and functional website.

Requirements: **For 2002:** Internet access, email, Netscape or Internet Explorer web browser, and Microsoft FrontPage 2002. **For 2003:** Internet access, email, Netscape or Internet Explorer web browser, and Microsoft FrontPage 2003.

Introduction to PHP and MySQL

Instructor: John Gosney

Gain Skills that are highly in demand by learning to build dynamic, data-driven Web sites using two of the most popular open source technologies available: PHP and MySQL. In this results-oriented, hands-on class, you'll master essential programming concepts by designing and building a full-featured Web site powered by PHP and MySQL.

Requirements: Windows 2000 or Windows XP, completion of Craig Power's *Creating Web Pages* course (or equivalent experience with HTML), an ability to install applications on a PC with at least a Pentium IV 1.0 GHz processor and 256 MB of RAM, Internet access, e-mail, and the Netscape or Firefox or Internet Explorer Web browser.

WEB GRAPHICS AND MULTIMEDIA

Imaging for the Web Using Fireworks MX

Instructor: Kathy Marrs

Tap into the power of Fireworks MX to create dynamic web graphics, including logos, buttons, rollovers, image swaps, animation, and more. Learn to use Fireworks alone to produce interactive web pages without writing any code, or integrate your creations with Dreamweaver or Flash for a truly remarkable total web solution.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Macromedia Fireworks MX.

Imaging for the Web Using Fireworks MX 2004

Instructor: Kathy Marrs

Tap into the power of Fireworks MX 2004 to create dynamic web graphics, including logos, buttons, rollovers, image swaps, animation, and more. Learn to use Fireworks alone to produce interactive web pages without writing any code, or integrate your creations with Dreamweaver or Flash for a truly remarkable total web solution.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Macromedia Fireworks MX 2004.

Introduction to Macromedia Director MX 2004

Instructor: James Gonzalez

Master the world's leading multimedia production tool and gain skills that are in high demand. Learn how to create high-impact applications for distribution on CD-ROMs and the web. Combine text, graphics, audio, video, and animated elements to create dazzling interactive presentations, even if you're completely new to the world of multimedia and animation.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Macromedia Director MX 2004 or Macromedia Director MX 2004 Upgrade.



Introduction to Flash MX

Instructors:
Robert Reinhardt
and Shane Elliott

Benefit from the experience of two top Flash developers as you learn how to make websites that are fun, attractive, and interactive. Learn how to create vector graphics, work with timelines, add visual effects, animate shapes and symbols, import images and sounds, work with video, create interactive buttons, and more!

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Macromedia Flash MX, Macromedia Flash Player, and completion of Craig Power's *Creating Web Pages* course (or equivalent experience).

Introduction to Flash MX 2004

Instructor: Mark Futterman

In this six-week online course, you'll learn how to use Flash MX 2004 to create dynamic, entertaining, and interactive Web sites and other projects. You'll discover the basic tools and techniques for making a Flash movie. You'll use Flash to create and modify graphics and text, build simple animated presentations, and design Web site navigation buttons. Before you know it, you'll have a solid understanding of Flash and how to best make it work for you.

Introduction to FreeHand MX

Instructor: Kathy Marrs

Harness the power of Freehand MX to create stunning logos, brochures, book covers, flyers, Web graphics, and more! Gain an understanding of the dramatic differences between creating designs for onscreen viewing and creating images for printing. Quickly convert your printable artwork into Web-compatible designs. Integrate Freehand with Fireworks, Flash, and Dreamweaver for a total Web development solution. Learn how to publish your illustrations in a variety of formats, including print, Web, Adobe PDF, and Macromedia Flash.

Requirements: [Macromedia Freehand MX](#); Windows 98 or Windows Me or Windows 2000 or Windows XP or Mac OS X; Internet access, e-mail, and the Netscape or Firefox or Internet Explorer Web browser

WEB GRAPHICS AND MULTIMEDIA (cont.)

Introduction to Adobe FrameMaker 7.1

Instructor: Janet Underwood

If you want to be a technical writer, you need to learn Adobe FrameMaker, the gold standard for publishing technical documentation. In this practical, hands-on course, a seasoned professional will show you how to take advantage of FrameMaker's renowned ability to handle large, complex documents for both print and online.

Requirements: Microsoft Windows XP or 2000, [Adobe FrameMaker 7.1](#) Internet access, e-mail, and the Internet Explorer, Firefox, or Netscape Web browser.

WEB PROGRAMMING



JavaScript Programming for the Web

Instructor: T. Michael Clark

Want to spiff up your web pages with animated buttons, flashy rollovers, scrolling marquees, interactive forms, cookies, and awe-inspiring graphic effects?

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Craig Power's *Creating Web Pages* course (or equivalent experience).

JavaScript is an easy-to-use HTML programming tool that enables you to add dynamic elements to your HTML code. In this course, you will learn how to improve your web pages by adding animation, interactivity, style sheets, site navigation, and other JavaScript enhancements.

Java for the Absolute Beginner

Instructor: Craig Power

If you want to learn Java but don't have any prior programming knowledge, you'll enjoy this course. Explore this exciting new language in a friendly and supportive environment. Build up your confidence with easy-to-understand examples and plenty of skill-building exercises.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Java 2 Standard Edition.

Introduction to JSP Programming

Instructor: Ned Jordan

JSP is the language of choice for developers looking to create dynamic web pages. JSP applications power many of today's top websites. In this course, you'll learn how to create JSP code and use it to access data stored in a web application or in a database. You'll be able to create and manage cookies, handle forms, display custom data, and more!

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Craig Power's *Creating Web Pages* course (or equivalent experience).

Computer Courses

BASIC COMPUTER LITERACY

Keyboarding

Instructor: Kathy Van Pelt

Using the computer software program FasType for Windows, you will learn the basic skills of touch-typing. If you already know how to type, this course will help you improve your typing speed and accuracy. When you are finished with the course, continue to use FasType for Windows to improve your keyboarding skills with its intermediate and advanced lessons.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and a FasType for Windows.



Computer Skills for the Workplace

Instructor: David Paquin

Learn the fundamental computer skills you need to succeed in today's workplace.

You'll discover practical applications for email, word processors, spreadsheets, and databases, gaining a working foundation for the critical computer skills you need to survive in the modern job market.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Introduction to Windows XP

Instructor: Alan Simpson

Whether you're new to Windows or an experienced PC aficionado, there's a lot to learn in the all-new Windows XP. This course covers all the basic skills and concepts needed to use a computer. This course will teach you how to work with text, pictures, photos, sound, music, DVD, Interactive TV, and video; create shortcuts, customize the interface, take full advantage of the Internet, and even build your own local area network (LAN). You'll even learn how Windows XP supports the new Microsoft .NET strategy and XML - a new language that's poised to revolutionize the way we use our computers.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Windows XP.

Working with Your OS X iMac and Macintosh

Instructor: Tony Reveaux

This course will give you the confidence and competency to get the most out of the sleek new Mac OS X Panther Operating System. You will be able to search the web, fax electronically, learn word processing, and design graphics, presentations, spreadsheets, and charts. You'll also learn how to use a database, manage your finances, download music from the Internet, and edit digital video.

Requirements: Internet access, email, Netscape, Internet Explorer, or Apple Safari web browser, and Macintosh equipped with OS X Panther 10.3 operating system, AppleWorks 6.0, and Quicken.



101 Tips and Tricks for the iMac and Macintosh

Instructor: Mac Mandley

Use more Macintosh more efficiently and increase your productivity by learning dozens of tips, tricks, and shortcuts

involving the Operating System, Keyboard, Desktop Navigation, the Internet, Editing Text, Fonts, Special characters, Maintenance, Viruses, Keyboards, Monitors, Disks, Sound, and more.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Macintosh equipped with OS 7, OS 8, OS 9, or OS X operating system.

Advanced Microsoft Excel 2003

Instructor: Chad Wambolt

Maximize your investment in Microsoft Excel by learning advanced techniques that most users don't even know exist. In this practical, hands-on course, you'll learn how to use scenarios and data tables to quickly perform multiple what-if analyses. You'll discover a variety of advanced pivot table techniques, like creating calculated fields and calculated items. You'll be able to use validation to protect the integrity of your worksheets from other, less experienced users. You'll become adept at consolidating and importing data and you'll master the art of conditional formatting to highlight duplicate entries and other common worksheet problems. Impress your coworkers by learning how to add functional and eye-catching controls to any worksheet, and find out how to nest one function inside another to accomplish just about anything Excel has to offer.

COMPUTER APPLICATIONS

Introduction to Linux

Instructor: Richard Blum

Learn how to navigate through the world of desktop Linux, and use the free office productivity, multimedia, and the Internet software packages provided by Linux. Also learn how to use your Linux desktop to access the Internet to browse web sites, download files, chat with friends, and work with e-mail.

Requirements: This course requires that you have basic knowledge of using Windows or Macintosh, and are comfortable with working in a graphical PC environment. You must have a PC available to run the SimplyMEPIS Linux operating system, either from the hard disk or from a live CD. That PC must meet the minimum requirements for the SimplyMEPIS Linux distribution: A PC with an Intel Pentium or equivalent processor, a bootable CDROM, at least 2GB hard drive, and at least 64MB of RAM. To access your lessons, you will need Internet access, e-mail, and Netscape or Firefox or Internet Explorer Web browser.

Introduction to Microsoft Word 2003

Instructor: Craig Power

Learn to use the word processor PC Magazine ranked as one of the 'strongest and most intelligent programs ever written.' In this hands-on workshop, you'll learn how to add, move, through, and edit text, move words from one part of your document to another, work on two or more documents simultaneously, change the size or appearance of text, change margins and tab settings, automatically center, right align, justify, and indent text; run the integrated grammar and spelling checker; use the thesaurus, and save, retrieve, copy, organize, and print your documents.

Requirements: **For 2003:** Internet access, email, Netscape or Internet Explorer web browser, and Microsoft Word 2003 or Microsoft Office 2003.



Intermediate

Microsoft Word 2003

Instructor: Craig Power

Take advantage of Word's WYSIWYG (What You See Is What You Get) editing capabilities to easily create flyers, newsletters, and other heavily formatted documents. Set up columns and tables within your documents; insert, reposition, edit and resize graphic images; draw lines; surround your text or graphics with borders; achieve dramatic effects by varying the size, appearance, and orientation of your text, and more.

Requirements: **For 2003:** Internet access, email, Netscape or Internet Explorer web browser, Microsoft Word 2003 or Microsoft Office 2003, and completion of Craig Power's *Introduction to Microsoft Word* course (or equivalent experience).

Advanced Microsoft Word 2003

Instructor: Craig Power

Make Word work for you! Learn how to build time-saving macros, customize your toolbars, create shortcut keys, crank out form letters and mailing labels, perform queries, make your own templates, use the style gallery, and much more.

Requirements: **For 2003:** Internet access, email, Netscape or Internet Explorer web browser, Microsoft Word 2003 or Microsoft Office 2003, and completion of Craig Power's *Intermediate Microsoft Word* course (or equivalent experience).

Introduction to Microsoft Excel 2003

Instructor: Craig Power

Discover dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. Learn the secrets behind writing powerful formulas, using functions, sorting and analyzing data, creating custom charts, creating 3-dimensional workbooks, building links, and creating macros and custom toolbar buttons.

Requirements: **For 2003:** Internet access, email, Netscape or Internet Explorer web browser, and Microsoft Excel 2003 or Microsoft Office 2003.

COMPUTER APPLICATIONS (cont.)

Intermediate Microsoft Excel 2003

Instructor: Craig Power

Learn how to work faster and more productively by using many of Excel's powerful features such as the PivotTable, Solver, and AutoFilter. Build worksheets with decision-making capabilities, and learn to use advanced graphing techniques.

Requirements: **For 2003:** Internet access, email, Netscape or Internet Explorer web browser, Microsoft Excel 2003 or Microsoft Office 2003, and completion of Craig Power's *Introduction to Microsoft Excel* course (or equivalent experience).

Introduction to Microsoft Access 2003

Instructor: Craig Power

Learn how to use Microsoft's powerful and award-winning database to store, locate, and print just about any type of important information. In this six-week online workshop, you'll learn how to create tables, relationships, custom data entry forms, queries, reports, mailing labels, and macros. You'll also learn how to merge the data in your Access tables with Microsoft Word form letters.

Requirements: **For 2003:** Internet access, email, Netscape or Internet Explorer web browser, Microsoft Access 2003 and Microsoft Word 2003, or Microsoft Office 2003.



Intermediate Microsoft Access 2002 Intermediate Microsoft Access 2003 Instructor: Alan Simpson

Learn how to create real-world business databases using Microsoft Access 2003.

Master the secrets of making the computer--not people--do all the work. Create tables, queries, forms, reports, and macros for managing contacts, products, orders, invoices, and receipts. Pull all the pieces together with a single, easy-to-use switchboard.

Introduction to QuickBooks 2003 Introduction to QuickBooks 2006

Instructor: Craig Power

QuickBooks is designed for the small to midsized business owner who enjoys Quicken's ease of use but prefers a more traditional approach to accounting. Learn how this well-designed program can make it a snap to set up a chart of accounts, reconcile your checking account, create and print invoices, receipts, and statements, track your payables, inventory, and receivables, create estimates, and generate reports.

Requirements: **For 2003:** Internet access, email, Netscape or Internet Explorer web browser, and QuickBooks or QuickBooks Pro 2001, 2002, or 2003. **For 2006:** Internet access, email, Netscape or Internet Explorer web browser, and QuickBooks Basic or QuickBooks Pro 2006.



Introduction to Microsoft PowerPoint 2002 Instructor: Kathy Van Pelt

Learn how to use PowerPoint 2002, Microsoft's powerful presentation program (and part of the Microsoft Office XP Professional Suite) to create dazzling slide presentations with awesome multimedia slides with sounds and special effects, charts, outlines, graphs, clip art, and hypertext links. You'll even learn how to save presentations so that they can be viewed by anyone with access to the Internet and a web browser.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Microsoft PowerPoint XP (2002) or Microsoft Office XP (2002).

Introduction to Microsoft PowerPoint 2003 Instructor: Kathy Van Pelt

Learn how to use Microsoft PowerPoint 2003 to create impressive slide presentations formatted with filled with formatted text, images, video, audio, animation, charts, and links to the web. You'll also learn how to save your presentations in HTML so they can be shared with others over the web, and you'll discover some of the exciting new features exclusive to PowerPoint 2003, such as the Package-for-CD feature, the Research task pane, and the updated PowerPoint Viewer.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Microsoft PowerPoint 2003 or Microsoft Office 2003.

COMPUTER APPLICATIONS (cont.)

Intermediate Microsoft PowerPoint 2002

Instructor: Tom Bunzel

Learn from an expert and experienced trainer to work smarter in the world's most popular presentation program. You've seen presentations with diagrams, photographs, animation and video and wondered, *How did they do that?* In this course you'll learn to master these techniques -- and to use digital cameras, scanners, VCRs, camcorders -- to achieve the full potential of PowerPoint. You'll look forward to showing your work to a live audience, on video, or on the Internet.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Microsoft PowerPoint XP (2002) or Microsoft Office XP (2002), and completion of Kathy Van Pelt's *Introduction to Microsoft PowerPoint* course (or equivalent experience).

Introduction to Microsoft Project 2003

Instructor: Tony Swaim

Discover how to effectively plan, implement, and control projects using Microsoft Project 2003. In this hands-on course, you will find out how to apply the world's most popular project management software to your needs. You'll convert lists and schedules into an integrated plan you can be proud of, and you'll see how Microsoft Project can walk you through any project by helping you organize details, sequence tasks, produce a baseline, assign resources and costs, track progress, identify and analyze variances, revise your project plan, create schedules, and share everything with your customers and coworkers.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Microsoft Project 2003.



QuickBooks for Contractors

Instructor: Scott Paxton

Designed specifically for the construction industry, QuickBooks for Contractors uses the Premier Contractor Edition of QuickBooks to show you how to utilize this

powerful program to create estimates, progress invoices, and even job cost reports. You'll avoid making common mistakes by learning the proper file setup techniques for contractors, and you'll discover the secrets to help you create useful and dynamic management reports.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, QuickBooks Premier Contractor Edition 2004, and completion of Craig Power's *Introduction to QuickBooks* course (or equivalent experience).

COMPUTER PROGRAMMING AND DATABASE MANAGEMENT

Performing Payroll in QuickBooks

Instructor: Scott Paxton

QuickBooks software can be used to process payroll quickly and easily. This course details all the steps needed for proper set-up and even includes troubleshooting tips and solutions for common problems and mistakes.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and QuickBooks Pro 2004.

Introduction to Crystal Reports 10.0

Instructor: Allen Taylor

Learn how to use Crystal Reports to convert raw database or accounting data into meaningful and readable reports. Impress your peers, clients, and superiors by discovering new ways to convey information. By the time you finish this course, you'll be able to create a wide variety of handsome and sophisticated reports that communicate more -- much more -- than mere facts. You'll also be able to use charts and maps to present information visually, and cross-tabs to show correlations between loosely related data items. You'll even find out how to save yourself time and effort by creating a library of custom functions you can use over and over in report after reports.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Crystal Reports 10.0.



Using AppleWorks 6.0

Instructor: Nigel Dolan

AppleWorks is a powerful integrated program that is ideal for teachers, students, home, and small business users.

In this hands-on project oriented course, you'll learn all the essential tips, tricks, and shortcuts you'll need to master the word processing, graphics, spreadsheet, database and slide show components of the program. You'll also discover how you can integrate

documents, images, charts, and data to produce stunning documents and publications.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Macintosh equipped with OS 9 or OS X, and AppleWorks 6.0.

DESKTOP PUBLISHING AND IMAGING

Design Projects for Adobe Illustrator 10.0

Design Projects for Adobe Illustrator CS

Design Projects for Adobe Illustrator CS2

Instructor: Toni Toomey

Learn the basics of Adobe Illustrator with design projects that let you practice as you learn. Master drawing and tracing with the Pen tool, and learn how to use many of Illustrator's image editing features. Reinforce your skills as you explore the elements of composition, color, and typography, along with some secrets of good graphic design.

Requirements: **For 10.0:** Internet access, email, Netscape or Internet Explorer web browser, and Adobe Illustrator 10.0. **For CS:** Internet access, email, Netscape or Internet Explorer web browser, and Adobe Illustrator CS.

Photoshop 7.0 for the Absolute Beginner

Instructor: Sherry London

Artists, photographers, designers, and hobbyists all rely on Adobe Photoshop for graphic design work. If you want to work with graphics, Photoshop is the program you will most need to learn. If you've never used a computer for graphics before, this course will teach you how to use Photoshop with simple, detailed, step-by-step instructions.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Photoshop 7.0.

Introduction to Photoshop 7.0

Introduction to Photoshop CS

Instructor: Sherry London

Artists, photographers, designers, and hobbyists all rely on Adobe Photoshop for graphic design work. If you want to work with graphics, Photoshop is the program you will most need to learn. This hands on, project-oriented course is filled with detailed step-by-step instructions you'll have no trouble following as you learn how to edit photos, create basic paintings, and prepare your images for printing. Discover how to improve photographs by removing flaws, correcting for poor exposure, or adding new elements. You'll even learn how much fun it can be to paint again without the mess to clean up. And, best of all, no prior artistic ability is required to take this course.

Requirements: **For 7.0:** Internet access, email, Netscape or Internet Explorer web browser, Photoshop 7.0, and completion of Sherry London's *Photoshop 7.0 for the Absolute Beginner* course (or equivalent experience). **For CS:** Internet access, email, Netscape or Internet Explorer web browser, and Adobe Photoshop CS.

Photoshop CS2 for the Digital Photographer

Instructor: Beverly Schultz

Adobe Photoshop CS2 is a high-end software solution that provides support and specialized editing tools for digital photographers and graphic artists. Filled with practical, hands-on examples, this course will show you how to apply the professional tools and techniques in Photoshop CS3 that are most helpful to photographers. Even if you

have no image editing experience, you'll be amazed at what you can do with your images after taking this course.

Requirements: Window XP or Windows 2000; [Adobe Photoshop CS2](#); an ability to acquire digital images with a digital camera, a photo CD, or a scanner; Internet access; email; and the Netscape or Firefox or Internet Explorer Web browser. Basic computer skills, such as using a mouse, creating and accessing folders, and downloading and saving files will be briefly reviewed in this course, but should be familiar to you.

Intermediate Photoshop 7.0

Instructor: Sherry London

Take your Photoshop skills to the next level. Learn how to use adjustment layers, layer styles, vector shapes, and alpha channels to create images that can be infinitely edited without any loss of quality. A noted Photoshop expert will share tips, tricks, and techniques you can use to make images that look like they were created by a professional. You'll learn so many ways to alter reality that you'll never trust another photograph again!

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Photoshop 7.0, and completion of Sherry London's *Introduction to Photoshop 7.0* course (or equivalent experience).

Introduction to Photoshop CS2

Instructor: Sherry London

If you want to work with graphics, Photoshop is the program you will most need to learn. This hands on, project-oriented course is filled with detailed step-by-step instructions you'll have no trouble following as you learn how to edit photos, create basic paintings, and prepare your images for printing. Discover how to improve photographs by removing flaws, correcting for poor exposure, or adding new elements. You'll even learn how much fun it can be to paint again without the mess to clean up. And, best of all, no prior artistic ability is required to take this course.

Requirements: [Adobe Photoshop CS2](#) and Windows XP or 2000 or [Adobe Photoshop CS2 Mac](#) and Mac OS X; comfort using a mouse, saving and retrieving files, and downloading images; Internet access, e-mail, and the Netscape or Firefox or Internet Explorer Web browser.

DESKTOP PUB. & IMAGING (cont.)

Introduction to Microsoft Publisher 2002

Instructor: Allyson Hart Benavides

Learn the basics of Publisher, plus how to create a professional brochure, a newsletter, and a web site. Whether you are creating marketing materials for print or for the web, this small but powerful program can take you to levels of design expertise you did not know you had...and without any formal graphic design experience or training.

Requirements: **For 2002:** Internet access, email, Netscape or Internet Explorer web browser, and Microsoft Publisher 2002.

Introduction to Microsoft Publisher 2003

Instructor: Allyson Hart Benavides

Learn how this comprehensive desktop publishing package can help you create and publish a wide variety of stunning documents. This hands on, project oriented course will give you valuable experience in designing, developing, and publishing newsletters, Web sites, and brochures. And if you're new to graphic design, you'll receive plenty of expert guidance in selecting and using images, colors, and layouts.

Requirements: Microsoft Windows XP or 2000, [Microsoft Publisher 2003](#) or Microsoft Office 2003 ([Small Business Edition](#) or [Professional Edition](#) only), Internet access, e-mail, and the Internet Explorer or Netscape or Firefox Web browser.

Introduction to PrintShop Deluxe

Instructor: Roberta Hennessy

Work with an expert designer and learn how you can get the most out of one of the friendliest and most popular design programs on the market. In this fun and practical course, you'll actually learn how to quickly and effortlessly create a variety of projects that you can put to immediate use, including greeting cards, envelopes, labels, stationery sets, postcards, signs, banners, calendars, photo projects, brochures, certificates, reports, and more. By the end of this course, you'll be fully prepared to create your own eye-catching design projects on your own and completely from scratch!

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and PrintShop Deluxe.



Introduction to QuarkXPress 5.0 for Windows

Instructor: Susan Daffron

Learn how to use QuarkXPress to create eye-catching brochures, catalogs, magazines and other printed materials. Master many important graphic design and desktop publishing principles, including page layout, typography, image manipulation, and color management.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and QuarkXPress 4.0 or 5.0.

COMPUTER TROUBLESHOOTING AND NETWORKING

Introduction to PC Troubleshooting

Instructor: Scott Jernigan

Are you ready to dive under the hood of your PC? Introduction to PC Troubleshooting takes you step-by-step through the typical hardware and operating system problems encountered by technicians, and teaches you troubleshooting techniques to decipher any problem and gives you the skills you need to solve them. Once you've mastered the basics, the course launches into some of the more advanced and nasty problems that sometimes crop up in the PC, teaching you how to diagnose and fix those problems. Finally, this course will show you how to maintain and optimize a Windows PC.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Introduction to Networking

Instructor: David Iseminger

Businesses, schools, and other organizations are becoming increasingly reliant on computer networks, which explains why workers with networking skills are in high demand. If you'd like to learn the fundamentals of computer networking in terms you can easily understand, this course is for you. Learn why networks have become so important, how software and hardware makes networking possible, and how networks function. This course will give you the foundation you need to begin training for CCNA Certification or employment in a computer networking career.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

COMPUTER TROUBLESHOOTING AND NETWORKING (cont.)

Intermediate Networking

Instructor: David Iseminger

Learn real-world applications for the concepts you learned in Introduction to Networking. You'll gain a full understanding of almost every aspect of networking technology, including hot topics such as virtual private networks, security, and Internet connectivity. Completion of this course and its prerequisite should serve as a springboard for a career in computer networking or training for CCNA Certification.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of David Iseminger's *Introduction to Networking* course (or equivalent experience).

Wireless Networking

Instructor: David Iseminger

Wireless networking is a hot topic. More and more people want to roam unplugged, so demand for wireless connectivity in homes, offices, and gathering spaces is soaring. In this fascinating and timely course, an industry expert will help you understand how wireless devices make connections, how the connections actually work,

and how you can plan, deploy, and connect to wireless networks yourself.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of David Iseminger's *Wireless Networking* course (or equivalent experience).

Creating a Home or Small Business Network

Instructor: Eric Butow

Create your own home office or small office network using Windows XP. Slash expenses and improve efficiency by learning how to share printers, Internet connections, drives, and documents. You'll learn what hardware you will need, how to configure Windows XP to run your small network, how to configure printers and other peripherals, and how to manage and maintain your network and keep it secure.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, two or more computers running Windows XP, and completion of Alan Simpson's *Introduction to Windows XP* course (or equivalent experience).

Introduction to PC Security

What you don't know about PC security really can hurt you! Learn why you're at risk and what you can do to protect your precious personal and business data from the outside world. This course, taught by a security expert, will quickly bring you up to speed on the fundamentals of PC and network security. You'll learn the nature of the threats you face, how to assess your vulnerability, how to identify the weak links in your system, and how you can implement simple solutions to minimize your risks.

Requirements: A familiarity with general PC terminology, an understanding of Windows and an ability to locate programs and change settings (or completion of Introduction to Windows XP), Internet access, e-mail, and the Internet Explorer or Netscape or Firefox Web browser.

COMPUTER PROGRAMMING AND DATABASE MANAGEMENT

Introduction to Database Development

Instructor: Allen Taylor

A number of powerful tools are available to help you build databases and database applications. However, if you do not apply a systematic, structured approach to the use of those tools, you will probably produce systems that fail to meet user needs. Many projects bog down or are never completed for lack of a disciplined approach to development. This course will guide you step-by-step through all the phases of a system development project to guarantee that the resulting product will not only work as it was designed to work, but also that the design truly responds to user needs.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and a database management system (Microsoft Access, Microsoft SQL Server, Oracle, PostgreSQL, or MySQL).



Introduction to SQL

Instructor: Cecelia Allison

Learn the key concepts of Structured Query Language (SQL) and gain a solid working knowledge of this powerful and universal database programming language. You'll learn the basic structure of relational databases, how to read and write simple and complex SQL statements, and advanced data manipulation techniques.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and a database management system (Microsoft Access, Microsoft SQL Server, Oracle, PostgreSQL, or MySQL).

COMPUTER PROGRAMMING AND DATABASE MANAGEMENT (cont.)

Introduction to Oracle

Instructor: Cindy Delia

Learn how to use the Oracle database management system to plan, organize, and manage your data. This course will introduce you to the Structured Query Language (SQL), Oracle's SQL*Plus, and other valuable tools used to develop, manage, and reference an Oracle database. You will learn how to create an Oracle database, build various database objects for the database, and write simple SQL statements that access the data from the database.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Oracle 7, 8 or 9.

Intermediate Oracle

Instructor: Cindy Delia

Gain hands-on experience with Oracle's PL/SQL programming language, with expert assistance from an IT veteran. PL/SQL is Oracle's procedural language extension to Structured Query Language (SQL). This course will give you the skills you need to write powerful and flexible programs using that language. You'll learn the building blocks and core features of PL/SQL, and you'll begin building fully functional PL/SQL programs with procedures, packages, debugging routines, database structures, triggers, and cursor processing.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Oracle 8 or 9, and completion of Cindy Delia's *Introduction to Oracle* course (or equivalent experience).

Introduction to Sybase

Instructor: Cindy Delia

Plan, organize, and gain control over your data with the Sybase database management system. In this highly interactive course, you'll become familiar with the Structured Query Language (SQL), ISQL, Sybase Central, and other valuable tools you'll need if you want to develop, manage, and reference a Sybase database. You will learn how to create a Sybase database from scratch, improve its usefulness with database objects, and write simple SQL statements to extract the information you need from any Sybase database.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Sybase 8.0.



C++ for the Absolute Beginner

Instructor: Jeffrey Kent

Learn how to program in C++, even if you have no prior programming experience! Create programs for Microsoft Windows using Borland C++ Builder. Learn Object-Oriented techniques, how to create windows and forms, and how to program in a step-by-step nature. This course is ideal whether you're an enthusiast, a business person hoping to advance your career, or someone who already knows how to program but wants to move ahead to C++ and Object-Oriented Programming.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Borland C++ Builder 6 Personal Version.

C# Programming for the Absolute Beginner

Instructor: Mike Orsega

Learn the fundamentals of computer programming with the hot new C# programming language. You'll begin with an exploration of input/output operations, decision making, looping, and object oriented programming principles. Then, you'll gain hands-on experience using sequential data files, and you'll build your very own Graphical User Interface (GUI) application. Learn to program the right way: by using a state-of-the-art language to build impressive and professional-looking applications on your schedule and on your very own computer.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Microsoft Visual C# .NET Standard 2003.

Intermediate C# Programming

Instructor: Mike Orsega

Build upon your current knowledge of programming logic by writing Graphical User Interface applications in the C# programming language. Learn how to write applications with the menus, toolbars, and files, and find out how to interact with databases and write SQL queries.

Requirements: Completion of Mike Orsega's "Introduction to C# Programming" course (or equivalent experience), Microsoft Visual C# 2005 Express Edition, Microsoft Windows XP, Internet access, e-mail, and the Netscape or Firefox or Internet Explorer Web browser.

COMPUTER PROGRAMMING AND DATABASE MANAGEMENT (cont.)



Computer Graphics Programming with OpenGL

Instructor: Merrill Hall

Create amazing graphic effects for games, movies, television, and the web using OpenGL and C++. OpenGL is the most widely used computer graphics toolset in the programming industry. In this highly interactive hands-on class, you'll learn how to create points, lines, polygons, curves, 3D objects, color, surfaces, textures, light sources, shading, perspective, transformations, and more. Prepare for a career developing games, movie special effects, illustrations, and advertisements.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and a C++ compiler.

Introduction to Perl Programming

Instructor: Nathan Meyers

Learn Perl, a powerful and easy-to-use scripting language used on PCs, servers, and on the Internet for a wide range of programming problems. Perl is as capable - and often as fast - as C, C++, and Java, but is easier to learn and does not require the sort of software development tools and environments required by those languages. Perl is also more portable and supported on a greater variety of computers than many other computing languages. Perl programming skills are especially valuable for web developers, software developers, and system administrators.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Introduction to Visual Basic 6.0

Instructor: Jeffrey Kent

Visual Basic is the most popular development tool in the world and is probably the easiest to learn. In twelve lessons, you'll learn how to maneuver through the Visual Basic environment and how to use the VB language. You'll also learn the basics of window design and how to add various controls to your user interfaces. You'll also learn about databases and Structured Query Language (SQL) and how to use these powerful tools in your own applications.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Visual Basic 6.0 Professional or Enterprise Edition.

Introduction to Visual Basic .NET

Instructor: Jeffrey Kent

Visual Basic .NET is the most widely used programming language and development tool for creating Windows applications. The Visual Basic .NET programming language is very easy to learn, and the Visual Basic .NET development environment enables you to rapidly build Windows applications with little more than a few clicks of your mouse. By the end of this course, you will be writing your own sophisticated Windows applications. You'll also understand event-driven and object-oriented programming concepts that will help you master both Visual Basic .NET and other programming languages.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Visual Basic .NET Standard or Professional Edition.

Intermediate Visual Basic .NET

Instructor: Jeffrey Kent

Gain in-demand skills writing sophisticated Windows programs that access and modify business databases and implement Structured Query Language. This course will be ideal if you are a Visual Basic .NET programmer and you want to upgrade your programming skills or prepare yourself for a new and exciting line of work.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Visual Basic .NET Standard or Professional Edition, and completion of Jeffrey Kent's *Introduction to Visual Basic .NET* course (or equivalent experience).



Introduction to VBA

Instructor: Ruth Hadad

Discover the time-saving power of document automation. Cut through the mystery of object-oriented programming, the Word object model, and the logical structure of the Visual Basic for Applications language by developing a customized document automation program, lesson by lesson.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Microsoft Office 2000 or XP Professional, and completion of Craig Power's *Advanced Microsoft Word* course (or equivalent experience).

COMPUTER PROGRAMMING AND DATABASE MANAGEMENT (cont.)

Creating User

Requirements Documents

Instructor: Nidhi Misra

Your success as a developer depends almost entirely on your ability to meet or exceed your customers' every expectation. This course will show you, step by step, how to discover and document precisely what your customer wants. You will learn how to gather, manage, and document user requirements for any type of project in any industry.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

DIGITAL PHOTOGRAPHY AND VIDEO

Discover Digital Photography

Instructor: Beverly Schulz

This course provides an introduction to the fascinating technology that is catapulting the photographic world into the 21st century. We'll discuss the basics of digital photography, equipment, software, the digital darkroom, printing, Internet and e-mail use, along with commercial and personal applications.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and a digital camera.

Secrets of Better Photography

Instructor: Beverly Schulz

Designed for both film and digital photographers, this course is filled with tips and tricks to help you take better photographs. You'll learn the basic technology that all cameras use, and you'll receive helpful information on exposure and lighting. You'll also explore strategies for taking excellent photos in all types of situations, including portraiture, landscape, macro and still life.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and a digital or film camera.

Photographing People with your Digital Camera

Instructor: Curt Simmons

Photographing people can be fun, exciting – and complicated! This course will make taking beautiful pictures of adults, children, and babies simple. After a review of the basics, you'll discover the best way to shoot faces, repair common problems, and take professional portrait and formal group shots. You'll become proficient in action photography, and you'll also learn several fun and creative ways to photograph children and babies. You'll even gain expertise in filling your photographs with imagery, setting moods, and creating themes. This course will have you well on your way to becoming a skilled people photographer.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, a digital editing program, and a digital or film camera.



Digital Photography OUTPUT!

Instructor: Curt Simmons

Do you love your digital camera, but can't seem to get the photos to display or print correctly? This course will help you master the art of digital image file management. You'll learn how to edit and crop out unwanted portions of your photos, resize them, adjust their colors, add special effects, print at the highest possible quality, email digital photos to friends and family, and use them to create cards or electronic photo albums.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Paint Shop Pro 9, and a digital or film camera.

Photoshop Elements 2.0 for the Digital Photographer

Instructor: Beverly Schulz

Bring out the best in your images! Adobe's Photoshop Elements provides the tools for quick fixes and detailed enhancement of any digital photograph. Discover the basics of this award-winning package specifically designed for photo enthusiasts. Designed for those with no image-editing experience, this class will take you from novice to accomplished user.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Photoshop Elements 2.0.

DIGITAL PHOTOGRAPHY AND VIDEO (cont.)

Photoshop Elements 3.0 for the Digital Photographer

Instructor: Beverly Schulz

Bring out the best in your images! Adobe's Photoshop Elements provides the tools for quick fixes and detailed enhancement of any digital photograph. Discover the basics of this award-winning package specifically designed for photo enthusiasts. Designed for those with no image-editing experience, this class will take you from novice to accomplished user.

Requirements: [Adobe Photoshop Elements 3.0](#), Windows XP or 2000, Internet access, e-mail, and the Internet Explorer or Netscape or Firefox Web browser.

Photoshop Elements Projects

Instructor: Curt Simmons

Take your Photoshop Element skills to the next level by working through 12 fun and exciting hands-on projects. A patient instructor guides you every step of the way as you repair an old photo, design custom greeting cards, create a heartwarming photo collage, construct an awe-inspiring panoramic photo, develop and illustrate your own newsletter, build graphics for the web, and much more!

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Adobe Photoshop Elements 3.0, and completion of Beverly Schulz's *Photoshop Elements for the Digital Photographer* course (or equivalent experience).

Business Management Courses

BUSINESS PLANNING AND ENTREPRENEURIAL COURSES

Creating a Successful Business Plan

Instructor: Carol Smalley

Turn your business ideas into a solid plan for financing and long-term success. Committing your idea to paper in the form of a business plan not only increases your chances of obtaining financing, but also in keeping your business strategically focused. With the support of your instructor and a network of like-minded students, you'll work through all of the major components of a business plan and emerge with your first draft in hand. And most importantly, you will have completed the first – and most difficult – step on the path to small business success.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and a word processing program.



Wow, What a Great Event!

Instructor: Cynthia Grzelak

Learn how to create and coordinate successful special events. Develop skills, find resources and gain confidence to plan and produce any size or type of event.

Find out what the experts and master planners already know so that you can avoid embarrassing and costly planning errors or production mistakes. After just a few weeks, you will become a knowledgeable event planner poised to produce any type of event.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Business Planning for the Retired

Do you dream of owning your own business? After spending the majority of your life in a job, you may feel you lack the creativity and knowledge necessary to succeed. This course will help you discover your creativity, learn how to develop and research a business idea, and show you how to get your business started. You are never too old to achieve your dreams!

Requirements: Internet access, e-mail, and the Internet Explorer or Netscape or Firefox Web browser. This course does not require an previous business knowledge or experience. However, the process of writing a business plan does require the student to have very good math and writing skills, or the ability to hire someone to assist you in the process.

SALES AND MARKETING

Professional Sales Skills

Instructors: Dave and Gary Paquin

Today, there are no shortages of opportunities for skilled salespeople. In good times or bad, companies never stop looking for sales representatives that can help them meet their financial goals. If you've always dreamed of becoming successful in sales, this course is exactly what you need. You'll learn how to turn prospects into buyers, how to provide proper customer service, how to develop a sales plan, and more!

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Effective Selling

Instructor: Steve Payseur

The goal of Effective Selling is not to teach you how to make a sale today, but to help you discover how you can easily convert a potential customer into a long term asset.

Effective Selling will help you lay the groundwork for repeat business and your future success. In sales, there are no quick fixes. However, with the knowledge, planning skills, communication techniques, and the understanding of human nature that you will gain from this course, your sales will grow as if by magic.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Principles of Sales Management

Instructor: Kent Smedley

Master the art of managing sales teams from a sales management professional. Learn the essential roles and responsibilities of a sales manager and develop leadership, motivational and team-building skills. Learn proven techniques and strategies for communication, conflict resolution and sales planning to deliver superior sales-team results.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

ACCOUNTING



Accounting Fundamentals

Instructor: Charlene Messier

Demand for accounting professionals currently exceeds supply. If you're interested in increasing your financial awareness and accountability while also gaining a marketable skill, this course is for you. You'll learn the basics of double-entry bookkeeping, while also learning how to analyze and record financial transactions, as well as prepare various financial reports at the end of the fiscal period. Accounts receivable, accounts payable, payroll procedures, sales taxes, and various common banking activities will be discussed. We'll cover all the bases, from writing checks to preparing an income statement and closing out accounts at the end of each fiscal period.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Acrobat Reader, and a calculator.

Accounting Fundamentals II

Instructor: Charlene Messier

While it is true that accounting professionals are scarce, those with corporate accounting experience are even more rare. This course will build on the knowledge you gained in our *Accounting Fundamentals* course to provide you with a solid understanding of corporate accounting practices. You'll be able to analyze transactions and prepare various corporate financial reports. You'll also gain practical experience working with dividends, plant assets, depreciation, accrued revenue and expenses, retained earnings, stockholders' equity, and more.

Requirements: Requirements: Internet access, email, Netscape or Internet Explorer web browser, a printer, a calculator, and completion of Charlene Messier's *Accounting Fundamentals* course (or equivalent experience).

BUSINESS ADMINISTRATION AND MANAGEMENT



Building an Ethical Business

Instructor: Kevin Dornan

Master the knowledge and skills needed to build an ethical business and give your company tremendous competitive advantages. Learn how to solve everyday ethical dilemmas in hiring, firing, working conditions, job discrimination and sexual harassment, and explore the social responsibility of companies and their employees for product safety, truthful advertising, and the natural environment. Discover how ethical behavior creates goodwill, enhances reputations, and expands opportunities for new and increased business.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Fundamentals of Supervision and Management

Instructor: Patricia Adesso

Learn how to be an effective manager or supervisor. Master the basics of business and organizations, learn the people skills required to motivate and delegate, and learn tools for solving problems and resolving conflicts.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Fundamentals of Supervision and Management II

Instructor: Patricia Adesso

Learn how to be an effective manager or supervisor. Master the basics of effective communication, and learn tools for developing your own interpersonal skills.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Patricia Adesso's *Fundamentals of Supervision and Management* course (or equivalent experience).

BUSINESS ADMINISTRATION AND MANAGEMENT CONT.

Customer Service Fundamentals

Instructor: Tony Swaim

Develop new skills in identifying and satisfying customer needs, and become an indispensable asset to any organization. In this six-week online course, an experienced instructor will help you discover the best methods for measuring customer service and for applying the principles of consumer behavior to your business. You'll become proficient with key customer service concepts, including target marketing, market segmentation, the marketing mix, and quality function deployment. You'll be able to differentiate between industrial and consumer marketing, and you'll know how to support new product introductions, satisfy international customers, work in a call center, and minimize customer complaints.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Understanding the Human Resources Function

Instructor: Ann Nevers

This course is designed to help people without experience in human resources to understand this very vital link in the organizational chain. It will prepare both managers and business owners to handle basic human resource functions in a way that will ensure the best possible result.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Hire Smart

Instructor: Carolyn Clark

The ultimate success of your business depends almost entirely on your ability to find the right people to accomplish your business objectives. This course will provide you with useful techniques that you can put to immediate use to hire the best people for your organization. Under the guidance of a patient and experienced expert in human resources, you'll gain practical, hands-on knowledge of a powerful methodology for recruitment and retention.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Employment Law Fundamentals

Instructor: Ann Nevers

Learn the basics of employment law so you can legally hire, evaluate, and manage employees. Learn the difference between an employee and an independent contractor; the basic types of employee benefits; effective hiring, evaluation, and termination procedures; methods to resolve employment disputes in and out of court; discrimination and union laws; and workplace safety rules. This course is a must for anyone who is (or aspires to be) a supervisor, manager, or human resources professional.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Project Management Fundamentals

Instructor: Tony Swaim

Organizations initiate projects to create new computer applications, erect bridges and buildings, improve processes, develop new products, and reorganize company operations. Unfortunately, most organizations do not manage projects well, creating an unprecedented demand for project management practitioners. If you're organized, perceptive, detail-oriented, and an excellent communicator, you just might have what it takes to succeed in the fast-growing field of project management. If you're new to project management, this course will provide you with the essential information you'll need to prepare for and complete your first project. If you're an experienced project manager, this course will make you more valuable to your employer by increasing your skills and competencies.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

BUSINESS ADMINISTRATION AND MANAGEMENT (cont.)

Project Management Applications

Instructor: Tony Swaim

In this course, an experienced Project Management Professional will teach you the same powerful tools and techniques that experienced project management professionals rely on every day. You'll increase the probability of project success by mastering the tricks of the trade: Earned Value Performance Measurement, Gantt Charts, Network Scheduling, Work Breakdown Structure, and Cost-Volume Analysis. You'll also become proficient at recruiting project team members and empowering them to succeed. You'll understand the stages of team development, and you'll gain skills in developing and motivating team leaders. You'll even learn about project software, statistics, change management, processes, and estimating. And you'll gain valuable experience with project planning, control and data analysis tools.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, [A Guide to the Project Management Body of Knowledge](#) by the Project Management Institute, and completion of Tony Swaim's *Project Management Fundamentals* course (or equivalent experience).



Project Management @ e-Speed

Instructor: Tom Myers

With accelerated schedules driving many technology projects today, the smart project manager must rapidly retool their skill set. This course offers a breakthrough model for dealing with the realities of managing projects at supersonic speeds. Learn to meet and win the challenges of truncated timelines, short-staffed project teams, skimpy budgets and crippling risks.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Introduction to Business Analysis

Instructor: Frank David

Give yourself an employment advantage by developing analytical skills that are consistently in high demand. This course will teach you powerful quantitative methods that will have you making better, more informed, and more effective business decisions. The days of making critical business decisions by instinct or coin toss are long gone. If you are planning a career in business, you cannot afford to miss this course!

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Administrative Assistant Fundamentals

Instructors: Becky and Tony Swaim

Rapid growth in the health, legal services, data processing, management, public relations, and other industries have created many new job opportunities for administrative assistants. This course will help you discover and master the essentials of managerial and staff support, information and records management, communications technology, travel and meeting coordination, space planning, and office ergonomics. You'll become an indispensable member of your team by identifying opportunities and implementing solutions to turn your office into a high productivity machine.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Administrative Assistant Applications

Instructors: Becky and Tony Swaim

Discover how economics, accounting, business law, organizational behavior, and management affect administrative assistant responsibilities and activities. Determine how the world economy can affect an enterprise, learn the basics of accounting, including the general ledger and key accounting terms, and see how financial statements and controls help keep your organization moving in a positive direction. Understand the fundamentals of business law, contracts, and the principal-agency relationship; discover ethics and organizational politics; and understand the basics of international business. Learn about key management functions such as planning, control, motivation, and organization, discover how to increase creativity, and find out how marketing differs from sales. Learn the basics of operations management, understand why effective change management is so vital, and determine how to recruit, evaluate, select, and train team members.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Becky and Tony Swaim's *Administrative Assistant Fundamentals* course (or equivalent experience).

BUSINESS ADMINISTRATION AND MANAGEMENT (cont.)



Mastery of Business Fundamentals

Instructor: Tony Swaim

Are you interested in acquiring practical business experience in strategic planning, management, and finance without enrolling in an MBA program? This course is for you! You'll understand the significance of strategic planning and discover how external and internal environmental factors affect an organization. You'll learn about various organizational structures and determine how to use leadership, motivation, and control for maximum impact. You'll master the fundamentals of accounting and increase your knowledge about key financial terms, cash flow management, financial statements, and cost control. You'll also discover various financial investment models and you'll learn the basics of financial planning and budgeting methods. You'll even understand the basic principles of business law, contracts, and the principal-agency relationship.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Mastery of Business Applications

Instructor: Tony Swaim

Learn the essence of business applications. Understand how marketing differs from sales, how the marketing concept helps a firm succeed, and why consumer behavior is such a challenging topic. Increase your knowledge of the basics of international business and learn about the various options and requirements for success. Discover the nature of information technology and realize how operations management helps increase efficiency and effectiveness. Learn the definition of quality, discover the nature of Six Sigma and total quality management (TQM), and find out how to implement a quality culture. Understand the nature of project management and learn about the different phases of the project life cycle.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Tony Swaim's *Mastery of Business Fundamentals* course (or equivalent experience).

Manufacturing Fundamentals

Instructor: Tony Swaim

Discover the role of production design, process planning, and the heart of 13 different manufacturing processes. Understand why facility location and plant layout decisions are so vital and learn how job design helps you accomplish company goals and achieve worker satisfaction. Find out what makes up the physical work environment and learn how to characterize different types of production materials. Master product development concepts such as the voice of the customer (VOC), quality function deployment (QFD), and failure mode and effects analysis (FMEA). Learn how performance measurements and standardization improve manufacturing operations.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Manufacturing Applications

Instructor: Tony Swaim

Discover the nature of strategy and learn how it leads to the development of manufacturing strategy. Understand the purpose of customer demand forecasting and find out what forecasting methods are suitable for which situations. Explore the nature of planning and learn how to effectively use Gantt charts and the precedence diagram method. Determine how purchasing, production and inventory control, and logistics support a manufacturing operation. Discover the basics of lean manufacturing and see how capacity management converts production plans into concrete products. Learn why manufacturing, industrial, and quality engineering are so essential to any firm.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Tony Swaim's *Manufacturing Fundamentals* course (or equivalent experience).

BUSINESS ADMINISTRATION AND MANAGEMENT (cont.)

Distribution and Logistics Management

Instructor: Tony Swaim

Distribution and logistics management is a critical company function. Professionals in this field play a key role in fulfilling customer demands, ordering and managing inventory, controlling inbound and outbound shipments, reducing costs, saving time, and meeting company objectives. This course will not only show you how to create and operate a logistics function, but it will also show you how to achieve success through a combination of strategies and tactics. You'll discover the key elements of a logistics system, including physical distribution, warehouse selection, material handling, packaging, order fulfillment, customer service, receiving, production stores, and returned goods. You'll also find out how to manage inventory, effectively use technology, manage a logistics department, and complete and control transportation documents.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Successful Construction Business Management

Instructor: Gene Fessenbecker

Your contracting business can gain a powerful and permanent advantage over the competition by practicing expert business management. You and each person on your management staff can reap the business rewards from this complete, hands-on approach to expert management practices. This course can help you design and construct a superior business operation that serves your customers better and keeps them coming back. Better business operations usually keep talented employees happy and loyal too. Learn business skills the same way you learned your trade: one step at a time and with an eye on how the pieces go together successfully.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Managing Technology

Instructor: Pollyana Pixton

How can you realize your technology goals and objectives? Using project-based management techniques, you will learn how to specify the scope of work for a developmental project and how to develop processes to meet your objectives. You will learn how to develop a project plan and how to monitor and control the project so it delivers the expected quality results.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Managing Technical Professionals

Instructor: Irv Gamal

Learn the vital leadership skills you'll need to attract, retain, and inspire top-notch technical professionals. This restless group of self-reliant people plays by a different set of rules than those with which you may be familiar. This course will help you avoid misunderstandings and conflicts by teaching you what the newest generation of technical professionals wants and needs. You will learn how to meld their needs with your organizational goals, helping you become more of a leader and less of a manager.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Six Sigma – Total Quality Fundamentals

Instructor: Tony Swaim

Learn how to effectively apply the fundamentals of Six Sigma: Total Quality. Understand what quality is and learn about the histories of the quality movement and Six Sigma. Discover the role of customers in quality and determine the major elements of a quality system. Master key concepts such as the cost of nonquality, variation, and total employee involvement (TEI). Increase your value to your company by learning about various motivational models, leadership, and teamwork. Determine how to effectively apply quality standards by creating and implementing internal and external auditing activities. Learn the ins and outs of ISO 9000, ISO 14000, and the Malcolm Baldrige National Quality Award.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

BUSINESS ADMINISTRATION AND MANAGEMENT (cont.)

Six Sigma – Total Quality Applications

Instructor: Tony Swaim

Learn how to effectively apply the elements and methods of Six Sigma. Understand how more than 25 tools and methods relate to the DMAIC (define, measure, analyze, improve, and control) model. Determine the relationship of basic statistics to Six Sigma and learn about the Six Sigma business case including strategic planning, the voice of the customer (VOC), quality function deployment (QFD), benchmarking, and financial investment methods. Discover how to use brainstorming, Pareto charts, and critical to quality to help define processes, problems, and opportunities. Master the use of other key tools such as cause and effect diagrams, checksheets, scatter diagrams, failure mode and effects analysis (FMEA), and force field analysis. Learn the basics of advanced Six Sigma tools such as design of experiments (DOE), analysis of variance (ANOVA), hypothesis testing, control charts, and probability distributions.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Tony Swaim's *Six Sigma – Total Quality Fundamentals* course (or equivalent experience).

Purchasing Fundamentals

Instructor: Tony Swaim

Improve your company's bottom line profitability by mastering the fundamentals of purchasing. Become an indispensable member of your organization by learning key strategic concepts such as supplier partnerships, capital budgeting and green buying. Enhance day-to-day tactical effectiveness by learning about negotiation, supplier sourcing, record keeping, purchase requisitions and purchase orders. Learn the basics of business law, leasing, make-or-buy analysis, outsourcing and supplier visits.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Purchasing Applications

Instructor: Tony Swaim

Move beyond the traditional order placing role of purchasing by discovering the role of information technology, the basics of international business, and the principles of economic forecasting. Learn how to evaluate suppliers' capabilities by investigating their commitment to Six Sigma, statistical process control (SPC), and maintaining a quality system (ISO 9000). Discover the elements of a logistics system and see how you can use material requirements planning (MRP) to identify company needs in an organized and timely manner. Learn the ins and outs of inventory management, understand how public and private purchasing differ, and improve your understanding of financial statements.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Tony Swaim's *Purchasing Fundamentals* course (or equivalent experience).

Supply Chain Management Fundamentals

Instructor: Tony Swaim

This course will help you succeed as a supply chain management professional. You'll master the fundamentals of supply chain management, including customer demand forecasting, master production scheduling (MPS), material requirements planning (MRP), capacity planning, and production activity control (PAC). The course also includes essential information to help you prepare for internationally recognized supply chain and materials management certification examinations.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Supply Chain Management Applications

Instructor: Tony Swaim

Learn how to apply the essentials of supply chain management (SCM). Discover the finer points of SCM including manufacturing strategy, inventory budgeting and management, lean manufacturing, total quality management (TQM), Six Sigma, total employee involvement (TEI), the theory of constraints (TOC), manufacturing technology, and facility selection. Add increased value to your organization by applying these innovative concepts and improving company processes. Learn how to supplement existing supply chain management fundamentals, such as S&OP, MPS, and MRP with cutting-edge, progressive methods.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and completion of Tony Swaim's *Supply Chain Management Fundamentals* course (or equivalent experience).

BUSINESS ADMINISTRATION AND MANAGEMENT (cont.)

Workers Compensation

Instructor: Neil Bevans

A Workers' Compensation case is one of the most common types of lawsuits in the U.S. This course explores the details of these suits, explains the law that governs workers' compensations cases, explores hearings and awards, and demystifies awards and benefits.

Requirements: Internet access, e-mail, and Netscape or Internet Explorer Web browser.

Marketing Your Business on the Internet

Instructor: Dr. Patricia Franks

Find out how you can affordably market your business on the Internet from an e-commerce expert. In this practical hands-on course, you'll learn little-understood secrets about the types of businesses that thrive on the Web. Then, you'll discover proven methods that will help you establish an Internet presence and build an online brand identity. You'll even learn several low-cost promotion strategies that you can use to drive visitors to your site.

Requirements: an understanding of basic marketing principals, completion of *Designing Effective Websites* course (or equivalent experience), completion of *Creating Web Pages* course (or equivalent experience), Internet access, email and Netscape, Internet Explorer or Firefox Web browser.

Personal Enrichment Courses

LANGUAGES



Speed Spanish

Instructor: Dan Mikels

Imagine yourself speaking, reading and writing Spanish. Now you can with Speed Spanish! This course is designed for anyone who wants to learn Spanish *pronto*. You'll learn six easy recipes for gluing Spanish words together to form sentences. In no time at all, you'll be able to go into any Spanish speaking situation and converse in Spanish. ¡*Qué Bueno!*

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Speed Spanish II

Instructor: Dan Mikels

Gain comfort in Spanish-speaking situations by learning even more clever new recipes you can put to immediate use. Our Speed Spanish courses are unlike any other Spanish classes you may have ever taken. When you've completed both this course and its predecessor, you'll be well on your way to fluency. ¡*Qué Bueno!*

Requirements: Internet access, email, Netscape or Internet Explorer web browser, a computer equipped with speakers or headphones, and completion of Dan Mikel's *Speed Spanish* course (or equivalent experience).

Speed Spanish III

Instructor: Dan Mikels

Master your ability to speak, understand, and read Spanish by taking the final installment in our unique three-part Speed Spanish learning series. In this advanced-level course, you'll learn the final six recipes that will serve as templates to help you create any Spanish sentence you want.

Requirements: Completion of Dan Mikel's *Speed Spanish II* online courses, internet access, e-mail, and the Netscape or Firefox or Internet Explorer Web browser.



Beginning

Conversational French

Instructor: Amy Page

Discover how easy it can be to learn common words and phrases for both leisure and business. This course makes pronunciation simple, with phonetic spellings for every word and phrase you need to learn. The course even includes audio, so you'll be able to hear and practice the language with little more than a click of your mouse! You'll also learn cultural tips in each lesson that will make you more comfortable in a foreign setting. After finishing this course, you'll be prepared to speak French in a wide variety of settings and situations.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and a computer equipped with speakers or headphones.

Grammar for ESL

Instructor: Sabri Bebawi

If English is your second language and you're headed for college, you will find this class to be very valuable. This course will provide you with an in-depth analysis of English grammar and structure so that you will be more prepared to succeed in any class taught in English.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Beginning Braille

Instructor: Dixie Mahaffie

Prepare for a rewarding career as a Braille transcriber by learning to write and read the tactual language of the blind. You'll learn the history of Braille, and different ways of producing the Braille English alphabet, Braille numbers, Braille punctuation, and more. You'll also learn about employment opportunities for Braille Transcribers.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, Perky Duck software for brailleing, SimBraille font, and a keyboard that responds to simultaneous six-key input.

WRITING AND PUBLISHING

Fundamentals of Technical Writing

Instructor: Janet Underwood

Learn the skills you need to succeed in the well-paying field of technical writing. You'll discover the secrets of successful technical writers, including technical writing conventions, interviewing skills, documentation management, publishing and formatting techniques, and how to get your first job as a technical writer.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and any version of Microsoft Word.

Writing Great Technical Documents

Instructor: Janet Underwood

Do you write technical documents? Would you like to learn how to write them better? This course will teach you how to polish your writing and improve the effectiveness of your technical documentation. You'll learn how to choose the right words, write powerful sentences and paragraphs that flow, use technical terms, improve your grammar and punctuation, use graphics, and format your technical documents to get results.

Requirements: Internet access, email, Netscape or Internet Explorer web browser, any version of Microsoft Word, and completion of Janet Underwood's *Fundamentals of Technical Writing* course (or equivalent experience).



Effective Business Writing

Instructor: Ann Linquist

Do you have a nagging suspicion that a small improvement in your writing skills might also improve your career prospects? Don't let small gaps in your business writing skills prevent you from reaching your full potential! It doesn't matter whether you're a clerical worker, an engineer, or an executive. If you communicate with others in writing, you need this course to help you identify and eliminate problem areas. By the end of this course, you'll know the secret to developing powerful written documents that immediately draw readers in and keep them motivated to continue until your very last, well-chosen word.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Business Marketing Writing

Instructor: Lisa Adams

This fun course will teach you to write or identify copy that achieves business and marketing goals. Improve your work, your knowledge, your company's image, and your chances of getting hired, promoted or applauded! Designed for writers, marketers and anyone interested in these exciting fields.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



The Keys to Effective Editing

Instructor: Jacquelyn Landis

Ask any published writer and you will hear that a good editor is not just helpful, but essential. If you aspire to be an editor, this course will teach you the

fundamentals of top-notch editing for both fiction and nonfiction. If you're already working as an editor, you'll not only brush up on your skills, but will also learn about recent advances in your chosen profession. If you're a writer, you will learn essential self-editing tools to give your manuscripts the professional look that publishers like to see.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Correcting Oral and Written Errors

Instructor: Romana Hillebrand

This course will address common oral and written errors in a non-threatening and, for the most part, in a non-grammatical manner. The ample examples and explanations, as well as the chatty tone, will help you avoid embarrassing mistakes and frustrating moments of indecision. The course will address four principal areas of common errors: usage, punctuation, spelling, and pronunciation and slang. Once you complete this course, you'll instinctively speak and write with assurance that your word choices, punctuation, spelling, and pronunciation are correct.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

WRITING AND PUBLISHING (cont.)

Grammar Refresher

Instructor: Ellen Feld

Gain confidence in your ability to produce clean, grammatically correct documents or speeches. Through the use of definitions, examples, and many reinforcing exercises, Grammar Refresher will cover the basics of English grammar. A patient instructor, memorable lessons, vivid examples, and interactive exercises will give you ample opportunity to put everything you learn into practice. Before you know it, you'll be ready to reap the rewards that come with your command of English grammar.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

TEST PREP

GED Test Preparation

Instructor: Barbara Rolston

Want to pass the GED? If you are comfortable reading newspapers and you can add, subtract, multiply, and divide without a calculator, you're halfway there! This course will help you develop the additional reading and thinking skills you'll need to succeed in all five GED test areas: Writing Skills, Social Studies, Science, Literature, and Math. After completion of this course, you should be well-equipped to take – and pass – the GED!

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Prepare for the GED Language Arts, Writing Test

Instructor: Barbara Rolston

This in-depth course will give you the skills and knowledge you need to successfully prepare for the GED Language Arts, Writing test. Learn the basics of usage and mechanics so you can edit the passages on the multiple-choice part of the exam. Then, you'll learn a step-by-step approach to writing that will give you the confidence you need to write a winning GED essay!

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Prepare for the GED Math Test

Instructor: Barbara Rolston

Master the skills required to successfully pass Test 5 in the GED test series. Give yourself a strong foundation you'll need to solve the types of math problems commonly found on the test. Gain comfort with your math skills, and be able to recognize how, when, and why to apply each math concept you learn.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

PERSONAL AND CAREER DEVELOPMENT

Get Assertive!

Instructor: Vivian Harte

Are you tired of being intimidated and treated badly by others? Discover how you lose power when you talk and how to gain it back. Find out the secrets to defusing anger and avoiding criticism. Gain the skills to be assertive with family members, friends, bosses, co-workers, professionals and clerks. It's your turn to speak out!

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Leadership

Instructor: Lynne Morton

Leadership skills can help you gain the respect and admiration of others, while also allowing you to enjoy success in your career and more control over your destiny.

Contrary to popular belief, leadership skills can be learned and developed. Even if you don't hold a leadership position, this course will teach you how to use the principles of great leaders to achieve success in almost every aspect of your daily life.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

PERSONAL AND CAREER DEVELOPMENT (cont.)

Communicating Like a Leader

Instructor: Lynne Morton

How often have you found that what you knew mattered far less than what you said? Your style of communication can make the difference between succeeding and failing in almost any endeavor. If you want to improve your chances of achieving professional success, this provocative and practical course will have you communicating like a leader. You'll learn to distill the communication process into four essential components. You'll explore four methods of communication and you'll understand the most appropriate circumstances for each method. You'll build up your listening skills, learn to read body language, become more artful at providing feedback, and more.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



High Powered Communication

Instructor: Marian Tonhouse

This course focuses on five critical factors of highly effective communication used by all skilled communicators. You'll discover the fascinating ways these factors influence your interactions with others and you'll explore your own natural communication preferences. Then, you'll learn how to tap into the communication power that lies within you to achieve even greater personal and professional effectiveness. You'll also discover how to reach your peak communication potential by learning how to skillfully project power and precision, manage interpersonal conflict, and minimize stress.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Keys to Effective Communication

Instructor: Dawn Lianna

If you often find yourself at a loss for words or lack confidence in your communication abilities, you'll appreciate this course. With the help of a patient instructor and a supportive community of your fellow students, you'll work step by step through the process of becoming a great conversationalist. You'll learn to use communication to build rapport and create environments of trust, warmth, and respect. Become more confident, create a great first impression, get along well with others, and create more and better personal and professional relationships.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.



Interpersonal Communication

Instructor: Laurel Schaub

Communication is more than speaking, hearing, or even having a good vocabulary. This course explores strategies for success in everyday interpersonal communication. You'll explore clear examples of verbal and nonverbal habits, effective listening, self-concept, differences in cultural and gender conversation styles, and conflict management. You'll also gain practical strategies you can use today to improve communication at home, in social situations, and in the workplace. If you want to strengthen personal behavior and develop strategies for creating positive communication climates with family, friends, and business associates, you're sure to find this course invaluable.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Individual Excellence – Secrets of Career Success

Instructors: Becky and Tony Swaim

Develop career-enhancing skills in a single course that covers twelve popular one-day seminar topics, including goal setting, time management, and personal organization. You'll learn how to improve your creative abilities, gain confidence with financial matters, and how to minimize conflict in your life. Develop a fulfilling career plan and improve relationships with co-workers, friends, and family.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Conquer Your Stress!

Instructor: Denise Shaw Coryea

Stress and control are inversely proportional. The more control you have, the less stress you experience. The key to managing stress is to learn what you can control. In this highly experiential course, you'll learn to recognize how your mind and body react when you are under stress. You'll then learn a variety of fun and easy-to-learn exercises you can use to regain control of your mind and body so that you can shift from worry and anxiety into joy and peace.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

PERSONAL AND CAREER DEVELOPMENT (cont.)



Listen to Your Heart, and Success Will Follow

Instructor: Cynthia Christianson

Intelligently facilitated and fast-paced, *Listen to Your Heart, and Success Will Follow* will help you enjoy the rewards that come from doing what really makes you happy! Your instructor and a caring community of students will help you begin designing a life that really works for you. With a complete understanding of your own interests, values, needs and abilities, you'll learn how you can use work to express yourself and share your interests and talents. Your every day will be filled with joy and inspiration, and a greater depth of meaning will be added to everything you do. This course program is skillfully crafted to weave experiential learning with the conceptual presentation, giving you time to experience, understand, and implement each new strategy as it is introduced.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Achieving Success with Difficult People

Instructor: Judy Snyder

Do you know people whose behavior makes completing even the simplest tasks difficult? Would you like to learn how to have more successful relationships with difficult bosses, co-workers, students, neighbors or family members? Join this class and get helpful information for understanding yourself, solving people problems, and improving your relationships and personal and professional productivity.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Everyday Math

Instructor: Ivy Bishop

Ever find math baffling? This course can help you gain confidence in your basic math skills so you can start using math to your advantage. You won't find any theory or memorization here. Each of your lessons will be filled with practical exercises and information that you can put to immediate use. You'll get valuable hands-on experience and advice on using a calculator; determining the proper amount to pay in tips, discounts, and taxes; managing your income and expenses; checking your bills and bank statements for errors and overcharges; comparing investment vehicles; shopping for the best loans; buying a home; determining the right amount of paint, carpet, or chances that something will happen; interpreting a graph; comparing test results; understanding a statistical survey; and more.

PERSONAL FINANCE AND WEALTH BUILDING

Personal Finance

Instructor: Gail Perry

This course is designed to prepare you for a lifetime of worthwhile personal financial planning. The tools you will learn are useful, realistic, and easy to work into your regular routine. They will help you gain control over the financial impact of the choices you make. You'll learn to create and use a budget, borrow and invest wisely, make intelligent decisions about insurance, and plan for your financial future. You'll develop a retirement savings plan, and you'll be better prepared to make large purchases and plan for taxes. You'll also learn the essentials of household bookkeeping and record-keeping requirements. And you'll discover the secret to understanding and controlling your credit rating to save money and increase your financial security.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Debt Elimination Techniques That Work

Instructor: Craig Power

If you are like most people, you are drowning in a sea of debt and looking for a lifeline. Well, this course is that lifeline. You will not be pointed to debt consolidation in this course. It just does not make sense to use more debt to solve a debt problem. This course will teach you a specific and workable strategy that will get you out of all debt --including your mortgage--in the shortest possible time. The strategy presented is not new, nor is it rocket science. It is a simple, easy-to-understand method that just flat out works. However, getting out of debt is only part of the answer. You will also be pointed down a new path concerning spending, saving and handling money that will keep you out of debt forever.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

Where Does All My Money Go ?

Instructor: Susan Price-Batting

Ever get frustrated that you never seem to get ahead? Find out where your money goes. Make your own choices about where you want it to go. Start to tackle your debt. Learn how to fund your dreams and stop worrying about money.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

PERSONAL FINANCE AND WEALTH BUILDING (cont.)



Build Your Own Mutual Fund for Pennies

Instructor: Thomas Grady

Learn how to build and maintain your own personal mutual fund for far less than you'd pay for one off your stockbroker's shelf. Put stocks and bonds in it just like the big shots. Watch it grow. Nurture it along. Tweak it when necessary. In no time you'll be the master of your own financial destiny. And you know what? It's easy and you'll have fun doing it!

Requirements: Internet access, email, Netscape or Internet Explorer web browser, and Microsoft Excel.

Building Wealth

Instructor: Kirsten Iseminger

If you're interested in discovering how most wealthy people amassed their fortunes, this is the course for you. Contrary to popular opinion, most people don't achieve true wealth through luck or an accident of fate. Just about anybody can build wealth. All it takes is organization, discipline, and a firm knowledge of how to proceed. If you're serious about accumulating a sizable nest egg and living the life of your dreams, this course will supply you with the knowledge and skills you'll need to succeed.

The Analysis and Valuation of Stocks

Instructor: Aaron Clarey

The Analysis and Valuation of Stocks is a comprehensive course designed to show you how to research and value stocks. Topics covered in the course include reading financial statements, calculating financial ratios, industrial comparisons, and pricing techniques.

Requirements: A comprehension of high school mathematics and an interest in researching stocks is needed for this course. Internet access, e-mail, and the Internet Explorer or Netscape or Firefox Web browser.

Stocks, Bonds, and Investing: Oh, My!

Instructor: Aaron Clarey

Are you worried that you might not have enough money to make it through retirement? Stop worrying and start planning! The earlier you begin planning for your future, the easier it will be for you to retire. No matter how inadequate you believe your current understanding of finance to be, this course will make you capable to manage your personal finances, make wise investment decisions, and prepare adequately for your future.

Requirements: internet access, E-mail, Internet Explorer or Netscape or Firefox Web browser.

Introduction to Stock Options

Instructor: Mark Quinn

Learn how to evaluate, buy, sell, and profit with investment tools that were once thought to be only for the pros. This course will teach you how to protect your portfolio and profit in a down market, an up market, or even a flat market. Learn to leverage your investment dollars for potential profits that surpass those possible with stocks.

Requirements: Internet access, e-mail, and the Internet Explorer or Netscape or Firefox Web browser

FAMILY AND PERSONAL ENRICHMENT



Goodbye to Shy

Instructor: Kimberly Floyd

The ability to interact with others impacts everything we do, from selecting a mate to advancing in our careers. Fortunately, the ability to relate easily with others is a skill that can be learned. This engaging course will help you learn how to reduce anxiety, build self-esteem, strike up conversations with others, win friends, and act confidently in romantic relationships.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.

FAMILY AND PERSONAL ENRICHMENT (cont.)

Merrill Ream Speed Reading

Instructor: Merrill Ream

Are you struggling to keep up with a flood of email, articles, reports, books, and other printed matter? Save yourself oodles of time by learning to read faster and with better comprehension from acclaimed speed reading expert Dr. Merrill Ream. This course is a complete speed reading experience. Topics are presented in a logical progression with plenty of time to help you master the skills and techniques you'll need for lasting proficiency as a speed reader.

Requirements: Internet access, email, and Netscape or Internet Explorer web browser.
quality of the air in your home. Creating a healthier home is often as simple as changing your mindset. This course will have you thinking quite differently about the products you bring into your home and yard

Creating a Healthier Home

Instructor: Kim Markesich

Many experts point to indoor air quality as a contributing negative health factor. In order to increase energy efficiency, we have effectively reduced ventilation. At the same time, we have increased the quantity and types of chemicals we use to construct, furnish, decorate, and maintain our homes. This course is filled with practical tips you can put to immediate use to begin improving the quality of the air in your home. Creating a healthier home is often as simple as changing your mindset. This course will have you thinking quite differently about the products you bring into your home and yard

Requirements: Internet access, e-mail, and the Internet Explorer or Netscape or Firefox Web browser

Handling Medical Emergencies

Instructor: Bryan Scyphers

Medical emergencies occur suddenly and with little warning. Would you know how to confidently react if someone needed your help? This course will identify common medical emergencies affecting children and adults, help you recognize signs and symptoms, and show you how to render appropriate care

Requirements: Internet access, e-mail, and Internet Explorer or Netscape or Firefox Web browser.

Computer/Internet/Businesses Courses in Spanish

CURSOS ONLINE EN ESPAÑOL



Microsoft Word I

Instructor: Diego Perez-Iñigo

Aprenda a crear y modificar documentos en Word, el programa procesador de texto más poderoso y popular. Ahorre tiempo creando cartas y documentos, personalizando el uso de la barra de herramientas y las opciones del programa.

Requisitos: Acceso a Internet, Correo electrónico o email, Netscape o Internet Explorer Web browser, Microsoft Word 6.0, 95, 97 o 2000, Microsoft Office 95, 97 o 2000 o Microsoft Office 98 o 2001 para los usuarios de Macintosh.

Microsoft Excel I

Instructor: Alejandra de Witt

Descubra los secretos para preparar hojas de cálculo en forma rápida y eficaz. Aprenda a escribir fórmulas poderosas, usar funciones estadísticas y financieras, ordenar y analizar datos. Cree gráficos personalizados, libros de trabajo tridimensionales y la creación de macros, así como la creación de su barra de herramientas adecuada a sus necesidades específicas.

Requisitos: Acceso a Internet, Correo Electrónico o email, Netscape o Internet Explorer Web browser, Microsoft Excel 5.0, 95, 97 o 2000, Microsoft Office 95, 97 o 2000 o Microsoft Office 98 o 2001 para usuarios de Macintosh.



Microsoft PowerPoint I

Instructor: Pilar Castillo

Aprenda a usar Microsoft PowerPoint, uno de los mejores programas de presentaciones en el mercado. PowerPoint es fácil y divertido de usar.

Cree transparencias de 35-mm y presentaciones de transparencias electrónicas. Impresione a su audiencia con sus fantásticas transparencias de multimedia, gráficos y outlines. Aprenda cómo agregar clip art, enlaces de hipertexto y efectos especiales a sus presentaciones. Usted también aprenderá a cómo obtener ayuda y bajar nuevos templates desde el sitio Web de Microsoft.

Requisitos: Acceso a Internet, correo electrónico o email, Netscape o Internet Explorer Web browser, Microsoft PowerPoint 97 o 2000, Microsoft Office 97 o 2000 o Microsoft Office 98 o 2001 para los usuarios de Macintosh.

Contabilidad con QuickBooks

Instructor: Gustavo Valenzuela

QuickBooks es un programa de contabilidad diseñado para negocios de pequeña a mediana escala. Para quienes han disfrutado de Quicken, encontrarán que este programa es una versión más sofisticada y profesional para la elaboración de información contable. Aprenda a crear y editar informes financieros, imprimir facturas, recibos, seguimiento de sus cuentas por pagar y cuentas por cobrar, crear estimados y lo más importante, a generar información contable útil para la toma de decisiones en su negocio.

Requisitos: Acceso a Internet, Correo Electrónico o email, Web browser tales como Netscape Navigator o el Explorador de Internet. QuickBooks 99, 2000 o 2001 o QuickBooks Pro 99, 2000 o 2001.



Contabilidad Bajo un Enfoque de Sistemas

Instructor: Silvia Alejandra Fariás de Palatnic

Lo invitamos a participar de un completo curso de contabilidad, que le permitirá conocer y aplicar los Principios Contables, además de poder registrar y controlar

todas las transacciones que se van produciendo habitualmente en una empresa. Usted conocerá los distintos ciclos que abarca un negocio, tales como el ciclo de compras, ventas, producción, tesorería, financiamiento, inversiones y pago de sueldos y salarios, con el propósito de que usted logre preparar, analizar y revisar los Estados Financieros.

Requisitos: Acceso a Internet, Correo Electrónico, Navegador Netscape o Explorador de Internet.

CURSOS ONLINE EN ESPAÑOL Cont.

Internet y el World Wide Web

Instructor: Pedro Valenzuela

Entre al espacio y al mundo de la información, a través de Internet y sus capacidades. Aprenda todo lo que hay detrás del World Wide Web, Correo electrónico (email), Newsgroups, FTP, Charlas, Netmeeting, Telefonía, Telnet y mucho más.

Requisitos: Acceso a Internet, Correo Electrónico o email, Web browser tales como Netscape Navigator o el Explorador de Internet.

Creación de Páginas Web con HTML

Instructor: Diego Perez-Iñigo

Cree y publique su propio sitio web en Internet en este práctico curso de seis semanas. Inicialmente, usted aprenderá acerca de las capacidades y ventajas que ofrece el World Wide Web, así como también, aspectos fundamentales del diseño de páginas web. Luego y con la paciente ayuda de su instructor, usted podrá determinar el contenido y estructura que desee dar a sus páginas web, como a formatear textos, construir enlaces entre su página y el exterior, adicionar colores, cambiar y modificar fondos, construir gráficos y tablas que realzarán su trabajo y técnicas básicas de animación. También aprenderá a listar su sitio web en los motores de búsqueda de manera eficiente y a utilizar poderosas y económicas estrategias de marketing en Internet.

Requisitos: Acceso a Internet, Correo Electrónico, Navegador Netscape o Explorador de Internet y haber completado el curso Internet y el World Wide Web de Pedro Valenzuela (o experiencia equivalente).



Comercio Electrónico

Instructor: Antonio Diaz

Entre al fascinante mundo del comercio electrónico aprendiendo sus fundamentos, conceptos y proyecciones que esta nueva forma de hacer negocios ofrece a través del World Wide Web. En este curso usted podrá aprender acerca de toda la tecnología y su potencial, aplicados a una de las ramas de la economía de más vertiginoso desarrollo en los últimos años. Este curso, forma parte de uno de los cursos básicos que todo administrador y hombre de negocios debe atender.

Requisitos: Acceso a Internet, Correo Electrónico o email, Web browser tales como Netscape Navigator o el Explorador de Internet.

Programación Java I

Instructor: Nelson Baloian

Si usted está preparado para presentaciones animadas, tutoriales interactivos, simulaciones y juegos en computación, entonces es tiempo de que usted aprenda el nuevo lenguaje de programación de Sun Microsystems, Java. En este curso interactivo y de real aplicación, usted será capaz de crear diversos y dinámicos applets, como así también, aprenderá a insertar esos applets en sus diseños de páginas Web, realizando sus contenidos.

Requisitos: Acceso a Internet, Correo Electrónico o email, Web browser tales como Netscape Navigator o el Explorador de Internet. Windows 95 o 98, Java Development Kit de Sun Microsystems, tener experiencia en lenguaje HTML.



Liderazgo, Comunicación, Motivación y Resolución de Conflictos

Instructor: Anthony Griffin

Este curso le proveerá de la herramientas necesarias para realizar con éxito su labor gerencial o de supervisión. Aquí también le entregarán herramientas útiles que le permitirán mejorar su nivel de comunicación y a resolver conflictos en forma efectiva y desde una perspectiva de ganar-ganar.

Requisitos: Acceso a Internet, Correo Electrónico o E-mail, Web browser tales como Netscape Navigator o el Explorador de Internet.

Valoración de Empresas

Instructor: Alejandra de Witt

¿Conoce y domina usted los métodos para valoración de activos y de empresas? Aún si usted ha realizado cursos formales en este tópico, es altamente probable que usted adquiera un valor agregado como profesional al finalizar este curso. En forma sucinta, usted aprenderá la teoría y práctica que subyace en los tres modelos de valoración de empresas actualmente en uso: Flujos de Caja Descontados, Valoración Relativa y Opciones de Precios.

Requisitos: Acceso a Internet; Correo Electrónico o email; Netscape o Internet Explorer Web browser; Microsoft Excel 5.0, 95, 97, 2000 o XP para usuarios de Microsoft Windows 95, 98, Me, o XP; o Microsoft Office 98, 2001 o superior para usuarios de Macintosh OS 9 o X. Conocimientos de nivel intermedio en matemáticas, estadísticas y finanzas o bien, experiencia profesional en el área.

Frequently Asked Questions

Q: How long are your courses?

A: Unless otherwise specified, all courses run for six weeks. You will be granted access to two lessons each week for six weeks. Each lesson will be accompanied by a short, multiple-choice quiz, and some lessons may also include a hands-on assignment. You are expected to try and complete each quiz and assignment within two weeks from when the lesson is released. The course will conclude with a final exam. You will have two weeks after your course ends to complete your studies and submit the final exam for evaluation.

Q: What happens if I'll be away on business/vacation during part of the class?

A: No problem! There's a two-week grace period built right into each of our quizzes and final exams. As long as you can live with that two week time frame, you can read each lesson at your leisure, and complete each assignment when it is convenient for you. That's the beauty of taking an online course – they're designed to fit your schedule – not your instructor's. If you start to fall behind, we are more than willing to grant you an automatic ten day extension at the end of the course. You are not required to attach a reason to your extension request, but we can grant no more than one extension per course. You will be given instruction on how to request an extension when your course begins.

Q: How will I receive my lessons, quizzes and assignments?

A: Each course comes complete with an online classroom. You will be able to use your web browser to access the online classroom and obtain your course material and communicate with your instructor.

Q: What happens if I have a question?

A: Each of your lessons is accompanied by an interactive discussion area. When you need help with a lesson, all you have to do is post your question or inquiry in the appropriate course discussion area, where the instructor, his or her teaching assistant, or one of your fellow students will respond.

Q: May I respond to other students' discussion area questions?

A: We are firmly convinced that the best way to learn a new skill is to teach it to others. If you know the answer to a discussion area question, you are strongly encouraged to offer your assistance.

Q: When we miss a question on the quiz, you tell us why we missed it, but you don't tell us the right answer. Why not?

A: Our quizzes use a *diminishing multiple choice* format. When you miss a question, you will receive an explanation as to why your answer was incorrect. You are then expected to do the research needed to find the correct answer. You will retain the material much better if you take the responsibility for answering our questions instead of relying on us to answer them for you.

Q: Your classes all seem to require the Netscape Navigator, Netscape Communicator or Microsoft Internet Explorer web browser. What about the browser that comes with America Online?

A: If you're using America Online version 4 (or greater), you'll be fine. If not, we recommend that you download the free Microsoft Internet Explorer web browser AOL provides.

Q: I'm a talented and dedicated instructor, and I'd like to develop an online course for you. Can you help?

A: Most definitely, but we'll need to qualify you first. To get started, all you need to do is contact us to fill out our brief application form.

Q: How is taking an Internet course different from reading a computer book?

A: Like books, much of the information in our Internet courses will be conveyed to you in writing. But the similarities between books and our Internet workshops end there.

We believe that computer skills are best acquired by coupling hands-on experience with information and expert advice. Each of our lessons comes complete with a quiz that has been carefully designed to reinforce the materials covered in your lesson. Each quiz will be evaluated instantly and returned to you with meaningful feedback. In addition, many of your lessons will be accompanied with meaningful assignments that have been expertly crafted to give you practical hands-on experience with the material covered in your course. After you complete each assignment, you will be provided with all the information you need to self-evaluate your work and assess your own strengths and weaknesses.

What's more, our courses are crafted to exploit the interactive nature of the Internet, virtually ensuring that all of your course-related questions are answered! During the course, you will remain in constant contact with your instructor, his or her teaching assistant, and your fellow students. Although most computer books are great at force-feeding you expert advice, none can give you the practical experience and level of interaction delivered by just one of our Internet workshops! Because of the frenzied rate of change in the computer industry, keeping up with technology is becoming exceedingly difficult. Since many computer books are written many months before they are published, much of the material in these books is often out-of-date by the time the books hit the store shelves. The dynamic nature of the Internet makes it easy for us to frequently update the material you receive so that our Internet workshops are as timely, topical, and up-to-date as today's newspaper.

Q: How is taking an Internet course different from classroom instruction?

A: In today's past-paced world, many of us find it difficult to take time away from work and family to attend school. One of the primary advantages of our Internet workshops is that you can "attend class" in the comfort and convenience of your own home and office. All you have to do is log into your online classroom when you are good and ready to read your lessons, complete your quizzes and assignments, or communicate with your instructor and fellow students. Our Internet courses fit into your schedule – you can take them before breakfast, during lunch, late at night, or at any other time you find convenient – the choice is yours!

Please understand that online courses are not for everybody. Although you will remain in constant contact with your instructor and your classmates through the course discussion areas, learning over the Internet is essentially a solitary activity. If you prefer face-to-face interaction or find it difficult to complete your lessons in a timely manner, you will probably fare better in a classroom environment.

Q: How is taking an Internet workshop different from video-based instruction?

A: Again, our Internet workshops are designed to exploit the dynamic and interactive nature of the Internet, ensuring that our courses are more up-to-date and more relevant to your needs than video-based instruction. In addition, the material covered in our six-week courses is far more detailed and comprehensive than any information that can be delivered in a one-hour videotape costing roughly the same amount.

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