

**Delivering High Quality
Programs and Services For
Veterans, Active Duty Military,
DoD Civilians, and Family
Members.**



**SAN DIEGO STATE
UNIVERSITY**

College of
Extended Studies

never stop learningsm

Veterans Affairs
5250 Campanile Drive, San Diego, CA 92182-1924



SAN DIEGO STATE
UNIVERSITY

College of
Extended Studies

never stop learningSM



Veterans Information Bulletin

2011-2012

Submitted for Approval
Education and Training Request
Title 38, United States Code*

Name of Institution: College of Extended Studies
San Diego State University

Physical Address: 5250 Campanile Drive
San Diego, CA 92182

Mailing Address: 5250 Campanile Drive
San Diego, CA 92182

Telephone Number:

Dean's Office: (619) 594-5821
Registrar: (619) 594-5152
Cashiers: (619) 594-2606

Fax:

Main: (619) 594-8566
Registration Office: (619) 594-0147

The information contained in this bulletin is true and correct in content and policy.

Signature of College Official

Date

*Approved for the training of veterans and eligible persons under the provisions of Title 38, United States Code. Bulletin effective January 1, 2011 through December 31, 2012.

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The College of Extended Studies (CES) at San Diego State University (SDSU) provides lifelong learning courses, seminars, certificates, training programs, and degree programs to students in San Diego, California, and the nation, as well as throughout the world. Career advancement courses are offered in such areas as management, health care, sustainability, digital media, hospitality and tourism, leadership, English as a second language, accent reduction, quality improvement, web design, etc. Additionally, the College offers over 40 certificate programs, online courses, and many other learning opportunities. The mission of the College of Extended Studies is to provide self-support education and training to enhance careers and transform lives and organizations.

The College's vision is to be recognized as the educational leader in innovative and responsive approaches to the development and delivery of programs and services to diverse populations globally, leveraging the unique San Diego geographic location and international prestige to continuously expand lifelong learning.

Veterans and military, including spouses and family members, are a time-honored population of students that CES is proud to serve. The College established what is considered to be the first continuing education veterans and military education coordinator position in the country. CES helps lead the California State University in the design of professional online graduate programs tailored for veterans and active duty military to prepare them for high-paying, high-demand jobs in science and technology. The \$4.9 million Department of Labor America Recovery and Reinvest Grant award for Biotechnology Readiness and Immersion Degrees and Certificates for Gainful Employment (BRIDGE) is a prime example this kind of commitment.

In the effort to provide veterans and military with another vehicle to obtain certification for job growth or a new career utilizing their G.I. benefits, the College of Extended Studies has received veterans benefits approval for 24 career and employment related certificate programs. These classroom and online certificate programs have proven successful as career building courses and are among the more than 40 certificate programs offered through the College of Extended Studies globally.

Whether conducting/supporting formal certificate or degree programs and initiatives such as My Career Advancement Account for military spouses, Troops to College, or career-building certificate programs, the SDSU College of Extended Studies is committed to serving the military through face-to-face, online, and blended courses where and when students desire to learn.

College Administrators

| | |
|--|------------------------|
| Dean | Dr. Joe Shapiro |
| Associate Dean | Dr. Bill Fornadel |
| Associate Dean | Ms. Jan Wahl |
| Executive Director, Extension Division..... | Ms. Francesca Ringland |
| Executive Director, Professional Development | Ms. Tamara McLeod |
| Executive Director, American Language Institute..... | Dr. Bill Price |
| Executive Director, Marketing and Public Relations | Mr. Dale Bonifield |
| Registrar | Ms. Cherie Bloodworth |
| Senior Director of Program Development..... | Ms. Wendy Evers |
| Veterans Record Clerk/VA Certifying Official | Mr. Robert Turner |

Instructors

Kenneth Adam, ACO, DCMA

Mary Alcock and Lynn Pratt, Alcock McFadden Employment Consultants

John Alonge, San Diego Wine and Culinary Center

Skip Andrews, president, Andrews Consulting International; consultant for Tom Crane, Crane Consulting Co.

Edward Avila, senior mechanical inspector, city of San Diego

Alan Bailey, lead gaming commissioner, Cahuilla Tribal Gaming Agency

Carla Bange, SPHR-CA, compliance manager, General Atomics

David Bennett, former CEO, Mail Boxes Etc.; former executive vice president, Taco Bell; director of outreach, California State University San Marcos, College of Business Administration

Cathy Bolger, graduated Summa Cum Laude from Northern Illinois University, MS in Education, CAS in Counseling, Ph.D. in Health Psychology

Bob Borntreger, CHC, assistant deputy director/compliance officer, County of San Diego Health and Human Services Agency

John Boyce Jr., Esq., Attorney at Law, Foster Walsh

Theresa Breining, CMP, CMM, president, Concepts Worldwide, Inc.

Anne Bromley, MA, University of Massachusetts, M Ed, BA English Virginia Commonwealth University

Jeff Campbell, former CEO of Burger King Corporation and former senior vice president of Pepsi-Cola

Stephen Campbell, lab supervisor, Christian Wheeler, Engineering

Jean Center, president, Center Group, LTD.

Dan Chalfant, associate, Booz Allen Hamilton

Anthony Chamness, president, Champ Solutions; MS, Computer Information Systems, University of Phoenix; BS, Management Information Systems, University of San Francisco

Dan Chapman, advanced sommelier, CSW, George's at the Cove Restaurant

Pierre Charmasson, CMP, corporate meetings and events manager, Professional Event Solutions, a division of Kleege Industries, Inc.

Mark Chrysler, electrical inspector, city of San Diego

Joseph V. Colarusso, President of JVC Consulting, Inc.

Susan Curtin, MA, Strategic Coaching

Mark Deffley, vice president, senior operations contracts director, SAIC

Lisa DeFino, CSEP, has been in the meeting and event industry for over ten years

Rajendra Deshpande, National Institute Standards Technology (NIST) certified lean manufacturing master trainer

Melissa Drake, MA, CCP, director, SDEA

Chuck Dunning, general sales manager, XETV Channel 6

[Continued on next page]

Mark Fisher, marketing manager, Microsoft Corporation

Buddy Frank, vice president of slot operations, Pechanga Resort and Casino

Jack Friery, attorney at law

John Gavares, Master's Degree in Public Administration, San Diego State University, specializing in Organization and Community Development

Bob George, CPE, president, Construction Experts, Inc.

Rachel Gershwin, director of marketing and development, Make-A-Wish Foundation of San Diego, Inc.

Jordan Goldrich, executive and management coach, consultant, adjunct faculty member for the Center for Creative Leadership

Luis A. Gonzales, principal, TeemSustenta Enterprises, Inc.

Holly Green, CEO, The Human Factor; former president, The Ken Blanchard Company; former senior executive, The Coca-Cola Company

Steve Hamlin, master chef, CMC, CEC

Steve Hauser, PE, CBCP

Carlos Hernandez, structural inspector, city of San Diego

Stephen Hill, associate supply manager, Kyocera

Carrie Hoff, administrative services manager for Health and Human Services Agency; BS from the University of California, Los Angeles

Bill Jensen, vice-president of government contracts and strategic relations, ViaSat., Inc

Phebe Jones, MBA, SPHR

Eric Kaufmann, president, Insight Consulting; BA in International Business; executive coach; certified professional management consultant

David Kerr, quality assurance manager, UCSD Facilities Design and Construction

Leslie Larranaga-Britt, media supervisor, NYCA Advertising

Deborah Lazear, certified specialist of wine, Society of Wine Educators

Sharon Lieder, Master's degree in Business Administration, UCLA

Keith Londot, BS, Civil Engineering; manager of quality assurance, General Dynamics, NASSCO

Edwina McKinney, BA, University of Oregon; graduate studies at the University of Minnesota and Harvard University

Paris McRoy, founder, PositivelyU

Paul Morris, project management professional; Master's in Public Administration, SDSU, 1994

Dick Nordquest, president, DandH Consulting, LLC

Tom Okerlund, creative director, Mentus

Jessica Ordonez, MBA, director of human resources, The Lodge at Torrey Pines

Mike Osterling, certified trainer lean manufacturing implementation, CPIM certified and Six Sigma Black Belt

Micah Parzer, Esq., and **Karen Clemes**, Esq.

Jack Pellegrino, CPCM, contracts manager, SAIC

Diane Peluso, owner, DMP Consulting

Lisa Redwine, CS, manager and wine director, The Shores Restaurant, La Jolla

George Reed, associate professor of Leadership and Education Sciences, University of San Diego

Annie Revel, CSEP president, Revel Productions, Inc.

Kent Rideout, lieutenant colonel, U.S. Army; head of the Army ROTC, SDSU; Iraq war veteran

John Robinson, chief engineer, U.S. Navy's Southwest Regional Maintenance Center

Wayne Royce, table games manager, Desert Diamond Casino

Paige Satter, manager, public programs, San Diego Museum of Art

Linda Shoob, Master's in Industrial/Organizational Psychology, San Diego State University

Cindy Shtur, CMP, key manager and purchasing manager, Concepts Worldwide, Inc

David Smith, attorney, County of San Diego

John Stoepler, vice president of corporate development and strategic planning, Mentus

Mike Tingley, winemaker and enologist

Raenell Transue, MBA, SPHR, director of HR, SKF Condition Monitoring

Ric Van Der Linden, principal consultant, ProgressivEdge; BS in manufacturing engineering; a Master's in organizational management; certified Lean expert, and master black belt in Six Sigma

Paul Van Loon, lawyer, AAA

Doug Walker, MS, managing consultant, DBM

Claudia Wehrman, CMP, regional director of sales and marketing, PRA Destination Management

David Wellington Finch, CMP, manager, Meetings and Trade Shows, Amgen

Instructional Facilities

The college's physical address is 5250 Campanile Drive, San Diego, CA 92182. We have two buildings housing a total of 49 classrooms, three computer labs, and a language lab. Of those, 23 classrooms have full-length windows for natural light and can accommodate groups of 10 to 200. All rooms can be equipped to meet instructional needs with white boards, easels and pads, and a full range of audio/visual and computer equipment requirements. Both buildings have wireless Internet access and all of the classrooms have Internet access.

Adjacent to the college's classroom facility is a 5 level parking structure to accommodate students that drive. The San Diego Trolley and Mass Transit Buses make frequent stops at the campus throughout the day and evening.

San Diego State University campus hosts numerous student services:

| | |
|---|----------------|
| Career Services | (619) 594-6851 |
| Counseling and Psychological Services | (619) 594-5220 |
| Student Disability Services | (619) 594-6473 |
| Campus Ombudsman | (619) 594-2383 |
| Student Health Services | (619) 594-5281 |
| Center for Student Rights and Responsibilities | (619) 594-3069 |
| Campus Library | (619) 594-6724 |
| Aztec Shops Bookstore | (619) 594-7525 |
| Aztec Recreation Center (ARC) | (619) 594-7529 |
| Mission Bay Aquatic Center | (858) 488-1000 |

San Diego State University is host to numerous student eateries:

Aztec Grill

Betty's Hotdogger

Daphne's Greek Express

Juice It Up

Panda Express

Rubio's Fresh Mexican Grill

Taco Bell Express

Salad Bistro

Salad Sensations

Sbarro's Italian Eatery

Starbucks Coffee

Steak Escape

Sub Connections

Sunset Strips

Vinnie's Pizza, Pasta, and Sandwiches

Entrance/Admission Requirements

Though no formal admission procedures are required for most individual certificate courses, students seeking to complete certificate programs must meet admission requirements specific to the desired certificate program. Entrance requirements for specific certificate programs are listed under each program in the course description of this bulletin.

Enrollment Policy

Students may register for courses, classes, and programs at the College of Extended Studies Office of the Registrar, Monday-Thursday, 8 am-6 pm, Friday, 8 am-5 pm, and select Saturdays, 8-10 am, via the online registration system available through the College's website (www.neverstoplearning.net), or by mail. Each certificate program maintains individual course enrollment policies which are detailed in each course description.

A. Credit Evaluation Policy

The College will inquire about each veteran or eligible person's previous education and training, and request transcripts from all prior institutions, including military training, traditional college coursework, and vocational training. Transcripts will be evaluated and credit will be granted as appropriate. The veteran or eligible person will be notified of the evaluation results via an official letter.

Attendance Policy

A. Absence from Class

Drop Policy

Students who do not meet prerequisite requirements can be dropped at the start of each individual course. Any student dropped by the instructor during this period will be notified of the action by official letter in the mail delivered through U.S. post and/or via email. It is the student's responsibility to keep a current email and official mailing address on file with the registration office. To re-enroll, the student must receive permission from the program coordinator, the instructor, and if a veteran receives veterans educational benefits, from the College of Extended Studies Veterans Affairs Office.

Religious Observances

By the end of the second week of classes, students should notify the instructors of affected courses of planned absences for religious observances. Instructors shall reasonably accommodate students who notify them in advance of planned absences for religious observances.

B. Tardiness

Students enrolled in classroom instruction are expected to attend class at the posted time. Online requirements for attendance and tardiness are detailed within each course description.

C. Interruption for Unsatisfactory Attendance

Attendance is an important criterion used to evaluate successful completion of all courses. Unless otherwise noted, participants are required to attend 60% of the course of instruction to pass the class.

Note: The noncredit **Professional Certificate Program in Meeting and Event Planning** requires students to attend 100% of each course to receive a passing grade. Online requirements for attendance and tardiness are detailed within each course description.

D. Class Attendance

Students are expected to attend scheduled classes.

E. Make-up Work

Make-up work may be required for any absence.

F. Leave of Absence

Students desiring a Leave of Absence from class must submit such a request in writing to the College of Extended Studies, Registration Office. The request will be forwarded to the respective program coordinator and director for final disposition. Students will be notified in writing of approval or disapproval of their request and the determination of such via mail within seven business days upon receipt of the request.

Progress Policies (Credit/Noncredit Courses)

Letter Grading Guidelines (Credit Courses)

Plus and minus grading is used at the College of Extended Studies at the discretion of the instructor.

| | | | | | | | | | |
|-----------|--------|-----------|-------|-----------|-------|-----------|-------|----------|----------|
| A | 94-100 | B+ | 87-89 | C+ | 77-79 | D+ | 67-69 | | |
| A- | 90-93 | B | 84-86 | C | 74-77 | D | 64-66 | F | Below 60 |
| | | B- | 80-83 | C- | 70-73 | D- | 60-63 | | |

- A:** Outstanding achievement, highly accomplished (generally, 10-15% of students)
- B:** Praiseworthy performance, definitely above average (generally, 30% of students)
- C:** Average, awarded for satisfactory performance, the most common grade (generally, the remainder of the students)
- D:** Minimally passing
- F:** Failing
- I:** Incomplete. This temporary designation is given to a student who formally requested and has been allowed extra time to complete an assignment. Incomplete grades can only be assigned when a student has not completed the work required in the class and has made arrangements with the instructor prior to the end of class to make up that work. Incomplete grades can be carried on the system one (1) year for state-supported credit classes or 30 days for Professional Development Programs' noncredit classes, after which the student will receive a grade for that class.
- IC:** Incomplete Charged. This grade is given to a student who fails to complete the required course work within the allowed time limit. IC is counted as a failing grade.
- W:** Withdrawn. This grade is assigned only with confirmation that the student has officially withdrawn from the class through the college registrar.
- WU:** Withdrawal Unauthorized. Awarded to those who unofficially drop the course, do not attend, etc. WU is treated as a failing grade. When submitting a WU, the instructor must report the last known date of attendance by the student.

Grading Guidelines (Noncredit Courses)

Unless otherwise noted in the course description, the following matrix will be used for all noncredit certificate program courses for measuring student progress/achievement.

| | |
|-----------------------|-------------------------|
| Excellent | 90-100% |
| Above Average | 80-89% |
| Average | 70-79% |
| Marginal | 60-69% |
| Unsatisfactory | Below 59% |
| Incomplete | Did not complete course |

A student must maintain an overall grade point average of 2.0 or a letter grade of "C" or better for credit courses and a grade average of "Average" (70-79%) or better for noncredit courses to graduate from a professional certificate program.

Failure to maintain an overall grade point average of 2.0 or a letter grade of "C" or better for credit courses and a grade average of "Average" (70-79%) or better for noncredit courses for two consecutive semesters will result in the loss of Veterans Education Benefits.

Note: The noncredit **Professional Certificate Program in Meeting and Event Planning** has a specific scoring policy of pass/fail based upon attendance and student overall performance in class.

Suspension and Reinstatement of Veterans Education Benefits

Suspension of Veterans Education Benefits

Veterans Education Benefits will be suspended if any one of following conditions occurs within two consecutive semesters:

1. A grade point average that falls below 2.0 or a letter grade of “C” for credit courses;
2. A grade average that falls below the grade of “Average” (70-79%) for noncredit courses;
3. And/or a failure of a second course of instruction, regardless of whether or not the student switches certificate programs.

The College of Extended Studies Veterans Affairs Coordinator will provide assistance and counseling as needed.

Reinstatement of Veterans Education Benefits

To reinstate Veterans Education Benefits, students are required to wait a minimum of one semester from the date of suspension of Veterans Education Benefits. Students must submit a written request to the College of Extended Studies, Registrar’s Office. The request must:

1. Stipulate the circumstance(s) that caused the unsatisfactory performance that prompted the suspension of Veterans Education Benefits and,
2. Produce evidence that the conditions that prompted the suspension are corrected to prevent further disruption.

The CES Office of the Registrar will forward the request to the program director and CES Veterans Affairs Office for review and final approval. Students will receive notification by official letter delivered through U.S. post concerning the final disposition of their request.

Conduct Policy

Student Conduct and Grievances

Inappropriate conduct by students or by applicants for admission is subject to discipline on the San Diego State University campus. The Center for Student Rights and Responsibilities coordinates the discipline process and establishes standards and procedures in accordance with regulations contained in Sections 41301 through 41304 of Title 5, *California Code of Regulations*. These sections are as follows:

41301. Standards for Student Conduct

San Diego State University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community must choose behaviors that contribute toward this end. Student behavior that is not consistent with the Student Conduct Code is addressed through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences.

A. Student Responsibilities

Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.

B. Unacceptable Student Behaviors

The following behavior is subject to disciplinary sanctions:

1. Dishonesty, including:
 - a. Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
 - b. Furnishing false information to a university official, faculty member, or campus office.
 - c. Forgery, alteration, or misuse of a university document, key, or identification instrument.
 - d. Misrepresenting oneself to be an authorized agent of the university or one of its auxiliaries.
2. Unauthorized entry into, presence in, use of, or misuse of university property.
3. Willful, material, and substantial disruption or obstruction of a university-related activity, or any on-campus activity.
4. Participating in an activity that substantially and materially disrupts the normal operations of the university, or infringes on the rights of members of the university community.

5. Willful, material, and substantial obstruction of the free flow of pedestrian or other traffic, on or leading to campus property or an off-campus university related activity.
6. Disorderly, lewd, indecent, or obscene behavior at a university related activity, or directed toward a member of the university community.
7. Conduct that threatens or endangers the health or safety of any person within or related to the university community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.
8. Hazing, or conspiracy to haze. Hazing is defined as any method of initiation or pre-initiation into a student organization or student body, whether or not the organization or body is officially recognized by an educational institution, which is likely to cause serious bodily injury to any former, current, or prospective student of any college, community college, university, or other educational institution in this state (Penal Code 245.6), and in addition, any act likely to cause physical harm, personal degradation or disgrace resulting in physical or mental harm, to any former, current, or prospective student of any college, community college, university, or other educational institution. The term "hazing" does not include customary athletic events or college sanctioned events. Neither the express or implied consent of a victim of hazing, nor the lack of active participation in a particular hazing incident is a defense. Apathy or acquiescence in the presence of hazing is not a neutral act, and is also a violation of this section.
9. Use, possession, manufacture, or distribution of illegal drugs or drug-related paraphernalia, (except as expressly permitted by law and university regulations) or the misuse of legal pharmaceutical drugs.
10. Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law and university regulations), or public intoxication while on campus or at a university related activity.
11. Theft of property or services from the university community, or misappropriation of university resources.
12. Unauthorized destruction, or damage to university property or other property in the university community.
13. Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the campus president) on campus or at a university related activity.
14. Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.
15. Misuse of computer facilities or resources, including:
 - a. Unauthorized entry into a file, for any purpose.
 - b. Unauthorized transfer of a file.
 - c. Use of another's identification or password.
 - d. Use of computing facilities, campus network, or other resources to interfere with the work of another member of the university community.
 - e. Use of computing facilities and resources to send obscene or intimidating and abusive messages.
 - f. Use of computing facilities and resources to interfere with normal university operations.
 - g. Use of computing facilities and resources in violation of copyright laws.
 - h. Violation of a campus computer use policy.
16. Violation of any published university policy, rule, regulation, or presidential order.
17. Failure to comply with directions of, or interference with, any university official or any public safety officer while acting in the performance of his/her duties.
18. Any act chargeable as a violation of a federal, state, or local law that poses a substantial threat to the safety or well-being of members of the university community, to property within the university community, or poses a significant threat of disruption or interference with university operations.

19. Violation of the Student Conduct Procedures, including:

- a. Falsification, distortion, or misrepresentation of information related to a student discipline matter.
- b. Disruption or interference with the orderly progress of a student discipline proceeding.
- c. Initiation of a student discipline proceeding in bad faith.
- d. Attempting to discourage another from participating in the student discipline matter.
- e. Attempting to influence the impartiality of any participant in a student discipline matter.
- f. Verbal or physical harassment or intimidation of any participant in a student discipline matter.
- g. Failure to comply with the sanction(s) imposed under a student discipline proceeding.

20. Encouraging, permitting, or assisting another to do any act that could subject him or her to discipline.

C. Application of this Code

Sanctions for the conduct listed above can be imposed on applicants, enrolled students, students between academic terms, graduates awaiting degrees, and students who withdraw from college while a disciplinary matter is pending. Conduct that threatens the safety or security of the campus community, or substantially disrupts the functions or operation of the university is within the jurisdiction of this Article regardless of whether it occurs on or off campus. Nothing in this Code may conflict with Education Code section 66301 that prohibits disciplinary action against students based on behavior protected by the First Amendment.

D. Procedures for Enforcing this Code

The chancellor shall adopt procedures to ensure students are afforded appropriate notice and an opportunity to be heard before the university imposes any sanction for a violation of the Student Conduct Code.

41302. Disposition of Fees, Campus Emergency, Interim Suspension

The president of the campus may place on probation, suspend, or expel a student for one or more of the causes enumerated in Section 41301. No fees or tuition paid by or for such student for the semester, quarter, or summer session in which he or she is suspended or expelled shall be refunded. If the student is readmitted before the close of the semester, quarter, or summer session in which he or she is suspended, no additional tuition or fees shall be required of the student on account of the suspension. During periods of campus emergency, as determined by the president of the individual campus, the president may, after consultation with the chancellor, place into immediate effect any emergency regulations, procedures, and other measures deemed necessary or appropriate to meet the emergency, safeguard persons and property, and maintain educational activities.

The president may immediately impose an interim suspension in all cases in which there is reasonable cause to believe that such an immediate suspension is required in order to protect lives or property and to ensure the maintenance of order. A student so placed on interim suspension shall be given prompt notice of charges and the opportunity for a hearing within ten days of the imposition of interim suspension. During the period of interim suspension, the student shall not, without prior written permission of the president or designated representative, enter any campus of the California State University other than to attend the hearing. Violation of any condition of interim suspension shall be grounds for expulsion.

Refund Policy

You may withdraw from a course by completing an official transaction form at the College of Extended Studies. Non-attendance or notifying the instructor does not constitute officially dropping or withdrawing from a course. Students who stop attending credit courses without officially dropping will receive a grade of WU or No Credit in the class. Refunds are not automatic. NO refunds are due unless the course is officially dropped within stated guidelines in the refund schedule. Students can expect to receive refunds approximately four weeks from the date the request is received. Refunds may be applied against other amounts due the University.

Refund Schedule

- A. Withdrawal in person or postmarked at least one working day before the first day of class – total fee minus \$5 if class fee is less than \$50 or \$17 if class fee is \$50 or more. (All credit course refunds are subject to a \$17 administrative charge plus ASB/student fees will be deducted after the first class session.)
- B. Refund requests on or after the first day of class must be made in writing. Unless otherwise stated, in courses of five or more meetings, 65% of the fee will be refunded until 25% of the course time has elapsed, after which time there is no refund. For courses that contain four or less class meetings there is no refund. Online course meetings are equal to one week of class time. Withdrawal or refund made after the last day of class will be by petition only for serious and compelling reasons.
- C. The following **Professional Development/Certificate** program online courses have a special refund policy: *Casino Gaming Online*, *Construction Online*, *Health Care Online*, and *Green Industry Online*. Prior to receiving a password and logging into your online course, total fee minus \$5 if class fee is less than \$50 or \$17 if class fee is \$50 or more. All credit course refunds are subject to a \$17 administrative charge plus ASB/student fees. Once a student has been issued a password by the online provider, and logged into the course, refunds will not be issued.
- D. **Professional Development Online (PDOL)** refund policy: refunds will not be issued after a course has started. If a course has not started, refunds will be issued up to three months after the enrollment date (no refunds after the three month period), minus a \$17 administrative fee.
- E. Decision on withdrawals and refunds will be based on the date when written withdrawal notice is received by the College of Extended Studies. Drop requests received by mail are effective as of the postmark date of the drop request.
- F. See Open University Registration Information (www.neverstoplearning.net/open_info.html) for refund schedule. Instructor's signature is required to drop or withdraw from courses at anytime.

Late Program Changes

Adds/drops/refunds requested after deadline dates may be initiated by petition only. Obtain a "Petition for Special Consideration" form from the Office the Registrar, College of Extended Studies. Petitions will only be considered for serious and compelling reasons beyond the student's control. Documentation is necessary for consideration.

Reimbursement to Veterans and Eligible Persons (Dependents/Family Members of Veterans)

For information or for resolution of specific payment problems, the veteran should call the Department of Veterans Affairs nationwide toll free number at (888) 442-4551.

Instructional Schedule

- A. Classroom training is offered on Sundays, Mondays, Tuesdays, Wednesdays, Thursdays, Fridays, and Saturdays depending on the requirements of the individual course. Online course schedule is specified in each course description.
- B. Class periods vary due to the nature of each course and are specified in each course description.
- C. San Diego State University and the College of Extended Studies adhere to the academic calendar listed below and are closed on those holidays listed:

Academic Calendar

Spring Semester 2011

Jan. 19 – May 24

Spring 2011 Holidays

Jan. 17 – Martin Luther King, Jr. Day

March 28 – April 1 Spring Recess

March 31 – Cesar Chavez Day

Summer Semester 2011

May 25 – August 19

Summer 2011 Holidays

May 30 – Memorial Day

July 4 – Independence Day

Fall 2011 Semester

August 22 – Dec. 9

Fall Holidays 2011

Sept. 5 – Labor Day

Nov. 11 – Veterans Day

Nov. 24 and 25 – Thanksgiving Day

Dec. 26 – 29 Winter Break

Jan. 2 – New Year's Day

Spring Semester 2012

Jan. 17 – May 22

Spring 2012 Holidays

Jan. 16 – Martin Luther King, Jr. Day

March 26 – March 30 Spring Recess

March 30 – Cesar Chavez Day

Summer 2012 Semester

Summer session dates to be determined.

Summer Holidays 2012

May 28 – Memorial Day

July 4 – Independence day

Professional Certificate Programs, Courses, and Fees

With the national increase in health care related services and the national shortage of health care professionals, the need for administrative dental assistants is growing substantially. SDSU College of Extended Studies Administrative Dental Assistant Professional Certificate prepares students for entry level positions assisting dentists in a variety of settings.

Dental assistants provide quality preventative and corrective dental care under direct supervision of the dentist or dental hygienist. The dental assistant is responsible for assisting dentists and dental hygienists with patient care as well as providing certain administrative support to the office.

Who Should Attend

Professionals and individuals interested in entry-level dental administrative jobs, and students interested in pursuing a future formal dental hygienist program.

Skills Sets

The purpose of this course is to familiarize the student with all areas of pre-clinical dental assisting and provide training in the professional skills required to function as an assistant in the dental practice.

Prerequisites

High school diploma or GED. No health care or medical office work experience is required.

Certificate Requirements

Students must attend all 60 hours of instruction; successfully pass the course and the graded final exam.

Training Time

This is a 60-hour classroom course of instruction.
This is a noncredit course of instruction.

Location

SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$1,499

Textbooks/Materials

All required textbooks and materials are included.

Career Pathways

Dental assistants work in a variety of health care settings including dentist offices, hospitals, and other similar facilities as a:

- Dental assistant
- Surgical dental assistant
- Orthodontic assistant

Course Description

This course covers the following key areas and topics:

- Administrative aspects: the history of dentistry and dental assisting; introduction to the dental office; the legal aspects of dentistry and dental assisting; policies and guidelines.
- Clinical aspects include: introduction to oral anatomy; dental operator; dental equipment, operation, and maintenance; introduction to tooth structure; primary and permanent teeth; the oral cavity and related structures; proper patient positioning; dental hand-pieces; dental anesthesia; sterilization; maintaining sterility and asepsis, and other areas.

Certification Exam

There are state and national examinations that test the competency of dental assistants and often lead to a dental assistant/hygienist certification. Most dental assistants who choose to become nationally certified take the Dental Assisting National Board's (DANB) Certified Dental Assistant (CDA) examination. Individuals who have been trained on the job are eligible to take the national certification examination after they have completed two years of full-time work experience as dental assistants.

(continued on the next page)

The following chart summarizes the major topics taught during the 60 hour Dental Assisting Program. The left hand column describes the lesson topic and the right hand column approximates the number of hours dedicated to teaching all aspects associated with the subject.

| <u>Topic</u> | <u>Total Hours</u> | <u>Topic</u> | <u>Total Hours</u> |
|---|--------------------|---|--------------------|
| History of Dentistry | .5 | Oral Diagnosis and Treatment Planning | 2 |
| The Professional Dental Assistant and The Dental Health Care Team | 1.5 | Principles of Pharmacology | 2 |
| Dental Ethics and Dentistry and the Law | 2.5 | Delivering Dental Care | 2.5 |
| General Anatomy and Physiology | 2 | Dental Hand Instruments and Dental Handpieces and Accessories | 2.5 |
| Oral Embryology and Histology | 2 | Moisture Control | 2 |
| Head and Neck Anatomy and Landmarks of the Face and Oral Cavity | 2 | Anesthesia and Pain Control | 2.5 |
| Overview of Dentitions and Tooth Morphology | 3.5 | Dental Radiology | 3.5 |
| Dental Caries and Periodontal Disease | 2 | Restorative and Esthetic Dental Materials | 1 |
| Preventative Dentistry | 2 | Dental Liners, Bases, Bonding Systems, and Cements | 1 |
| Nutrition | 1 | Impression Materials | 2 |
| Oral Pathology | 2 | Laboratory Materials and Procedures | 1 |
| Microbiology, Disease Transmission, and Infection Control | 2 | General Dentistry | 1.5 |
| Principles and Techniques in Disinfection and Sterilization | 1.5 | Matrix Systems for Restorative Dentistry | 1 |
| Chemical and Waste Management | 2 | Fixed and Removable Prosthodontics and Dental Implants | 1 |
| Dental and Unit Waterlines | 1.5 | Endodontics and Periodontics | 1 |
| The Patient Record | 1.5 | Pediatric Dentistry and Dental Sealants | 1.5 |
| | | Orthodontics | 1 |
| | | Communication Skills and Marketing your Skills | 1.5 |
| | | Didactic Hours | 42 |
| | | Hands-on Lab Hours | 18 |
| | | Total Hours | 60 |

The growth and the complexity of the U.S. health care system have resulted in a substantial increase for the need for qualified health administrators. SDSU College of Extended Studies Administrative Medical Assistant Professional Certificate program prepares students to function effectively in many of the administrative and clerical positions in the health care industry.

This program is intended to provide students with a well-rounded introduction to medical administration so that a student can gain employment and succeed with the necessary skills required as a health care administrative assistant.

Who Should Attend

Professionals and individuals interested in entering the growing health care field as an Administrative Medical Assistant. Medical Assistants support physicians and nurses in delivering patient care.

Skills Sets

Students will learn basic clerical duties as it relates to the health care industry, to include records keeping, scheduling appointments, and customer service. In addition students will learn how to assist with basic clinical tasks.

Prerequisites

High school diploma or GED. No health care or medical office work experience is required.

Certificate Requirements

Students must attend all 50 hours of instruction, successfully pass the course and the graded final exam.

Training Time

This is a 50-hour classroom course of instruction. This is a noncredit course of instruction.

Location

SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$1,299

Textbooks/Materials

All required textbooks and materials are included.

Career Pathways

Medical administrative assistants primarily work in doctor's offices, clinics, outpatient settings, hospitals, and other health care settings.

Their job titles vary and could include any of the following:

- Administrative medical assistants
- Medical secretary
- Medical records clerk
- Health unit coordinators
- Medical office assistants
- Optometric assistants
- Clinical assistants
- Chiropractor assistants
- Ophthalmic assistants

Course Description

This intensive course of instruction will explain the role of the medical administrative assistant, history of medicine, medicine and the law, medical malpractice, medical ethics, and medical practice specialties. The student will learn medical records management, care and handling of the medical records, and confidentiality of the medical record. In addition, students will learn the patient bill of rights, and cover the Health Insurance Portability and Accountability Act (HIPAA.) Students will be given an overview of non-clinical practices to include: the taking and documentation of vital signs; infection control and sterilization techniques; dressing and bandages; laboratory safety and practices; assisting with the physical exams, and the basics of medical instruments. The student will learn administrative office practices, communication techniques, and personal time management. The business side of medicine will be taught to include: medical accounting; financial statements; health insurance coverage; billing, coding and collection procedures; accounting systems, and credit arrangements. Students will learn about compliance to federal and state regulations and fraud abuse.

Certification Exams

There is no certification exam for this course. Students may choose to take the Certified Medical Administrative Assistant/Certified Billing and Coding Specialist certification credential through the National Health Career Association (NHA.) Although not included in this program, there is a study guide and preparation course available for this exam that the student could purchase and take to get certified.

(continued on the next page)

The following chart summarizes the major topics taught during the 50 hour Administrative Medical Assistant Program. The left hand column describes the lesson topic and the right hand column approximates the number of hours dedicated to teaching all aspects associated with the subject.

| <u>Topic</u> | <u>Total Hours</u> | <u>Topic</u> | <u>Total Hours</u> |
|---|--------------------|---|--------------------|
| Becoming a Successful Student | 1.5 | Basics of Procedural Coding | 2.5 |
| The Health Care Industry | 2 | Basics of Health Insurance | 2 |
| The Medical Assisting Profession | 1.5 | The Health Insurance Claim Form | 1.5 |
| Professional Behavior in the Workplace | 2 | Professional Fees, Billing, and Collecting | 2 |
| Interpersonal Skills and Human Behavior | 3.5 | Banking Services and Procedures | 1.5 |
| Medicine and Ethics | 1.5 | Management of Practice Finances | 1.5 |
| Medicine and Law | 2 | Medical Practice Management and Human Resources | 1.5 |
| Computer Concepts | 1.5 | Medical Practice Marketing and Customer Service | 1 |
| Telephone Techniques | 2 | Assisting with Medical Emergencies | 1 |
| Scheduling Appointments | 3.5 | Career Development and Life Skills | 1.5 |
| Patient Reception and Processing | 2 | | |
| Office Environment and Daily Operations | 1.5 | Didactic Hours | 35 |
| Written Communication and Mail Processing | 1.5 | Hands-on Lab Hours | 15 |
| Medical Records Management | 2 | Total Hours | 50 |
| Health Information Management | 1.5 | | |
| Privacy in a Physician's Office | 2 | | |
| Basics of Diagnostic Coding | 2.5 | | |

This certificate program prepares students for success in wine-related occupations. Courses provide students with industry knowledge and skills from the most basic terms to the more detailed aspects of the wine industry.

Who Should Attend

The Professional Certificate in Business of Wine is directed to: restaurant managers, owners, entrepreneurs, winery employees, event planners, bartenders, bar managers, distribution and retail sales employees, wine enthusiasts, and anyone interested in moving into hospitality careers.

Skill Sets

The student will learn:

- The complexities of the industry by going “behind the scenes” to understand how to make a great product.
- The various market segments from beverage to luxury wine.
- How to use social media in producing higher revenue for their business.
- How to use data to track industry trends.
- How to develop strategies and solutions for critical issues.

Prerequisites

A student must be 21 years of age to register for this program.

Certificate Requirements

To earn the Professional Certificate in the Business of Wine a student must successfully pass five of the nine courses listed below:

- *Sensory of Wine – Aroma and Palate*
- *Exploring Wine*
- *Red, White, and Champagne*
- *Wine Making Behind the Scenes*
- *Dynamic Wine and Food Pairing Level One*
- *Dynamic Wine and Food Pairing Level Two*
- *Wine Business Strategies*
- *Bottle-to-Glass: From Winery to Consumer*
- *Connecting with Wine through Social Media*
- *Wine List Creation and Service Management*

Note: A student is not required to take any of the individual courses in a specific order, but it is highly recommended that a student take the *Sensory of Wine – Aroma and Palate* and *Exploring Wine* as the first two courses in the series. *Dynamic Wine and Food Pairing: Level One* should be taken prior to *Dynamic Wine and Food Pairing: Level Two*.

Training Time

Total training time varies based on the individual courses taken to fulfill the certificate requirement. Training hours for each course is provided in the course description. The average total training time is approximately 63 hours. This is a noncredit certificate program.

Location

Unless otherwise noted courses will be held at SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue. Some classes will be held at off campus sites.

Career Pathways

- Hospitality workers
- Food and beverage workers
- Winery staff
- Restaurant managers and owners
- Event planners
- Distribution and retail sales employees
- Vineyard owner

College of Extended Studies Business of Wine Advisory Board

Lynn Alley **Food and Wine Writer**, John Alonge **San Diego Wine and Culinary Center**, William Byxbee **San Diego State University College of Extended Studies Dean Emeritus**, Paula and Phil Cutting **Mellow Wine Bar**, Steve Hamlin **SCH Consulting**, Ron James **Wine and Food Journalist**, Linda Kissam **Wine Consultant**, Deborah Lazear **Certified Specialist of Wine**, Frank Mangio **Certified Wine Connoisseur and Syndicated Columnist for “A Taste of Wine”**, Jeff Rossman **Terra Restaurant**, Marshall Stuart **Stuart Cellars**, Jim Swelgin **Larkwood Cellars**, Mike Tingley **Winemaker/Enologist**, Margarite Triemstra **A Taste of Wine**, Carl Winston **San Diego State University, Hospitality and Tourism Management**, Temecula Valley **Winegrowers Association**

(continued on the next page)

Course Description**Sensory of Wine – Aroma and Palate**

This course is a baseline and cornerstone of wine knowledge. From capturing varietals aroma and palate, to understanding characteristics, wine making techniques and flaws, this course will be your ongoing reference for wine tasting, pairing, and appreciation. Gain new skills to use in restaurants, wine bars, wine country, or at home!

Clock Hours: 7 hours

Location Varies: On Location at different wineries.

Fee: \$195

Exploring Wine

This course takes students on a journey around the world of wine. Topics covered include: history, grape varietals, viticulture, language and labeling, tasting, as well as guest speakers from the wine industry who offer their expertise. This is an extensive overview of the role and influence of wine in history and today's culture.

Clock Hours: 15 hours

Location: SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$295

Dynamic Wine and Food Pairing: Level One

A passionate day of wine, cuisine, and education awaits you! This class will help you understand and appreciate how food and wine complement one another. You will also learn the correct temperature at which to serve your wine. The instructor will combine these and other exciting topics in an enjoyable day at one of the fabulous local wineries!

Clock Hours: 7.5 hours

Location Varies: On Location at different wineries.

Fee: \$195

Dynamic Wine and Food Pairing: Advanced Level Two

Put your skills to the test in this advanced wine and food pairing class. Foundation level one or similar experience is an asset as this class creates menus utilizing your existing knowledge, and then raising the bar another notch.

Clock Hours: 7.5 hours

Location Varies: On Location at different wineries.

Fee: \$195

Red, White, and Champagne

Before you sell a bottle of wine, you must learn the basics of wine tasting, geographic locations of wines, label information, storage, and the language of describing a wine. In this three-week course, you will develop the palate and knowledge for red wines in week one, followed by white wines the second week, and finally champagnes at the last session.

Clock Hours: 9 hours

Location: SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$295

Wine Business Strategies

This course starts with an overview of current wine market imperatives and trends. Both the restaurant/retail and winery market segments will then be examined through a specific case study approach. Pricing, positioning, marketing, and operations components will be analyzed as they relate to the wine business model.

Clock Hours: 12 hours

Location: SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$295

Wine Making Behind the Scenes

This course will give true insight into the way wine is made by visiting a winery. Learn "from grape to table" the philosophy, manufacturing, and operations of the wine business. Basic knowledge of state regulations will be examined as well as discussion focusing on how climate, soil, and perception relate to profit. Classes will be held at a winery in San Diego.

Clock Hours: 7.5 hours

Location Varies: On Location at different wineries.

Fee: \$195

Bottle-to-Glass: From Winery to Consumer

Discover the fundamentals of how wine "flows" through the U.S. market. Learn what is required to market and sell wine, and how it ultimately reaches the consumer. In this four-week course, you will learn about the multitude of channels and methods available to wineries for marketing their wines and how they determine which is best to utilize. This course provides the knowledge and foundation for understanding the wine market, furthering a career in the wine industry, or for those seeking a career in the wine business.

Clock Hours: 12 hours

Location: SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$295

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Connecting with Wine through Social Media

Millions of consumers now use the Internet to gather information before making a buying decision. Traditional wine marketing is no longer enough. This new course will help you discover how the Internet and social media are reshaping the wine market. You will be taught the fundamentals of using social media applications and platforms that facilitate interaction, collaboration, and sharing of information among wine consumer.

Clock Hours: 12 hours

Location: SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$295

Wine List Creation and Service Management

Pursuing restaurant or wine bar management? Learn how to create a successful wine list and manage its service components. Topics include composing and describing a wine list by studying different styles; developing and evaluating wine inventory control methods; and achieving service standards through training. You also will learn how to develop a training manual for your establishment.

Clock Hours: 12 hours

Location: SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$295

Gain insight and timely information about the latest issues facing the gaming industry, particularly Indian gaming, while developing critical skills for career advancement. Instructors are national industry experts who provide relevant and practical information based on their experience and knowledge. Each course is interactive, features video interviews, and provides students the opportunity to learn from others in one of the fastest growing industry sectors. Four courses in this program have been made possible by the generous underwriting of Harrah's Entertainment, Inc.

Who Should Attend

Professionals who are interested in working in the Indian Gaming Industry, in surveillance and security, gaming operations, marketing and promotion, and human resources.

Skills Sets

Students will learn the basic concepts of Indian gaming, introduction to gaming operations, basic slot operations, gaming regulations, table games management, surveillance and security, marketing, and human resources.

Prerequisites

Adult learner must have access to a computer, Internet service, and an active e-mail account.

Certificate Requirements

To earn the Professional Certificate in Casino Gaming online a student must successfully complete five of the six courses listed:

- *Introduction to Indian Gaming – Past and Present*
- *Gaming Regulations on Sovereign Soil*
- *Casino Surveillance and Security*
- *Casino Marketing and Promotion*
- *HR's Role and the Service Strategy*
- *Table Games Management*

Training Time

Total training time varies based upon student interaction. Each course is five weeks in length. Average training time per course is 20 hours of online training. To complete the certificate program the total training time is 120 hours. This is a noncredit course of instruction.

Career Pathways

- Security and surveillance
- Investigation
- Gaming compliance and operations
- Marketing and promotions
- Casino assistant managers and managers
- Food and beverage staff
- Casino host
- Human resource specialist

Location

This is an Internet-based course of instruction.

Textbooks/Materials

All required textbooks and materials are included.

College of Extended Studies Casino Gaming Advisory Board

Thomas Dullien, Karol Schoen, Troy Simpson, Lee Skelley, **Barona Valley Ranch Resort and Casino**, Alan Bailey Pauma, **Tribal Gaming Commission**, Tracy LeDuff, Karen Woodruff, **Casino Pauma**, Janet Beronio, Peggy Keers, Gary McMullen **Harrah's Rincon Casino and Resort**, Melanie Dellas, **Indian Casino Magazine**, Beau Lynott, Billy Orilio, **Orilio and Associates**, Tony Chartrand, Buddy Frank, Tom Hitch, Rod Luck, John Warkentien, **Pechanga Resort and Casino**, Paris McRoy, **PositivelyU**, Kate Spilde Contreras, **San Diego State University**, Maureen L. Kerr, **Sycuan Resort and Casino**, Margo Lucero, Jim Quisquis, Judy Wright, **Valley View Casino**

(continued on the next page)

Course Description**Introduction to Indian Gaming – Past and Present**

A basic understanding of Indian gaming is provided in this course. Students gain an appreciation for both the history and importance of Indian tribal gaming, rising from simple bingo parlors to some of the country's largest casino operations. New and evolving challenges include sovereignty of Indian nations, state compacts and pending legislation, increasing competition, and public perceptions. Students also are exposed to basic regulatory controls and elementary gaming math.

Average Training Time: 20 hours

Fee: \$295

Casino Marketing and Promotion

Learn the tools and techniques used by successful casino operators to acquire new players and retain them for life. Gain an understanding of casino marketing overall – the differences and uniqueness of casino marketing, learn how important database marketing is for a casino, plus the significance and impact of special events, promotions, and traditional marketing in the casino. See how a sophisticated and coordinated strategy across these areas provides world-class results.

Average Training Time: 20 hours

Fee: \$295

Casino Surveillance and Security

This “eyes” and “ears” class is an effective and competent view of surveillance operations and is critical for protecting assets and maintaining the integrity of the casino. Topics will include: loss protection techniques; applicable laws that affect casino operations; equipment used for the protection of casino assets; how to identify, deter, and detect casino cheats; investigative techniques; and report writing.

Average Training Time: 20 hours

Fee: \$295

Gaming Regulations on Sovereign Soil

Students learn what makes the Indian tribe environment unique in San Diego. Topics include tribal government structure, authority, and jurisdiction; and such issues as expansion of Indian gaming, tribal compacts, and the impact of Indian gaming on surrounding communities.

Average Training Time: 20 hours

Fee: \$295

HR's Role and the Service Strategy

Learn strategic planning from the HR perspective. Find out how to implement a service strategy for hospitality and casino operations through the hiring and training process. Acquire skills on how to apply recruiting, hiring, and training tools that add up to increased revenue and cost savings in the gaming environment. Find out the importance of OSHA requirements, “sovereign government,” and Indian culture for the HR environment.

Average Training Time: 20 hours

Fee: \$295

Table Games Management

This course will address the formation, structure, and operational principles of the casino's live gaming department. The course will cover staffing and organizational principles, casino math and accounting as it pertains to table games, procedural compliance, table games marketing, design issues, customer service, and table games protection topics. This course will interest casino employees on a career path to management, gaming commission members, surveillance operators, and all current casino employees. It will also serve as an entry-level course for people desiring a career in the gaming industry.

Average Training Time: 20 hours

Fee: \$295

Managing Performance and Development

Learn strategies for leader and management development as a key partner in your organization. Students identify the skills that change how people react, including: empowerment techniques, team and individual motivation, and performance management systems. This class was developed to give a tool kit of skills to train future leaders, heighten “leadership skills,” and provide motivators to improve and measure performance standards and benchmarks.

Average Training Time: 20 hours

Public Fee: \$295

The Professional Certificate in the Construction Estimating Online will help prepare students for success as a construction estimator and bidder.

Who Should Attend

Construction workers, contractors, industry professionals, and estimators, interested in construction estimating and bidding to enhance current skills or transition into a new career.

Skill Sets

The student will learn:

- Hands-on estimating with quantity takeoff, pricing and bidding.
- Develop mathematical skills that can be applied to the construction trade.
- Learn 5 types of estimates and how to organize an estimating document.
- Be able to determine profit and overhead markup, and construction costs.
- Problem solving in general conditions – civil work, concrete, and masonry.

Prerequisites

Adult learner must have access to a computer, Internet service, and an active e-mail account.

Certificate Requirements

To earn the Professional Certificate in the Construction Estimating Online a student must successfully pass five of the six courses listed:

- *Introduction to Construction Estimating*
- *Essential Construction Math*
- *Construction Blueprint Reading*
- *Estimating and Bidding I*
- *Estimating and Bidding II*
- *Construction Materials and Processes*

No entrance exams are required. Course times are scheduled year-round to be compatible with your work commitments. Each course meets online for ten weeks. Discussions using an online bulletin board afford the opportunity to examine everyday construction challenges shared by others in the construction industry.

Training Time

Courses are ten weeks in length. Actual online learning time varies based on the amount of interaction between students. Each student will spend approximately seven hours per week, 70 hours per course, for an approximate total of 350 hours of training time for the certificate program.

Note: This is a credit course of instruction. Each course is for three Professional Development Units. Total = 24 PDUs. For more information on earning credit for this course please call (619) 594-6924. This program is authorized by San Diego State University's Colleges of Business Administration and Engineering and is endorsed by the San Diego Chapter of the American Society of Professional Estimators.

Program Advisor

Bob George has extensive experience in construction estimating and project management and is an active member of several professional organizations. He has instructed in college-level programs throughout San Diego County. In this program, he will present experts in the various fields of construction practices.

Location

This is an Internet-based course of instruction.

Career Pathways

- Construction estimator
- Construction bidder
- Construction planner
- Site supervisor
- Construction superintendents
- Foremen

(continued on the next page)

Course Description**Construction Blueprint Reading**

This course is designed to help participants learn to read the drawings used to communicate information about building construction projects. At the completion of the course, students will have an elementary knowledge of blueprint reading as it relates to building construction projects, and will understand in general terms of the design process and the role of design professionals.

Fee: \$576

Textbook: *Understanding Construction Drawings: With 22 Drawings 4th Edition*, by Mark W. Huth, \$123.49

Construction Materials and Processes

Examines the materials used to construct a variety of structures, highways, utilities, and residential buildings. Includes terminology; interpretation of plans; and specifications to assure that correct materials are ordered, applied, and utilized. Methods of identifying materials delivered to the job site, methods of handling, quality control procedures for testing, and inspection of private and government work will be emphasized. Special emphasis will be given to the relationship of each material to the Uniform Building Code.

Fee: \$576

Textbook: *Building Construction Illustrated, 4th Edition*, by Francis D. K. Ching, Cassandra Adams, \$49.95

Essential Construction Math

This class is intended to develop mathematical skills that can be applied to the construction trade through practice and application. This course is an introduction to other courses in construction. While this class is not a prerequisite for any other classes, it does provide a foundation for them.

Fee: \$576

Textbook: *Mathematics for Carpentry and the Construction Trades, 2nd Edition*, by Alfred P. Webster and Kathryn B. Judy, \$90.99

Estimating and Bidding I

Students will learn estimating problem-solving in general conditions, civil work, concrete, and masonry (excavation, backfill, grading, paving, landscaping, etc.). Hands-on estimating with quantity take-off, pricing, and bidding is stressed. Uniform cost index categories one-four will be covered.

Fee: \$576

Textbook: *Estimating in Building Construction*, by Frank Dagostino and Leslie Feigenbaum, 6th Edition, \$121.99

Estimating and Bidding II

Students will do quantity surveys and material take-offs while practicing cost estimating and will learn bidding and submission practices and principles. Uniform cost index categories five and above will be covered.

Fee: \$576

Textbook: *Estimating in Building Construction*, by Frank Dagostino and Leslie Feigenbaum, 6th Edition, \$121.99
(same textbook for Estimating and Bidding I)

Introduction to Construction Estimating

After completing this course, students will understand the different types of estimates and how to organize an estimating document. Levels of estimates, quantity take-off techniques, materials pricing methods, and labor productivity rates will be addressed. Students will learn how to determine profit and overhead mark-up and how to determine construction costs.

Fee: \$576

Textbook: *Construction Estimating and Bidding in Building Construction, 2nd Edition*, by the Associated General Contractors of America, \$82.49

SDSU College of Extended Studies Professional Certificate in Construction Practices Online provides an excellent overview of the basic principles of the management and technological aspects of the modern construction process. Discussions using an online bulletin board afford the opportunity to examine everyday decision-making problems shared by you and others in the construction industry. No entrance exams are required.

Who Should Attend

Professionals within the construction field and individuals who want to begin a career in this dynamic industry.

Skills Sets

Students will develop the skills for project planning, blue print reading, estimating, and bidding. The student will gain an understanding of the practices and principles of bid submission and contract law. Various forms of materials in relation to the construction project will be taught.

Prerequisites

Adult learner must have access to a computer, Internet service, and an active e-mail account.

Certificate Requirements

To earn the Professional Certificate in Construction Practices Online a student must successfully pass eight of the nine courses listed:

- *Estimating and Bidding I*
- *Estimating and Bidding II*
- *Cost Awareness and Production Control*
- *Construction Planning and Scheduling*
- *Construction Materials and Processes*
- *Contract Documents and Construction Law*
- *Introduction to Construction Estimating*
- *Construction Blueprint Reading*
- *Essential Construction Math*

Training Time

Courses are ten weeks in length. Actual online learning time varies based on the amount of interaction between students. Each student will spend approximately seven hours per week, 70 hours per course, for an approximate total of 350 hours of training time for the certificate program.

Note: This is a credit course of instruction. Each course is for three Professional Development Units. Total = 24 PDUs. For more information on earning credit for this course please call (619) 594-6924.

Program Advisor

Bob George has extensive experience in construction estimating and project management and is an active member of several professional organizations. He has instructed in college-level programs throughout San Diego County. In this program, he will present experts in the various fields of construction practices.

Location

This is an Internet-based course of instruction.

Career Pathways

- Construction estimator
- Construction bidder
- Construction planner
- Site supervisor
- Construction superintendents
- Foremen

(continued on the next page)

Course Description**Essential Construction Math**

This class is intended to develop mathematical skills that can be applied to the construction trade through practice and application. This course is an introduction to other courses in construction. While this class is not a prerequisite for any other classes, it does provide a foundation for them.

Fee: \$576

Professional Development Credit: three units

Textbook: *Mathematics for Carpentry and the Construction Trades, 2nd Edition*, by Alfred P. Webster and Kathryn B. Judy, \$90.99

Introduction to Construction Estimating

After completing this course, students will understand the different types of estimates and how to organize an estimating document. Levels of estimates, quantity take-off techniques, materials pricing methods, and labor productivity rates will be addressed. Students will learn how to determine profit and overhead mark-up and how to determine construction costs.

Fee: \$576

Professional Development Credit: three units

Textbook: *Construction Estimating and Bidding in Building Construction, 2nd Edition*, by the Associated General Contractors of America, \$82.49

Estimating and Bidding I

Students will learn estimating problem-solving in general conditions, civil work, concrete, and masonry (excavation, backfill, grading, paving, landscaping, etc.). Hands-on estimating with quantity take-off, pricing, and bidding is stressed. Uniform cost index categories one-four will be covered.

Fee: \$576

Professional Development Credit: three units

Textbook: *Estimating in Building Construction*, by Frank Dagostino and Leslie Feigenbaum, 6th Edition, \$121.99

Estimating and Bidding II

Students will do quantity surveys and material take-offs while practicing cost estimating and will learn bidding and submission practices and principles. Uniform cost index categories five and above will be covered.

Fee: \$576

Professional Development Credit: three units

Textbook: *Estimating in Building Construction*, by Frank Dagostino and Leslie Feigenbaum, 6th Edition, \$121.99

(same textbook for Estimating and Bidding I)

Cost Awareness and Production Control

This course is for construction company employees and owners who are involved in the construction of a building. The four elements of cost control (budget reports, cost reporting, subcontractor control, and change order control) will be covered. Key topics include an overview of construction accounting processes, and how cost reporting interrelates with estimating and financial reports developed for management by accountants.

Fee: \$576

Professional Development Credit: three units

Textbook: *Understanding and Managing Project Costs, STP Unit 6, 4th Edition* (Participants Manual), \$160.49

Construction Planning and Scheduling

Students will learn how to plan, prepare, and update construction project schedules in this online course. Through the use of case studies, learn how to define construction activities, determine activity duration, and assemble the activities into a logical construction schedule. Learn to create and use bar charts and critical path schedules.

Fee: \$576

Professional Development Credit: three units

Textbook: *Planning and Scheduling, STP Unit 5, 5th Edition* (Participants Manual), \$160.49

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Construction Materials and Processes

Examines the materials used to construct a variety of structures, highways, utilities, and residential buildings. Includes terminology; interpretation of plans; and specifications to assure that correct materials are ordered, applied, and utilized. Methods of identifying materials delivered to the job site, methods of handling, quality control procedures for testing, and inspection of private and government work will be emphasized. Special emphasis will be given to the relationship of each material to the Uniform Building Code.

Fee: \$576

Professional Development Credit: three units

Textbook: *Building Construction Illustrated, 4th Edition*, by Francis D. K. Ching, Cassandra Adams, \$49.95

Contract Documents and Construction Law

This online course focuses on understanding the relationship between contract documents and the construction process.

Fee: \$576

Professional Development Credit: three units

Textbook: *Contract Documents and Construction Law, STP Unit 4, 6th Edition* (Participants Manual), \$160.49

Construction Blueprint Reading

This course is designed to help participants learn to read the drawings used to communicate information about building construction projects. At the completion of the course, students will have an elementary knowledge of blueprint reading as it relates to building construction projects, and will understand in general terms the design process and the role of design professionals.

Fee: \$576

Professional Development Credit: three units

Textbook: *Understanding Construction Drawings: With 22 Drawings 4th Edition.*, by Mark W. Huth, \$123.49

The Professional Certificate in Construction Supervisory Series Online will help prepare students for success in the construction occupations:

- Construction superintendents
- Project managers
- Foremen
- Estimators
- Safety directors
- Field engineers
- Training directors

Skill Sets

The students will learn:

- Construction management practices for managing people as well as construction projects.
- Gain effective communications skills for leading and motivating worker's attitudes and performance.
- Managing projects, accidents prevention, legal document process, on-site problem solving, cost management, productivity, and planning.

Prerequisites

Adult learner must have access to a computer, Internet service, and an active e-mail account.

Certificate Requirements

To earn the Professional Certificate in the Construction Supervisory Series online a student must successfully pass all nine courses listed:

- *Leadership and Motivation*
- *Oral and Written Communications*
- *Accident Prevention and Loss Control*
- *Contract Documents and Construction Law*
- *Problem-Solving and Decision-Making*
- *Project Management for Construction Supervisors*
- *Planning and Scheduling*
- *Cost Awareness and Production Control*
- *Construction Productivity Improvement*

The Professional Certificate in the Construction Supervisory Series Online is based in part on (and includes) the very popular Associated General Contractors (AGC) Supervisory Training Program (STP) series. Students will be issued an AGC certificate of completion for each course successfully completed and a certificate of recognition for completion of the entire certificate program.

Training Time

Courses are ten weeks in length. Actual online learning time varies based on the amount of interaction between students. Each student will spend approximately seven hours per week, 70 hours per course, for an approximate total of 630 hours of training time for the certificate program.

Note: This is a credit course. Continuing Education Units (CEUs) available and accepted by the International Code Council (ICC). CEUs are \$30 per class. For more information on earning credit for this course please call (619) 594-5489.

Program Advisor

Bob George has extensive experience in construction estimating and project management and is an active member of several professional organizations. He has instructed in college-level programs throughout San Diego County. In this program, he will present experts in the various fields of construction practices.

Location

This is an Internet-based course of instruction.

Career Pathways

Anyone striving as a construction supervisor who oversees the construction project and manages all aspects of the job site from employee relations to time management of project productivity.

(continued on the next page)

Course Description

Accident Prevention and Loss Control

This class will focus on managing the construction safety function. Students will learn how to use the project schedule to help prevent losses. You will learn how to select methods and equipment to prevent loss and ensure a safe working environment. We will study the delegation of responsibility for safety, equipment maintenance, and common construction hazards. You will learn how to administer an accident prevention program at the job site level and how to handle a job site inspection by a regulatory agency. We will review the documentation, reference materials, and advisory services that are available to the construction supervisor.

Fee: \$576

Textbook: *Accident Prevention and Loss Control, STP Unit 7, 7th Edition* (Participants Manual), \$160.49

Construction Productivity Improvement

Organizing a project with productivity improvement as a goal will be studied. Students will learn how to calculate and measure worker productivity. This class will feature personnel management and practice work improvement analysis.

Fee: \$576

Textbook: *Productivity Improvement, STP Unit 9, 4th Edition* (Participants Manual), \$160.49

Contract Documents and Construction Law

This online course focuses on understanding the relationship between contract documents and the construction process.

Fee: \$576

Textbook: *Contract Documents and Construction Law, STP Unit 4, 6th Edition* (Participants Manual), \$160.49

Project Management for Construction Supervisors

Students will learn how to plan, organize, and staff a construction project. Planning will be stressed for production and support activities. Students will learn how to formulate policies and procedures.

Fee: \$576

Textbook: *Managing the Project, STP Unit 8, 7th Edition* (Participants Manual), \$160.49

Oral and Written Communications

This online course is designed for you to become a more effective supervisor by becoming a more effective communicator. The skills you learn within the course will be put to use right away!

Fee: \$576

Textbook: *Oral and Written Communications, STP Unit 2, 5th Edition* (Participants Manual), \$160.49

Planning and Scheduling

Students will learn how to plan, prepare, and update construction project schedules in this online course. Through the use of case studies, learn how to define construction activities, determine activity duration, and assemble the activities into a logical construction schedule. Learn to create and use bar charts and critical path schedules.

Fee: \$576

Textbook: *Planning and Scheduling, STP Unit 5, 5th Edition* (Participants Manual), \$160.49

Cost Awareness and Production Control

This course is for construction company employees and owners who are involved in the construction of a building. The four elements of cost control (budget reports, cost reporting, subcontractor control, and change order control) will be covered. Key topics include an overview of construction accounting processes, and how cost reporting interrelates with estimating and financial reports developed for management by accountants.

Fee: \$576

Textbook: *Understanding and Managing Project Costs, STP Unit 6, 4th Edition* (Participants Manual), \$160.49

Leadership and Motivation

This class will teach the student how to recognize their style of leadership and how to utilize other styles when appropriate. Students will learn how the analysis of worker needs affects worker motivation, the affect that attitudes and abilities have on job performance, and how to positively influence attitudes and abilities.

Fee: \$576

Textbook: *Leadership and Motivation, STP Unit 1, 6th Edition* (Participants Manual), \$160.49

Problem-Solving and Decision-Making

The purpose of this class is to provide the student with the knowledge of how to solve and prevent problems and how to make decisions. Students will study technical problems, human performance problems, and scheduling problems.

Fee: \$576

Textbook: *Problem Solving and Decision Making, STP Unit 3, 6th Edition* (Participants Manual), \$160.49

This program will give students an in-depth understanding of contract law (federal and commercial) and procurement processes through best practice contracting examples.

Learn how to develop proposals that will be responsive to your customer's requirements, negotiate contracts that will contribute to your company's success, and effectively manage contracts through completion. Increase your understanding of critical legal issues that may arise and how they may affect your customer and your company.

This program, authorized by San Diego State University's College of Business, is offered in cooperation with the San Diego Chapter of the National Contract Management Association.

Who Should Attend

- Attorneys
- Contract managers
- Commercial contract managers
- Professional contract managers
- Corporate contract managers

Skill Sets

The student will learn the concepts, terminology, and essential rules of contract management. Students will receive an overview of the contract types most frequently used in federal contracting, including factors in the selection of contract types, applicable contract clauses, as well as the basic principles and limitations governing their use. Students will learn effective solicitation review, proposal writing strategies and techniques, proposal review scenarios, and appropriate communication methods for various proposal and contractual situations. Students will learn how to prepare for negotiations, fact finding, tactics and strategies, bargaining, post-negotiation requirements, and negotiation psychology.

Certificate Requirements/ Prerequisites

To earn Professional Certificate in Contract Management students must take six core and four elective courses. The affiliated "Advanced" Certificate is earned by taking four additional electives. Students must complete each course with a 2.0 or better GPA, within three years of starting the program to receive a certificate.

Core courses

- *Principles of the Acquisition Process and Contract Management*
- *Contract Types and Effective Contracting Methodologies*
- *Effective Negotiation Skills and Techniques*
- *Essential Contract Management Techniques*
- *Effective Proposal Writing and Communication*
- *Legal Aspects of Contracts*

Elective courses include

- *International Contracting*
- *Teaming, Partnering and Subcontracting*
- *Sourcing and Cost/Price Analysis;*
- *Intellectual Property and Licensing*
- *Ethical and Regulatory Aspects of Contracting*
- *Business Resilient Contracting*

Training Time

Each course is six weeks long meeting once a week for three hours for a total of 18 hours per course. A total of ten courses must be taken (six core and four elective) to earn certificate. Total training time is 180 hours.

Note: This is a credit course. For more information on earning credit for this course please call (619) 594-5489.

Location

SDSU Extended Studies/Gateway Centers, Hardy Avenue entrance.

Career Pathways

- Contract managers/writers (commercial, professional, and corporate)

College of Extended Studies Contract Management Advisory Board

Jack Friery **Attorney at Law**, Daniel Chalfant **Booz Allen Hamilton**, San Diego **NCMA President**, Winston McColl **County of San Diego**, Grace Polley **Cox Communications**, Joni Shirley **Integritys**, Jamie Hewitt **intelliSolutions, Inc.**, R. Stephen Ayers **NCMA National President**, Robert Berg Jr., Mark Deffley, Jack Pellegrino **SAIC**, Gunnar Schalin **San Diego Contracting Opportunities Center**, Thomas Roy **San Diego County Regional Airport Authority**, Casey Valk **Telelogic**, Larry Chapp **Valley View Casino**

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Course Description (Core Courses)

Principles of the Acquisition Process and Contract Management

Recommended first class in the program.

The entire spectrum of the contracting process (market research to contract closeout) at federal, state, commercial, and international levels will be covered. Topics include: past performance, socioeconomic programs, oral proposals, the political process, plus emerging topics. The student will learn the concepts, terminology, and essential rules of contract management. The course will furnish the student with a solid foundation for more advanced studies in contracting.

Fee: \$295

Contract Types and Effective Contracting Methodologies

Designed to provide a working knowledge of contract types, grants, and effective contracting methodologies. Students will receive an overview of the contract types most frequently used in federal contracting, including factors in the selection of contract types, applicable contract clauses, as well as the basic principles and limitations governing their use. Course topic will also cover how contracts differ from grants.

Fee: \$295

Effective Proposal Writing and Communication

This course will focus on writing effective proposals (cost and business volumes) and other communication topics encountered in the contracting environment. Topics will include effective solicitation review, proposal writing strategies and techniques, proposal review scenarios, and appropriate communication methods for various proposal and contractual situations. A number of case studies and hands-on exercises involving verbal and written communication scenarios will be utilized to emphasize key concepts.

Fee: \$295

Essential Contract Management Techniques

Students will follow the day-to-day management of government and commercial contracts in this course. This will include the review and execution of new contractual authorizations; coping with daily administration matters; obtaining timely and full payments; dealing with contract changes, modifications and terminations; and issuance of subcontracts.

Fee: \$295

Legal Aspects of Contracts

This course surveys the legal underpinning for government contracting. It explores the many statutes that tell the government how to buy goods and services, as well as the bidding and negotiation process, socioeconomic programs, bid protests, and contract disputes. New developments in public contracting will be discussed in detail. The course focuses on using a working knowledge of the legal base as a way to solve practical problems in government contracting.

Fee: \$295

Effective Negotiation Skills and Techniques Level I

This course is designed to enhance knowledge of negotiations and provide negotiating experience to individuals involved in contract administration, pricing, purchasing, project management, marketing, and engineering. Classes will include a combination of lectures (covering buyer, seller, government, and commercial perspectives) and cases where opposing teams will conduct mock negotiations, seeking to reach agreement on a variety of issues. Specific topics will include preparation for negotiations, fact finding, tactics and strategies, bargaining, post-negotiation requirements, and negotiation psychology.

Fee: \$295

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Course Description (Elective Courses)**International Contracting**

The International Contracting class will present a practical look at the complexities of international business contracting and an analysis of the laws and risks inherent in transactions that cross national boundaries. Students will be able to recognize the essential contracting elements and discuss appropriate steps/actions in successfully completing international business transactions. Topics include: what is international contracting, key issues and considerations, challenges involving cultural differences, legal requirements, federal government international contracting, export considerations and processes, and international ethics and crimes.

Fee: \$295

Teaming, Partnering, and Subcontracting

This course will discuss the strategic and practical aspects of partnering with other companies including the use of a variety of contractual documents to implement these relationships such as teaming agreements, joint ventures, reseller agreements, and subcontracts. The applicability of each potential relationship will be addressed along with implementation practices and risks associated in both the government and commercial business sectors. Emphasis will be on strategy and planning necessary for the successful use of each technique, typical negotiation issues and approaches, and keys to successful management of such agreements once established.

Fee: \$295

Sourcing and Cost and Price Analysis

The emphasis of this course is on how to maximize the use of adequate price competition in the source selection process. It includes how to remove barriers to competition and find qualified, responsible sources, at a fair and reasonable price. In the absence of competition, other price analysis methods and techniques are used to develop contract price objectives and provide a basis for negotiation. Instruction covers the application of cost analysis techniques, when it is performed, and how to analyze specific elements of a suppliers cost. Cost elements include direct material, direct labor, other direct costs, indirect costs, and profit or fee. Using case studies, students will learn about the tools and techniques involved in cost/price analysis.

Fee: \$295

Textbook: *Balanced Sourcing*; Estimated Cost \$47.99

Intellectual Property and Licensing

San Diego is the “hotbed” of high technology with heavy concentrations of biotech, telecommunication, and defense firms. Many contract managers and procurement professionals encounter intellectual property issues on a daily basis. This course will introduce students to the four areas of intellectual property; patents, trademarks, copyrights, and trade secrets, and how they interact with the contracting/ procurement profession. One class session will specifically address the licensing of intellectual property and technology. Students in this course will be able to directly apply course information to their job or business.

Fee: \$295

Textbook: *Intellectual Property in Government Contracts Vol #1: Intellectual Property Rights*; Estimated Cost \$11.99

Ethical and Regulatory Aspects of Contracting

What are compliance and ethics and how do they affect the contracting process? This course will discuss practical aspects and critical requirements of compliance and ethics within any organization. Emphasis will be on compliance and ethical issues relating to contracting and the statutory and other regulatory requirements of such programs. Among other topics, the course will cover creating and maintaining an ethical workplace, Sarbanes-Oxley requirements, Stark and Anti-Kickback guidelines, Federal Sentencing Guidelines, the Non-Profit Integrity Act, and Federal and State compliance guidance.

Fee: \$295

Business Resiliency

Unforeseen events can result in catastrophic impacts to your organization, affecting every part of your current and future business. This session will cover basic business continuity and disaster recovery contracting, identifying vulnerabilities and single points of failure; and the contracting considerations that must be addressed to position your business for surviving the unexpected when resources are constrained.

Fee: \$295

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Financial Management of Government Contracts

What you need to know to establish an auditable accounting systems for a government contract and financially manage the contract once it is awarded. This course presents an overview of government cost accounting practices, concepts and controls; government audit and contractor interface relationships, FAR cost principles, TINA, role of DCAA/DCMA, and emerging patterns of government financial policy.

Fee: \$295

Effective Negotiation Skills and Techniques Level II

This course explores advanced negotiations skills that are also applicable to all levels of business interaction. Topics include: multi-levels of communication and their impact on negotiations and business relationships; necessary active listening skills; conflicts due to business disputes and personal interactions; dealing with difficult personalities in negotiations; and the psychological dynamics of how professionals behave and operate to achieve optimal negotiation results. Students will also learn how to strengthen their company's advantage, despite holding a weak position in negotiations.

Fee: \$295

Acquisition Planning and Solicitation Development

This class will help you develop a successful acquisition strategy, acquisition plan, and source selection plan. This course will discuss acquisition coordination teams, contract planning conferences, and other acquisition documentation. Students will conduct a mock procurement in class. We will define our requirements in a performance based work statement, write a request for proposal, and develop proposal evaluation criteria. Emphasis will be on federal government requirements of DoD 5000.02, FAR, and DFARS regulations.

Fee: \$295

As today's media industries continue to transform at warp speed, many media professionals find themselves navigating web-based publishing methods for which they have not been fully trained.

The SDSU College of Extended Studies Professional Certificate in Digital Media is designed for professionals who would like to hone their skills in how to use multimedia tools and how to harness the interactive power of the Internet to build an audience.

Who Should Attend

This certificate program is targeted to working professionals within the fields of journalism, public relations, advertising, and multimedia content production.

Skills Sets

Participants will receive training in how to build a web presence, including a website, a blog, an audio slideshow, and a video; as well as develop skills in social media and search engine optimization.

Prerequisites

A minimum of three to five years of professional experience in a media field is recommended. Students will be expected to have a digital still camera, flash drive, and free Google Gmail account. Additional equipment and software will be provided for use during certain class sessions.

Certificate Requirements

To earn the Professional Certificate in Digital Media a student must successfully pass five of the seven courses listed:

- *Publishing on the Web (12 hours)*
- *Audio and Slideshow Production (16 hours)*
- *Photo Editing with Photoshop (16 hours)*
- *Video Production for the Web I (16 hours)*
- *Video Production for the Web II (16 hours)*
- *Increasing Traffic to Your Website (12 hours)*
- *Advanced Social Networking Tools (12 hours)*

Program Structure: Participants will work in a computer lab setting.

Training Time

Courses are four weeks in length and vary between 12 to 16 hours per course. Total training time is approximately 72 hours for certificate completion. This is a noncredit course of instruction.

Career Pathways

- Journalists
- Public relations
- Public affairs officers
- Advertising assistants
- Multimedia content production assistants

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Course Descriptions**Publishing on the Web**

An introduction to Web 2.0 publishing tools and principles. Class covers how to set up a web presence, blog, and post regular content on the web; and utilize the web's many free or low-cost applications. Class also introduces Google Apps, Twitter, YouTube, Facebook, and LinkedIn to increase website traffic and revenue and to ensure site loyalty, all of which are examined in more depth in Advanced Social Networking Tools.

Location: SDSU Extended Studies Center computer lab, room ESC 207.

Hours of instruction: 12

Fee: \$279

Audio and Slideshow Production

Exploring the basics of visual content on the web. In this hands-on course, students will learn how to use free programs such as Audacity, iMovie, and Windows Movie Maker to create audio slideshows that will be ready for a website or blog. Please bring a digital camera to the first class meeting.

Location: SDSU Gateway Center computer lab, room GC 2519.

Hours of instruction: 16

Fee: \$279

Photo Editing with Photoshop

Practical techniques to improve your photos. Digital cameras are designed to capture moments in time. But they don't perfectly recreate what the naked eye sees. Using Photoshop Elements, you'll learn to make color corrections to your images so they appear just as sharp, vibrant, and beautiful as you remember them. Course will also cover basic photo retouching, using the layers feature, adding text to your photos, and optimizing your images for the Internet.

Location: SDSU Gateway Center computer lab, room GC 2519.

Hours of instruction: 16

Fees: \$279

Video Production for the Web I

An introduction to online video production. Learn how to produce videos with consumer-grade equipment and software. This course covers the basic principles of shooting and editing. Students will use Flip cams (provided) and iMovie or Windows Movie Maker, and learn how to upload videos to a website or blog.

Location: SDSU Gateway Center computer lab, room GC 2519.

Hours of instruction: 16

Fee: \$279

Video Production for the Web II

Advanced online video production. This class teaches advanced shooting and editing techniques and utilizes professional-grade equipment and software. Students will shoot broadcast-style packages with Sony HD video cameras and edit using Final Cut Express. Editing software compatible with PCs will also be demonstrated.

Location: SDSU Gateway Center computer lab, room GC 2519.

Hours of instruction: 16

Fee: \$299

Increasing Traffic to Your Website

Exploring the fundamentals of search engine optimization. Class covers how to structure websites, news, or feature content, ads, and headlines to maximize their exposure to various audiences. Class also covers how to use various assessment tools, such as RSS feeds, to measure and improve search results.

Location: SDSU Extended Studies Center computer lab, room ESC 207.

Hours of instruction: 12 hours

Fee: \$279

Advanced Social Networking Tools

In-depth study of web-based social-networking tools. This class takes a more in-depth look at Google Apps, as well as popular social networking tools such as Facebook, Twitter, LinkedIn, Flickr, Skype, and YouTube as media professionals' tools. Class explores managing online applications and social networks, and continues to expand on web branding. Other topics covered include social bookmarking, mobile integration, and an introduction to Second Life.

Location: SDSU Extended Studies Center computer lab, room ESC 207.

Hours of instruction: 12

Fee: \$279

Similar to other growing health care professions, the demand for Electrocardiograph (EKG) Technicians is expected to continue to grow substantially. The SDSU College of Extended Studies comprehensive EKG Technician Certification program prepares students to function as EKG technicians and to take the American Society of Phlebotomy Technician (ASPT) Electrocardiograph (EKG) Technician exam. (Note: There is no phlebotomy (blood drawing) involved in this program. The ASPT is the name of the certifying agency that is responsible for the EKG technician certifications.)

Who Should Attend

Professionals and individuals interested in entering the growing health care market as an EKG technician. EKG technicians are responsible for performing electrocardiogram tests in order to monitor and record electrical impulses transmitted by the heart. EKG technicians assist physicians in diagnosing and treating cardiac and blood vessel irregularities.

Skills Sets

Students will learn important background information and practice on anatomy of the heart, physiology, medical disease processes, medical terminology, medical ethics, legal aspects of patient contact, laboratory assisting, electrocardiography, and echocardiography.

Prerequisites:

High school diploma or GED. No health care or medical office work experience is required.

Certificate Requirements

Students must attend all 50 hours of instruction, successfully pass the course and the graded final exam. The final exam will help prepare students for the ASPT – EKG Technician Exam.

Training Time

This is a 50-hour classroom course of instruction. This is a noncredit course of instruction.

Location

SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$1,299

Textbooks/Materials

All required textbooks and materials are included.

Career Pathways

EKG technicians work in physician offices, hospitals, clinics, and other health care facilities and organizations. EKG technicians also work for insurance companies to establish health and life insurance policies. This course of instruction will prepare students for careers as:

- EKG technicians
- ECG telemetry technician
- Telemetry technicians
- Cardiovascular technician

Course Description

This intensive course of instruction will prepare students to perform as an EKG technician and prepare the student to sit for the American Society of Phlebotomy Technician (ASPT) Electrocardiograph (EKG) Technician exam. The students will learn the role and the function of the EKG department in a variety of settings to include hospitals, mobile services, medical clinics, and offices. The students learn medical terminology as it relates to electrocardiography. The students will learn the care and safety of patients, and preparing a patient for monitoring. Students will practice with EKG strips to gain a basic understanding of the heart's anatomy and electrical conduction system. Students will learn how to interpret EKG monitoring, equipment operation and troubleshooting, and 12 lead placements.

Certification Exam

The EKG certification exam is administered by the course instructor after completion of the course. The certification exam is given in cooperation of the ASPT. To take the exam students must become members of the ASPT. Fees for the exam and membership are paid directly to the instructor, not SDSU College of Extended Studies. ASPT will notify students of their exam results within six to eight weeks of the exam date. The exam fee is not included in the cost of the course.

- **Note:** Each student will have to submit one mounted EKG with the completed certification exam. It must be signed and dated by the instructor and student along with a letter of recommendation from the instructor. The student and instructor will complete this in the classroom.

Additional Information

EKG Technicians are required to have an up-to-date Cardiopulmonary Resuscitation (CPR) Basic Life Support (BLS) certification prior to employment.

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The following chart summarizes the major topics taught during the 50 hour EKG Technician Program. The left hand column describes the lesson topic and the right hand column approximates the number of hours dedicated to teaching all aspects associated with the subject.

| Topic | Total Hours | Topic | Total Hours |
|--|--------------------|--|--------------------|
| Cardiac Anatomy and Physiology | 3.5 | Atrial Rhythms – Wandering Pacemaker, Ectopics, PAC. Tachycardia Atrial Flutter, Atrial Fibrillation | 3.5 |
| 12-Lead electrocardiography | 1.5 | Junctional Rhythms – Junctional Pacemaker, Junctional P Wave, PJC Junctional Escape Rhythm, Junctional Tachycardia, Accelerated Junctional Rhythm and Supraventricular Tachycardia | 3.5 |
| Pacemakers | 1 | Hearth Blocks – Conduction through the AV Node, 1st degree, Type II 2nd degree and Wenckebach (type I 2nd Degree, 3rd degree | 3.5 |
| Electrophysiology | 3 | Ventricular Rhythms – PVC, Unifocal vs. multifocal, R on T, Runs and Couplets Grouped Beating, V Tach, V Fib, Idioventricular Rhythm, Asystole | 3.5 |
| Electrical vs. Mechanical Function | 1 | Holter Monitor and Echocardiogram | 2 |
| Sodium Pump, Polarization, Depolarization | 2 | Didactic Hours | 30 |
| Conduction system, Inherent Rates, Irritability, Escape, Nervous System Influence | 4 | Hands-on Lab Hours | 20 |
| Waves and Measurements | 2 | Total Hours | 50 |
| Electrodes, Rule of Electrical Flow, Monitoring Leads | 2 | | |
| Graph Paper, Voltage and Time Measurements, Cardiac Cycle | 1.5 | | |
| Waves, Intervals, Segments, P Wave, PRI, QRS, ST Segment T wave | 3 | | |
| Artifact, Interference, Refractory Periods | 2 | | |
| Analyzing EKG Rhythm Strips, Regularity, Rate, P Wave, PR Interval, QRS Complexes, Role of AV node, Ventricular vs. Supraventricular | 3 | | |
| Sinus Rhythms – NSR, Bradycardia, Tachycardia, Arrhythmia | 3.5 | | |

San Diego alone is home to over 9,000 nonprofit organizations ranging from large educational institutions and hospitals to small, start-up agencies. All of these organizations must compete for funding in an increasingly challenging funding environment. In addition, many for-profit companies, particularly those that work with the government and public institutions, prepare and submit grants because of declining state funding. Grant writing is a key component of securing funding for many of San Diego's most dynamic organizations.

Who Should Attend

Members of organizations that are responsible for seeking funding (public, private, and government) to further their business goals.

Skill Sets

Learn the grants process and specialized grants databases

- Conduct effective funding research for organizational, program, and capital needs
- Gain maximum information through electronic and interpersonal queries
- Prepare funding research reports for senior management
- Develop and implement a fundraising schedule that supports your strategic plan

Learn a seven-step process for submitting a flawless proposal

- Find out how to effectively develop proposals in response to federal, state, and private
- Foundation Requests for Proposals (RFPs)
- Learn advanced techniques that will make a grant proposal stand out
- Practice your newly acquired skills in the classroom under the guidance of an expert teacher

There are no prerequisite for this certificate program.

Certificate Requirements

To earn the Professional Certificate in Grant Writing a student must successfully pass the following two courses:

- *Introduction to Grants and Funding Research*
- *Grant Proposal Development*

Approved by CFRE International as an educational provider for CEUs.

Training Time

Students meet three hours a week for four weeks per course. There are a total of two courses. Total training time is 24 hours.

Location

This course of instruction is held at SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Career Pathways

New grant writers, employees from nonprofit organizations, city and county governments, chambers of commerce, education (private and public), public health, social work.

Course Description

Introduction to Grants and Funding Research

This course begins with an overview of the grant process including major categories of grant-making agencies, types of grants, and steps in the grant process including finding grants, grant applications, the grant award process, and grant management and compliance. Students will learn how to conduct effective funding research for organizational, program, and capital needs. Includes an overview of specialized grant databases, how to gain maximum information through electronic and interpersonal queries, how to prepare funding research reports for senior management, and guidance on how to develop and implement a fundraising schedule that supports the strategic plan of your organization.

CEUs: 1 CEU available for an additional \$25

Fee: \$249

Grant Proposal Development

This course is a comprehensive guide to developing, writing, and submitting a winning grant proposal. The course is designed for anyone tasked with developing and writing grant proposals to secure funding for programs, initiatives, and other organizational needs. The course begins with an overview of the grants process including major categories of grant-making agencies, types of grants, and steps in the grant process including: finding grants, grant application, grant award process, and grant management and compliance. Students will learn a seven-step process that starts with the basics (making sense of the request for proposal), moves through developing a compelling program and budget, and ends with the submission of a flawless proposal. Students will have ample opportunity to practice their newly acquired skills in the classroom under the guidance of an expert teacher and will leave the course having mastered a proposal writing technique that will serve them time and time again!

CEUs: 1 CEU available for an additional \$25

Fee: \$249

San Diego State University, College of Extended Studies, is proud to offer a new online green building construction professional certificate program based on growing demand for sustainable and green building expertise and solutions. With public, commercial, and governmental investment rising fast in core green industries like sustainable building and green energy, green jobs are expected to drive employment growth in coming years.

This program is geared toward those in the construction industry interested in implementing sustainable building tools and strategies. It is also recommended for professionals moving into green jobs that require knowledge about sustainable design or green building construction. It will be equally useful to anyone who recognizes the emerging importance of sustainable building and its impact on our daily life, and wants to enter the exploding green building field in one of these new green jobs.

Who Should Attend

Professionals in the design and construction industries, who are seeking to further their career, include:

- Design professionals,
- Contractors, subcontractors, and builders,
- Planners and commissioners,
- Facilities managers and stakeholders, and
- Environmental engineers and decision-makers.

Skill Sets

- Learn about how green building and environmentally sustainable construction fits in with construction management objectives and realities,
- Expand your existing green building knowledge base to assist in the preparation for LEED accreditation exams,
- Integrate environmental and sustainability concerns with career knowledge,
- Learn directly from experts in green and sustainable building,
- Enhance your career while taking advantage of our convenient online courses.

Prerequisites

Adult learner must have access to a computer, Internet service, and an active e-mail account.

Certificate Requirements

To earn the Professional Certificate in Green Building Construction, students are required to successfully complete the following five courses online with passing grades:

- *Fundamentals of Green Building Design and Construction*
- *Construction Materials and Processes*
- *Building Green Building – The Contractor’s Perspective*
- *Green Building Commissioning*
- *LEED for New Construction – Applying the Guidelines*

Training Time

An individual course is nine weeks in length. Average training time per course is 45 hours on online training. To complete the certificate program the total training time is 225 hours. This is a noncredit course of instruction.

Location

This is an Internet-based course of instruction.

Career Pathways

Green jobs are the wave of the future. Knowledge and skills can be used for design professionals, contractors, sub-contractors, facilities managers, planners and commissioners, builders, environmental engineers, and decision makers.

(continued on the next page)

Course Description**Fundamentals of Green Building Design and Construction**

The purpose of this course is to give the student an overview of design and construction delivery systems for high performance green buildings. We will look at the U.S. Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED) in some detail. Sustainability evaluation systems will be reviewed. Understand the concept of high performance green buildings and sustainability. Become familiar with the vocabulary associated with green buildings, understand the physical limitations of the materials we are studying, and become familiar with USGBC's LEED suite of standards.

Textbook: *Sustainable Construction: Green Building Design and Delivery 2nd Edition* Charles J. Kibert; ISBN: 978-0-470-11421-6 Hardcover 432 pages, October 2007 (Estimated Cost: \$95)
Fee: \$576

Building Green Buildings – The Contractor's Perspective

The purpose of this course is to provide construction professionals with information that will help them to effectively bid, contract, build, and close out green building projects. We will explore the green building process from the contractor's and subcontractor's point of view.

Textbook: *Contractors Guide to Green Building Construction; Management, Project Delivery, Documentation, and Risk Reduction* by Thomas E. Glavinich, ISBN: 9780470056219, Hardcover, 288 pages, April 2008 (Estimated Cost: \$95)
Fee: \$576

Construction Materials and Processes

Examines the materials used to construct a variety of structures, highways, utilities, and residential buildings. Includes terminology; interpretation of plans; and specifications to assure that correct materials are ordered, applied, and utilized. Methods of identifying materials delivered to the job site, methods of handling, quality control procedures for testing, and inspection of private and government work will be emphasized. Special emphasis will be given to the relationship of each material to the Uniform Building Code.

Textbook: *Building Construction Illustrated, 4th Edition* by Francis D. K. Ching, Cassandra Adams. ISBN 978-0-470-08781-7, Paperback, 480 pages, March 2008 (\$60)
Fee: \$576

Green Building Commissioning

This course studies techniques to achieve the goals of green building standards during and beyond the construction of the building. This course reviews the make-up of smart buildings and the incorporation of commissioning throughout the building lifecycle. The foundation of the course will identify and help the student understand the objectives of integrated systems into building automation and the use of commissioning to verify the system performance. Focus is placed on introducing various automated systems and how they are integrated to achieve the best performance throughout the building's lifecycle, and on understanding the interrelationship between the systems and monitoring for peak performance.
Please Note: This course replaces the Building Information Modeling (BIM) course that is no longer offered.

Textbook: *Building Commissioning Handbook, 2nd Ed.*, by John Heinz and Rick Casault – (soft cover 404 pgs 2004). ISBN 1-890956-28-7 (\$95)
Fee: \$576

Leadership in Energy and Environmental Design (LEED) for New Construction – Applying the Guidelines

This course reviews the Leadership in Energy and Environmental Design (LEED) Credit System. The foundation of the course will identify and help to understand the objectives of sustainable sites, water efficiency, energy and atmosphere, material and resources, indoor environmental quality, and innovation and design process credits and prerequisites. Focus is placed on a systematic view of green building, sustainability, low-impact development, and storm water issues.

Textbook: *The Engineering Guide to LEED-New Construction, 1st edition*, Liv Haselbach, Hardcover, 392 pages, March 2008 (Estimated Cost: \$110)
Fee: \$576

A rush to green is underway, but expertise and integrity are often missing. Green job education is critical at all levels and pathways from green collar to CEO. SDSU College of Extended Studies Professional Certificate in Green Energy Management Online program is designed to provide students with the knowledge necessary for a career in energy management and renewable energy technology. The student will perform critical assessment of energy consuming facilities both residential and commercial for the purpose of identifying energy conservation opportunities. In addition, the student will identify various energy conservation techniques as well as equipment which can be installed to further conserve energy.

Courses are online, available any time, any where. Learning is instructor lead, asynchronous, offering homework, reading materials, video and audio interview, and interactive discussion board, quizzes, midterm, and a project or final.

Who Should Attend

Professionals and individuals interested in and/or involved in the energy field who desire to improve their knowledge of sustainable energy production and application of green energy production systems, including: design professionals, green sales, architects, contractors, sub-contractors, professionals involved in energy production and consumption, project and facility managers, and individuals wanting a career in green energy field.

Skills Sets

Students interested in and/or involved in the energy field who desire to improve their knowledge and experience of sustainable energy production and receive skill sets for applications in the green energy and solar career arenas. Courses will emphasize an energy overview, energy efficient technologies, solar sustainable back-up heating systems and renewable energy options, converting to renewable energy, green sales, and concepts, and new trends.

Prerequisites

Adult learner must have access to a computer, Internet service, and an active e-mail account.

Training Time

An individual course is nine weeks in length. Average training time per course is 45 hours on online training. To complete the certificate program the total training time is 225 hours. This is a noncredit course of instruction.

Location

This is an Internet-based course of instruction.

Certificate Requirements

To earn the Professional Certificate in Green Energy Management Online a student must successfully pass all five courses listed:

- *Introduction to Renewable Energy*
- *Converting to Renewable Energy*
- *Energy Efficiency, Evaluation, and Design*
- *Environmental Economics and Policy Making*
- *Energy Auditing: The Metrics of Green Building*

Career Pathways

- Renewable energy consultant
- Industry analyst, cleantech
- Sustainable product designer
- Solar power project support engineer
- Solar lead installer
- Solar sales representative
- Solar installation manager

College of Extended Studies Green Sustainability Advisory Board

Jay Bart **Barona Valley Ranch**, Judy Muller-Cohn **Biomatrix, Inc.**, Andrea Cook, Terry Clapham, Ashley Watkins **California Center for Sustainable Energy**, Kim Valenzuela, Dwayne Boettcher **Cannon Power Group**, Jacques Chirazi, Shaina Brown, Holly Lepre, Lisa Bicker **Cleantech San Diego**, Lisa Carp, Mark Tholke **ENXCO**, Courtland Weisleder **Greener Dawn**, Jennifer Owens **Green-Spark**, Paul Cleary **GRID Alternatives**, Ian Gardner **Helix Wind**, Joseph Lucido **Joseph Lucido Assoc. AIA/LEED AP**, John Freeman **Knight and Carver Wind Group**, Carol Roberts **Pazzo di Terra**, Shari Joyce **Pegasus Building Services**, Dadla Ponizil **Ponizil Energy**, Peter MacLaggan **Posiedon Resources**, Elizabeth M. DeSouza, Ph.D., Brian Herndon, Mike Owen **Premium Efficiency Cooling Program**, Marty Leavitt **Resource Conservation District of Greater San Diego County**, Jason Anderson, Jennifer Henry **San Diego EDC**, Stephanie Jungersen **San Diego North EDC**, Vince Mudd **San Diego Office Interiors**, Elaine Rosenberger **San Diego Regional Sustainability Partnership**, Cheryl Stewart, Larry Purcell **San Diego Water Authority**, Susan Freeman **SANDAG**, Sally Muir, Margy Brookes **SDG&E, Sempra**, Geoffery Chase **SDSU**, Stephen L. Kapp **Siemens Industry, Inc.**, Dan Sullivan **Sullivan Solar Power**, Easton Gardner **USGBC, San Diego**, Jeff Adams **Wavecrest**, Keith Schneringer **Waxie Sanitary Supply**, Howard Makler **WePower**, Reg Javier **Workforce Partnership**, Dean Joe Shapiro, Wendy Evers **SDSU, CES**

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Course Description**Introduction to Renewable Energy**

This course will provide a top-level overview of the history, policy, jobs, and economic issues driving the emerging renewable energy field. Students will learn the basics of key technical areas in the renewable field including solar energy, wind and wave energy, bio-algae energy, and energy issues and opportunities in careers related to retrofitting the built environment. The green career sector will be defined and discussed.

Fee: \$525

Hours of online instruction: 45

Energy Efficiency, Evaluation, and Design

This course presents the key concepts and methods of energy efficiency. It explores how energy is converted into useful services and the role of increased efficiency in providing those services with less energy. The different forms of efficiency improvements and conservation are introduced, drawing upon examples in transportation, buildings, and industry. The practical implications of public policies, behavior, and economics are interspersed with technical and theoretical aspects. Key concepts include how to convert and design efficient solar energy designs.

Fee: \$525

Hours of online instruction: 45

Converting to Renewable Energy

In this course, students will come to understand the role of energy in the American economy, and learn to describe the role of renewable energy in strengthening the U.S. economy. Students will also learn why energy efficiency is the most economic of renewable energy sources, learn about energy source costing and how to determine the likely cost per kilowatt-hour of that source, and describe the most common forms of renewable energy. Case studies, videos, and interviews with local companies will showcase renewable energy in their business.

Textbook: *Renewable Energy* by Godfrey Boyle, ISBN-10: 0199261784, ISBN-13: 978-0199261789 (Approximately \$80)

Fee: \$525

Hours of online instruction: 45

Environmental Economics and Policy Making

Environmental economics can be seen in every government action that pays, punishes, or prompts us to achieve a common goal. Students will learn how to apply the concepts of economics to environmental problem-solving and corporate decision-making by engaging a wide array of issues that affect modern businesses and governments. Sustainable development, water quality, pollution control, energy efficiency, process improvement, waste management and traffic control are all influenced by fundamental economic principles. This course uses numerous case studies to challenge students to discuss, critique, and frame modern problems by harnessing the power of economics.

Fee: \$525

Hours of online instruction: 45

Energy Auditing: The Metrics of Green Building

This course presents the key concepts and methods of energy efficiency. It explores how energy is converted into useful services and the role of increased efficiency in providing those services with less energy. The different forms of efficiency improvements, and conservation are introduced, drawing upon examples in transportation, buildings, and industry. The practical implications of public policies, behavior, and economics are interspersed with technical and theoretical aspects. Key concepts include how to convert and design efficient solar energy designs.

Textbook: *Residential Energy: Cost Savings and Comfort for Existing Buildings, 5th Edition*, by John Krigger and Chris Dorsi, ISBN 978-1-880120-09-5 (Approximately \$65)

Fee: \$525

Hours of online instruction: 45

Increase your effectiveness on the job. Advance in your career. Acquire new knowledge and skills. This program provides a practical educational experience for those in or new to the field of human resource management, personnel, industrial, or employee relations.

Who Should Attend

Anyone who is interested in working within an organization, representing the company and the employees, consultants, field agents, potential staffing vendors.

Skill Sets

The student will learn:

- Identify the core competencies needed for human resources.
- Build process and procedures for a diverse workforce, recruitment, and ROI.
- Learn how to communicate policies to employees.
- Create an environment that attracts and retains top talent.
- Understand the role of OSHA, safety, and compensation issues in the workplace.

There are no prerequisites, but it is highly recommended that Introduction to Human Resources be taken as the first course in this program.

Certificate Requirements

To earn the Professional Certificate in Human Resource Management in a student must successfully pass eight courses listed:

- *Introduction to Human Resources*
- *Human Resource Management and the Law*
- *Talent Management and Development*
- *Training and Development*
- *Performance Management*
- *Compensation*
- *Health and Safety Management*
- *Directed Readings/Applied Project*

Training Time

Each course is 3.5 hours per week for 12 weeks for a total of 42 hours. There are a total of eight courses. Total training time is 336 hours.

Note: This is a credit course. For more information on earning credit for this course please call (619) 594-6924.

Location

SDSU Extended Studies/Gateway Centers, Hardy Avenue entrance, unless otherwise noted.

Career Pathways

- Human resources generalist
- Director of human resources
- Employment and placement manager
- Recruiter/human resources coordinator

College of Extended Studies Human Resources Management Advisory Board

Jordan Goldrich **CUSTOMatrix, Inc.**, Elviria McCalip, Robert Brown **San Diego State University**, Peggy Keers **Harrah's Rincon Casino & Resort**, Sue Fox **Helix Water District**, Michelle Dean **SDSU College of Business**, Gary Marchetti **Genetech**, Robin Martin **Mission Federal Credit Union**, Mary Evers **Mitchell International Inc.**, Anita Caro **Sharp Health Care**

Course Description**Introduction to Human Resources**

A comprehensive view of managing the HR function will be provided, including: HR responsibilities; designing, staffing, and evaluating the department; the connection between HR and organizational improvement programs; strategic and HR planning; international HR management; and the role of HR, with instruction in policy formulation and handbook design and preparation.

Fee: \$525

Health and Safety Management

This course will examine the scope of HR in this area and the fundamental components of a comprehensive health and safety program. Included will be: Cal-OSHA requirements, risk management and loss prevention, management of workers' compensation claims, employee assistance plans, quality of work life, preventative health issues, ADA compliance, and ergonomic standards.

Fee: \$525

Talent Management and Development

Students will learn about future trends in the workforce and how to develop and implement specific recruitment strategies to fulfill business objectives such as understanding business objectives, mastering interviewing techniques and recruitment methods, developing application blanks and selection tests, performing reference checks, and designing effective orientation programs.

Fee: \$525

Performance Management

This course explores HR's role in establishing a credible performance management system to help an organization maximize productivity. Students will learn strategies and methods for evaluating performance, diagnosing performance problems, coaching and counseling, improving employee communication, career guidance, and assessment techniques.

Fee: \$525

Human Resource Management and the Law

This course will outline the legal environment affecting HR management. Students will learn from practical examples about the federal, state, and local laws which regulate and define the employment relationship. Areas covered include: laws governing union organizing; EEO and affirmative action law; health, safety, and workers compensation regulations; leaves of absence and the ADA; and compliance with employee pay and benefit rules.

Fee: \$525

Compensation

Each major foundational aspect of employee compensation will be reviewed in this class. Students will learn a practical approach to building a sound compensation program through lectures, case studies, and team projects. Topics will include job analysis, job descriptions, job evaluation, salary surveys, salary structures, pay for performance, benefits administration, and incentives.

Fee: \$525

Training and Development

Maintaining a highly productive workforce through the use of training will be covered in this course. Students will learn about the training function and its relationship to a high performing organization. Also included will be an examination of teambuilding techniques as part of the human resource function.

Fee: \$525

Capstone: Applying Human Resources

Skills Sets: HR Planning and Policy, HR and the Law, Health and Safety, Performance Management, Staffing, Compensation, and HR Development.

After successful completion of these 21 units of course work, each student is required to complete a culminating project, demonstrating competence in a specific HR area. (Enrollment is limited to 15 students. Mandatory attendance at first class.)

Note: must be pre-approved by certificate programs before registering. Contact Rhonda Beard at (619) 594-6924 for approval to register.

Fee: \$525

The Professional Certificate in Leadership Coaching for Organizational Transformation is designed to deliver outstanding workplace tools in order to build a return on investment (ROI) and retention. Learn the essence of coaching high performance teams, coaching for succession planning, and improving crucial communication skills to support the mission and vision of the company. This program is based on competencies identified by the International Coach Federation (ICF).

Who Should Attend

- Human resource professionals
- Senior and middle managers
- Consultants
- Professional coaches

Skill Sets

The student will learn:

- How coaching skills are utilized in business, government, and the non-profit world.
- How to understand the needs and motivations of workers as they continue to evolve through the adult maturation cycle.
- How to coach executives, leaders, and managers.
- How to assess the leadership and management development needs of an organization.
- How to take a practical and scientific look at the theories of today's highly touted success formulas.
- How to construct assessments that enables the coach to create a customized plan of action for individuals and teams.
- An overall understanding of better communication skills and personality styles.
- How to support the CEO and CFO with the mission and vision through coaching techniques.

Prerequisites

A student is not required to take any of the individual course in a specific order. Students with minimal previous exposure to executive and business coaching are strongly encouraged to take Coaching Essentials for Performance and Development first in the series.

Training Time

Each course is four hours per week for six weeks and one eight hour session on a Saturday for a total of 32 hours per course. There are a total of six course required for certificate completion. Total training time is 192 hours.

Certificate Requirements

To earn the Professional Certificate in the Leadership Coaching for Organizational Transformation a must successfully pass all six courses listed:

- *Coaching Essentials for Performance and Development*
- *Success, Performance, and the New Science*
- *Emotional Intelligence for Leaders and Managers*
- *Coaching Managers and Leaders*
- *Assessments, Feedback, and Performance*
- *Applying the Coaching Process*

The Behavioral Board of Science approval for MFT/LCSW provider #PCE360, awards 26 continuing education credits (CEUs) per course.

This certificate program can be taken to earn Continuing Education Units (2 units per course). There is an additional \$20 fee per course to earn the Continuing Education Units. For more information on earning CEUs for this course please call (619) 594-6924.

Career Pathways

The Professional Certificate in the Leadership Coaching for Organizational Transformation will help prepare students for success as:

- Human resource professionals
- Internal and external consultants
- Managers and leaders
- Training and development specialist

College of Extended Studies Professional Certificate in the Leadership Coaching for Organizational Transformation Advisory Board
Skip Andrews **Andrews Consulting International**, Susan Curtin **Strategic Coaching**, Bertam C. Edelstein, Ph.D. **The Edelstein Group**, Susan Fox **Helix Water District**, Jordan Goldrich, LCSW, CEAP **CUSTOMatrix, Inc.**, E. Wayne Hart, Ph.D. **Center for Creative Leadership**, Eric Kaufmann, CPCM **Insight Consulting**, Sharon Lieder, MBA **The Lieder Consulting Group**, Christine Martin, MBA **Innovation Coaching, LLC**, Mary Kay Mason **Mary Kay Mason Consulting**, Cynthia Obadia, MBA **Shell Trading Company**, Eric Perkins **Mission Federal Credit Union**, Pamela Richarde, MA **MCC InnerVision Enterprises**, Karenlee Robinson, MA **Sharp Mesa Vista Hospital**, Janice Tranthem, MBA **Thumbs Up Performance**, Doug Walker, MS **A-Ha! Performance**, Bryce Whiting **International Advance Team**, Gennene Wilburn, MA **MPOWERU, Inc**

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Course Description

Coaching Essentials for Performance and Development

Learn how coaching skills are utilized in business, government, and the non-profit world. Participants will review the evolution of coaching and how it is used in organizations and businesses, and develop skills for coaching managers and supervisors to be leaders. Participants will gain an appreciation for coaching as a discipline, plus study different formats and models used by experts.

Fee: \$385

Emotional Intelligence for Leaders and Managers

Companies thrive today if they innovate and sustain quality. This course helps students understand the needs and motivations of workers as they continue to evolve through the adult maturation cycle. The importance of learning and how workers learn most effectively is examined. Finally, the nature of personal success and its relationship to emotional intelligence is developed.

Fee: \$385

Textbooks:

- *Taming Your Gremlin* by Carson and Quill (Approximate Cost: \$12.95)
- *Working with Emotional Intelligence* by Goleman and Bantam (Approximate cost \$17)

Coaching Managers and Leaders

This course focuses on coaching executives and managers as well as on developing a leadership or management development program. Topics include: coaching executives, leaders, and managers; how to assess the leadership and management development needs of an organization; the role of coaching in a management development program; and structuring the context in which leadership coaching occurs. The class assignment will focus on how to design a management development program.

Fee: \$385

Textbook: *The Extraordinary Leader* by Zenger, Folkman and McGraw-Hill (Approximate cost \$29.95)

Success, Performance, and the New Science

This course is a dynamic, hands-on exploration of the theories, philosophies, success formulas, and tools that are being promoted and used by executive, business, and performance coaches, leaders, and

success gurus, to help people and organizations achieve goals (often financial), increase performance, and experience satisfaction and joy.

What theories have scientific support and which ones don't? Is there evidence for the "Law of Attraction?" We will provide a top-level introduction to the science that supports these theories and success formulas and we will identify those that fall into the category of spirituality and religion. Topics include quantum physics, chaos theory, neuroscience, biology, and psychology.

Fee: \$385

Assessments, Feedback, and Performance

Assessment is at the heart of business and executive coaching. A well constructed assessment enables the coach to create a customized plan of action for individuals and teams. This course will give students experience administering and interpreting various assessment instruments and describe the circumstances most suited for each of them. Skill in judging the utility and suitability of any assessment procedure will be developed. Students with minimal exposure to executive or business coaching are strongly recommended to take *Coaching Essentials for Performance and Development* first.

Fee: \$385

Applying the Coaching Process

Skills Sets: Coaching Essentials for Performance and Development; Emotional Intelligence for Leaders and Managers; and Assessments, Feedback, and Performance; or equivalent experience. This final course will focus on helping students utilize their coaching skills within the realities of the business world. Topics include: contracting, confidentiality, designing success into the project, strategies for coaching in organizations, business practices, and ethics. The course will include modeling and practicing of coaching with feedback.

Fee: \$385

Textbook: Performance Factors Map by Montezuma Publishing; (Approximate cost \$15)

In today's economy, companies that win are the companies delivering the highest quality product and services while dealing with the budgetary constraints, inventory, personnel, equipment, and supply issues. How do the winners surmount these obstacles to achieve peak performance? One fundamental strategy is the Lean Philosophy of eliminating waste with a focus on the customer.

SDSU College of Extended Studies Professional Certificate in the Lean Enterprise is a heavily interactive course designed to facilitate hands-on learning and immediate application to any organization. As a project team member, students will implement Lean concepts to their respective organizations, improving quality while decreasing costs.

Who Should Attend

Professional from any company in any industry seeking to improve their organization. Lean concepts apply to a variety of industries – manufacturing, health care, financial, government, military, service, maintenance, construction, defense, and many more.

Skills Sets

Students will learn the Lean Philosophy of achieving significant improvement in performance through elimination of waste in the total business process through a hands-on team project that will have immediate cost-saving results.

Prerequisites

An adult learning with a minimum of high school diploma or equivalent.

Certificate Requirements

To earn the Professional Certificate in Lean Enterprise a student must attend all 84 hours of course instruction, pass an assessment, work on a team project, deliver results on, and present the project. This includes a one day project mentoring and final project review.

Training Time

This is a 13-week course of instruction. Total training time is 84 hours of classroom instruction.

Location

SDSU Extended Studies/Gateway Centers, Hardy Avenue entrance. Except three scheduled local tours of San Diego companies successfully implementing Lean philosophy. (Locations vary from semester to semester.)

Fee: \$2,495

Career Pathways

- Production manager
- Plant engineer
- Plant manager
- Efficiency manager
- Improvement manager
- Managing director manager of operations
- Project manager

(continued on the next page)

Course Description

Through the 13 topics listed below students will learn how to improve quality while decreasing costs; reduce inventory and remove waste, and how to develop a closer relationship with your customer.

■ Lean Basics and Simulation

Lean principles, tools, and application.
Interactive simulation teaches how to implement Lean principles to your operation achieving rapid and dramatic results.

■ Metrics and Incentives

Identify incentives that drive the outcomes desired in a Lean operation.

■ Value Stream Mapping – Current and Future State (with tour)

Map value streams and develop current state and future state maps of your organization.

■ Facilities Layout/Cellular Flow

Systematic team-based approach to designing and implementing cells, thereby increasing productivity, reducing inventory, and decreasing costs.

■ Administrative Lean

Eliminate waste in sales, order entry, new product design, inventory control/management, purchasing, invoicing, scheduling, production control, and accounting.

■ Strategic Continuous Improvement

Make Lean a part of any organization. Study Lean strategy, project selection, and implementation used by successful companies. Sustain a long-term focus on continuous improvement.

■ Standard Work

An important final step, standard work allows Lean improvements to remain in effect.

■ Quick Changeover/Mistake Proofing

Change the long “set-up” from hours to minutes. Create a mistake-proof environment, not errors.

■ Visual Workplace and 5S

5S system results in less waste, better space utilization, higher productivity, improved morale, and a safer environment.

■ Change Management

Manage change through effective communication.

■ Kaizen Events

This focused, team approach gets fast measurable results, decreases resistance to change, and makes use of employees’ intelligence and creativity.

■ Equipment Management

Total productive maintenance in the Lean facility, including equipment design and automation issues.

■ Team Project Presentations

Teams formed at the beginning of the semester will present results of their own Lean improvements. Projects will be evaluated to meet the experience requirements of the Bronze Level Lean Certification.

Are you interested in tangible results? Do you want to ensure your competitive edge in the market place? How can you stay solvent, and rise above the competition? SDSU College of Extended Studies' Professional Certificate in Lean Six Sigma Green Belt will prepare professionals across industries to learn how to streamline workflow, cut overhead, and boost and significantly impact the bottom line.

This certificate program will combine the best practices of Six Sigma and Lean. Traditional Six Sigma has focused on the reduction of variation. Lean is the removal of waste. Lean Six Sigma (LSS) is a combination of these practices and philosophies to generate tangible results.

Who Should Attend

Professional from across industries seeking to improve their organization's processes. The concepts learned apply to a variety of industries – manufacturing, health care, financial, government, military, service, maintenance, construction, defense, and many more.

Skills Sets

Students will learn how to map a process, look for variations, identify waste, and then improve the process through reducing variations and elimination of waste in the process flow.

Prerequisites

An adult learner with a minimum of high school diploma or equivalent.

Certificate Requirements

To earn the Professional Certificate in Lean Six Sigma Green Belt a student must attend all five days of training, pass an assessment, work on a team project, deliver results on the project, and present the project.

Training Time

There are five days of intensive course instruction, and one day of project presentations. Total training time is 48 hours of instruction.

Location For Classes

SDSU Extended Studies/Gateway Centers, Hardy Avenue entrance.

Fee: \$2,759

Program Materials:

Fee includes all classroom materials, and software. (Students are required to provide their own laptops for this course; software will be provided. Laptops must be PC compatible. Apple/Mac computers are not compatible with course software.)

Career Pathways

- Production manager
- Plant engineer

- Plant manager
- Efficiency manager
- Improvement manager
- Managing director
- Manager of operations
- Project manager

Course Description

This intensive course of instruction will focus on Lean Six Sigma philosophy and methodology of Define, Measure, Analyze, Improve, and Control or DMAIC. Students will learn how to implement and merge the best Lean and Six Sigma tools available to identify constraints, improve process flow, and eliminate waste. In addition, students will learn how to identify and select the best opportunities for improvement and how to create a culture of continuous improvement.

Course Schedule And Topics

Day One

Module 1: Project Charter/Selection

Module 2: Lean Six Sigma Introduction

Module 3: Deployment of Lean Six Sigma

Module 4: Cost Savings Analysis

Module 5: Five Lean Principles and Eight Wastes

Day Two

Module 6: Value Stream Mapping

Module 7: 5S and Visual Management

Module 8: Process Flow

Module 9: Introduction to Variation

Day Three

Module 10: Performance Measurements

Module 11: Quality Concepts

Module 12: Control Charts

Module 13: Measurement Systems Analysis

Day Four

Project Reviews/Mentoring

Module 14: Failure Modes Effects Analysis

Module 15: Cause and Effect

Module 16: Kaizen

Module 17: Flow and Pull

Module 18: Set-up Time Reduction

Day Five

Module 19: Design of Experiments Introduction

Module 20: Mistake-Proofing

Module 21: Standardization

Module 22: Controls

Next Steps and Assessment

Day Six

Final Project Presentations and Certification

The marketing field is a magnet for those who want interesting, diverse, challenging, and creative work. Successful marketing professionals are able to combine creative, out-of-the-box thinking with strategic planning and research skills, a savvy understanding of consumer psychology, and more. SDSU's College of Extended Studies and the San Diego Ad Club have come together to offer this program.

Who Should Attend

Those aspiring to positions in marketing, advertising, sales, newspapers, magazines, and public relations such as account reps, project managers, sales representatives, public relations managers, and creative coordinators

Skill Sets

Students will learn the current and future state of the industry via lectures and panel discussions. Students will learn how to define marketing, the marketing plan system, the value of research and knowledge, the business profile, how to determine objectives, create strategies, develop budgets, measure results, how to define the fundamental components of sales, the keys to successful sales, understand what the client wants and needs, and where the industry is going. Students will examine the structure and best practices of media such as television, newspapers, Internet, magazines, and radio.

Prerequisites

There are no prerequisites for this course.

Certificate Requirements

To earn the Professional Certificate in Marketing and Media a student must successfully pass all six of the eight courses listed:

- *Defining and Positioning a Brand*
- *The Marketing Plan*
- *Introduction to Interactive Marketing*
- *Creativity and Media*
- *Media in the 21st Century*
- *Media Planning and Buying*
- *Media Sales and Promotion*
- *The Marketing and Advertising Campaign*

Note: This is a noncredit program.

Training Time

Total training time per course is three hours per week for four weeks to equal 12 hours per course. A student must complete six courses. Total training time is 72 hours of classroom instruction.

Location

SDSU Extended Studies/Gateway Centers, Hardy Avenue entrance, unless otherwise noted.

Career Pathways

Those aspiring to positions in marketing, advertising, sales, newspapers, magazines and public relations such as account reps, project managers, sales representatives, public relations managers, and creative coordinators.

(continued on the next page)

Course Description

Defining And Positioning A Brand

Kick off the Marketing and Media program by learning how to identify and understand your target market(s) and create and position a brand identity. In this fast-paced course, you'll learn how to differentiate your company from the competition, how to position a brand in the marketplace by creating a cohesiveness of internal efforts and focus, and how consumer perceptions are formed from brand execution, advertising, and marketing communications.

Fee: \$279

The Marketing Plan

A plan is just like a map. And if you don't have one, you just won't get where you want to go as quickly and easily as you should. This course teaches you a commonsense, simple-to-understand and remember marketing, advertising, and sales planning system you'll find yourself using over and over again. It travels all the roads you need to take as a marketing and media professional. Key topics include: defining marketing, the marketing planning system, the value of research and knowledge, the business profile, determining objectives, creating strategies, developing budgets, and measuring results.

Textbook: The Marketing Plan; Estimated cost - \$94.06
Fee: \$279

Creativity And Media

What's creative? Now you'll know, thanks to the systematic approach to the creative process presented in this course. Plus, you'll learn how to create the most effective messaging in each medium. The instructor will involve you with real, meaningful, up-to-the-moment case studies that clearly illuminate what creative/effective advertising is all about.

Fee: \$279

Introduction To Interactive Marketing

Interactive marketing is no longer experimental: it's a key component of any up-to-date marketing plan. Participants in this course will examine successful online campaigns and noteworthy web phenomena, and learn the practical know-how necessary for interactive marketing success: the principles of search engine optimization (SEO), models for online pricing and distribution, methods to reach the increasingly valuable iPhone and Mobile marketing sectors, and tools to create and implement effective social media and viral marketing plans.

Fee: \$279

Media In The 21st Century

Typical business entities serve one constituency, their customers. Major media companies must meet the needs of two separate constituencies. Without an audience, media companies have nothing to offer their advertisers. Without advertisers, media companies have no revenue. How media companies meet the needs of their two publics is the focus of this introductory class. Students will examine the structure and best practices of media such as television, newspapers, Internet, magazines, and radio. How do they operate today? How are they preparing for the future? Students will also examine the field of public relations and spend time exploring emerging media platforms. Industry veterans supply a wealth of real-world experience. This class will benefit individuals who are interested in how media operate as a for-profit business, or as an overview for those interested in pursuing a career in media.

Fee: \$279

Media Planning And Buying

An introduction to the subject of evaluating and selecting media to meet specific strategic marketing goals. Class covers a broad spectrum of decisions that must be made when working with media.

Key topics include: types of media e.g., electronic, print, and out-of-home; advantages and limitations of all media; components of the media plan including target audience, geography, seasonality, communication objectives, media budgeting, media strategies and tactics; and media buying methods.

Fee: \$279

Media Sales And Promotion

A look at the benefits and challenges of a career in media sales. Study the building blocks to a sale – research, promotion, and other collateral areas. Understand what the client wants and needs for promotion. Learn the current and future state of the industry via lectures and panel discussions with practicing professionals. Key topics include: the fundamental components of sales, the keys to successful sales, and where the industry is going.

Fee: \$279

The Marketing And Advertising Campaign

With this capstone course, you'll take everything you've learned in the program and put it to use. Here, your entire class becomes a virtual full service marketing and advertising agency, selects a business to pitch, and creates the plan and campaign to win the business. Key topics include: the campaign planning system, the creative process, the client's situation analysis, branding, positioning, and the big idea.

Fee: \$279

Medical Billing and Coding is one of the fastest growing careers in the health care industry today! The need for professionals that understand how to code health care services and procedures for third party insurance reimbursement is growing substantially. SDSU College of Extended Studies Medical Billing and Coding Professional Certificate program gives students the skills needed to succeed in the health care industry as a medical insurance billing and coding specialist.

Who Should Attend

Professionals and individuals interested in entering the growing health care market as a medical biller and/or coder.

Skills Sets

Students will learn to solve insurance billing problems, how to manually file claims using the CPT and ICD-9 manuals, complete common insurance forms, trace delinquent claims, appeal denied claims, and use generic forms to streamline billing procedures.

Prerequisites

High school diploma or GED. No health care or medical office work experience is required.

Certificate Requirements

Students must attend all 80 hours of instruction, successfully pass the course and the graded final exam.

Training Time

This is a 80-hour classroom course of instruction. This is a noncredit course of instruction.

Location

SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$1,699

Textbooks/Materials

All required textbooks and materials are included.

Career Pathways

Medical billers and coders work in various places to include: physician practices, hospitals, pharmacies, long-term care facilities, chiropractic practices, physical therapy practices, and other health care facilities. A few of the career titles are:

- Medical biller
- Medical coder
- Medical insurance claims clerk
- Medical insurance coding specialist

Course Description

This intensive course of instruction will begin with an overview of a career as an insurance coding specialist and focus on the proper use of coding and the related CPT and ICD-9 coding manuals. Students will learn how to solve insurance billing problems; how to electronically and manually file and process claims; complete common insurance forms and trace delinquent claims. In addition, students will learn the legal, ethical, and regulatory concepts, and HIPAA compliance requirements. Students will receive an introduction to International Classification of Diseases, Clinical Modifications, and Coding Guidelines.

Certification Exam

Most hospitals, private practices, organizations, and unions throughout the country require National Certification as a competency standard.

The American Health Information Management Association (AHIMA) is the premier association of Health Information Management (HIM) professionals. The Certified Coding Associate (CCA) is viewed as the starting point for an individual entering a career as a coder. The AHIMA exam is given at Prometric Test Centers located throughout the U.S.

This course of instruction will prepare students to sit for the Certified Coding Associate (CCA) certification exam.

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The following chart summarizes the major topics taught during the 80 hour Medical Billing and Coding Program. The left hand column describes major lesson topics and the right hand column approximates the number of hours dedicated to teaching all aspect associated with the subject.

| <u>Topic</u> | <u>Total Hours</u> | <u>Topic</u> | <u>Total Hours</u> |
|---|--------------------|---|--------------------|
| Medical Terminology | 10 | CPT Coding for the Cardiovascular System Services and Procedures | 3 |
| Human Anatomy and Physiology | 6 | CPT Coding for Procedures and Services Performed on the Hemic, Lymphatic, Mediastinum and Diaphragm | 1 |
| Reimbursement, HIPAA, and Compliance | 3 | CPT Coding for Procedures and Services Performed on the Digestive System | 2 |
| The ICD-9-CM Format | 3 | Urinary and Male Genital System Procedures and Services CPT Coding | 2 |
| Outpatient Coding and Reporting Guidelines | 2 | CPT Coding for the Reproductive, Intersex surgery, Female Genital System, and Maternity Care and Delivery Services and Procedures | 2 |
| Using the ICD-9-CM | 2 | Endocrine and Nervous Systems CPT coding for Procedures and Services | 2 |
| Chapter Specific Guidelines for the Using the ICD-9-CM | 6 | CPT Coding for Procedures and Services Performed on the Eye, Ocular Adnexa, Auditory, and Using an Operating Microscope | 2 |
| Introduction to the ICD-10-CM | 2 | CPT Coding for Radiology Procedures and Services | 3 |
| Introduction to the CPT and Level II National Codes | 4 | CPT Coding for Pathology and Laboratory Services and Procedures | 3 |
| Understanding and Using Modifiers | 3 | CPT Coding for Procedures and Services from the Medicine Section of the CPT Manual | 3 |
| CPT Coding Evaluation and Management (E/M) Services | 3 | Inpatient Coding – ICD-9-CM – Section III – Principal and Secondary Diagnosis Present on Admission | 3 |
| CPT Coding Anesthesia Services | 2 | | |
| Surgery Guidelines and General Surgery | | Didactic Hours | 45 |
| CPT Coding | 1.5 | Hands-on Lab Hours | 35 |
| CPT Coding for Procedures and Services for the Integumentary System | 3 | Total Hours | 80 |
| CPT Coding for the Musculoskeletal System Services and Procedures | 2 | | |
| CPT Coding for Procedures and Services for the Respiratory System | 1.5 | | |

Whether you are new to meeting planning or a seasoned pro, San Diego State University College of Extended Studies Professional Certificate in Meeting and Event Planning offers you the opportunity to expand your knowledge and skills within this growing industry. If you want to explore a new career opportunity or become more astute in your abilities; if you're seeking help with planning a single meeting or event; or if you want to find out how to grow your career in the meeting industry; this program is for you! We are partnering with Meeting Professionals International (MPI) to present this very popular certificate program.

Who Should Attend

This program is designed to assist individuals who would like to move into the professional meeting and event planning industry.

Skill Sets

Students will learn the basic concepts for planning or coordinating meetings, event promotion, food and beverage planning, program budgets, guidelines and skills to define an event, audio and video basics, facilities coordination, and trade show management.

Prerequisites

There are no prerequisites to enter this certificate program, but **students must attend all class sessions of each course in order to pass the course.**

Certificate Requirements

To earn a certificate, students must complete the required core courses and 18 hours of elective courses within two years.

Core courses include:

- (MP 101) Meeting Planning Basics – nine hours*
- (MP 102) Food and Beverage Planning – six hours*
- (MP 103) Event Marketing and Promotion – six hours*
- (MP 104) Site Selection and Contract Negotiation – twelve hours*
- (MP 105) Financial Management of Meetings and Events – six hours*
- (MP 106) Audio Visual Basics – six hours*
- (MP 107) Professional Development – six hours*

Elective courses include: (18 hours)

- (MP 201) Introduction to Special Events – six hours*
- (MP 203) Building Your Own Event Planning Business – three hours*
- (MP 204) Tradeshows and Expositions – six hours*

**(MP 205) Sponsorship and Fundraising – Non-profit Event Planning – six hours*

(MP 206) Destination Management – six hours

(MP 207) Event Design and Production – six hours

(MP 208) International Meeting Planning – six hours

(MP 209) Weddings and Social Events – six hours

(MP 210) Event Planning in Unique Spaces – six hours

(MP 211) Technology Tools – six hours

Note: This is a noncredit course.

Discounts

Early registration fees valid until ten days before the first day of class. Register for ten or more courses and receive a 10% discount. Contact the registration office by phone at (619) 594-5152 to register and obtain discount. Discount only applies to certificate courses registered for at the same time and taken in the same term.

All SDSU Meeting and Event Planning certificate alumni will receive a 10% discount for any MEP courses. Only one discount may apply.

SDSU Bachelor's Degree

Students who earn the Certificate in Meeting and Event Planning may request to have HTM 431 waived in the upper division Hospitality and Tourism Management major at San Diego State University. See an HTM advisor at SDSU for more information.

Program Advisor

Annette Gregg, CMP, CMM, Vice President of Sales and Marketing, Monterey County Convention and Visitors Bureau.

This program helps to prepare for the MPI and ISES exams.

Training Time

Students are required to complete seven core course that total 51 hours in training and 18 hours of elective course. Total training time is 69 hours.

Location

SDSU Extended Studies/Gateway Centers, Hardy Avenue entrance unless otherwise noted.

Career Pathways

- Meeting planners
- Event planners
- Wedding planners
- Administrative assistants
- Facilities coordinators
- Career fairs and special events coordinators

(continued on the next page)

Course Description (Core Courses)

MP 101: Meeting Planning Basics

You've been given the responsibility of planning an event. Where do you begin? By learning just a few of the basic concepts involved in planning or coordinating a meeting, you can ensure a smooth running event. This course provides you with valuable resources for finding information, checklists, and other aids. The course also gives you information about career opportunities in the meeting planning industry.

Training Time: 9 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 102: Food and Beverage Planning

Learn how to enhance your programs with successful food and beverage planning. This course will explain policies and guarantees. It will also provide formulas for order pricing, tips on menu planning, and how to plan for special menus and theme parties. It offers lessons on catering off-site events, how to effectively communicate with catering staff, how to read contracts and confirmations, and on-site coordination guidelines.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 103: Event Marketing and Promotion

Effective marketing and promotion to your audience is critical to your event's success. In this course, you will learn several marketing tools and techniques, and how to use them to your organization's advantage. You will get practical strategies and hands-on experience in creating an event marketing communication action plan for before, during, and after your program.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 104: Site Selection, Negotiation, and Legal Issues

Selecting a location is a complicated process involving more than just booking rooms or choosing menus. This course will cover how to make that initial contact with a site, what to negotiate, effective site inspection, how to contract with a site, cancellation clauses, and ADA requirements. Included in this course is a field trip to a local hotel to conduct a site inspection and mock negotiation.

Training Time: 12 hours

Early Registration Fee: \$175

Regular Registration Fee: \$205

MP 105: Financial Management of Meetings and Events

Creating a budget and developing a plan to implement it are essential for the success of any meeting or event. This class teaches you the management tools necessary to minimize the chances of cost overruns and eliminates surprises that affect your bottom line. Participants will learn how to forecast revenues and expenses, how to prepare spreadsheets, cost control, and profit and loss analysis. Bring your pocket calculator for this dynamic hands-on course!

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 0106: Audio/Visual Basics

This course is a basic but comprehensive overview of the design and application of presentational technology for meetings and events. Content covered in this course will include audio visuals and their support mechanisms, common terminology, strategies for selecting the proper technology, as well as recommendations for selecting technology-base vendors and/or suppliers. It will provide instruction in the basic set up of AV and other technical advancements for the meetings and events industry. It is a project-oriented course that will include an off-site class at a local audio visual services company for hands-on application of the lecture materials as well as the various course handouts.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 107: Professional Development

You are an experienced meeting and event planner, now what? With the multi-faceted meetings industry, planners are challenged with making the right career moves, or knowing when to move at all. This course will help you decide where to take your career, and create an attainable plan for getting there. Students will be able to:

- Identify different career options for experienced meeting planners
- Understand if the CMP, CSEP, or CMM credentials are right for them
- Define his or her own personal brand
- Gain skills for personal presentation and public speaking
- Find solutions for finding the work/life balance
- Create a career plan that fits his or her personal goals and strengths

Training Time: 6 hours

Early Registration Fee: \$160

Regular Registration Fee: \$190

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Course Description (Elective Courses)**MP 201: Introduction to Special Events**

Careful preparation is the key to orchestrating successful special events such as receptions, grand openings, and theme parties. This course will provide you with the basic guidelines and tips you need as you identify the purpose of the event, define the event's format, select a location, and develop event activities. The course covers event planning and management concepts, event themes, and creative idea development techniques.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 203: Building Your Own Event Planning Business

This introductory class will explore the basics in building an event business, from building your reputation and potential client base, to effective marketing, available resources and the necessary steps to help you succeed.

Training Time: 3 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 204: Expositions and Festivals

Festivals and expositions are exciting and complex events which can be community celebrations, fundraisers, or valuable profit centers for corporate clients. This course will introduce you to the necessary steps to make it a reality! You will learn about the basic components involved in producing an expo or festival; designing the event, determining your market and competition, building floor plans, exploring sponsorship and promotional opportunities, the permitting process, managing the event site, working with contractors, and the many details involved in a successful expo or festival.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 205: Sponsorships and Fundraising

This course explores the unique set of factors and expectations involved in using special events as a fundraising tool for nonprofits and covers topics including: creating unique events, complementing an organization's mission and development plan, setting budgets and timelines, generating multiple revenue streams, designing and selling corporate sponsorships, and getting free PR.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 206: Destination Management

Large meetings and conventions require many services to successfully achieve their objectives. From transportation and registration of attendees to special event planning and staffing, meeting managers need help. Destination management companies are designed to fulfill these needs and more. This class will cover all aspects of destination management services from sales and account management through program operation. A few of the topics will include:

- Defining destination management and the role it plays in the meeting industry
- Sales and account management
- The important role that creativity and logistical skills play
- Program operation

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 207: Event Design and Production

This course is an introductory but comprehensive overview of the conceptual and creative applications of design as they apply to modern experiential meetings and special events. Content covered in this course will include theme selection, color and its application to the overall design process, décor, specialty lighting, and special effects. It will provide basic instruction in the application of design technology and the parameters that govern both available space and budget. This is a project-oriented course that focuses on the vital components of event design and production that are the most challenging but most rewarding.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 208: International Meeting Planning

This class is designed for meeting planners who manage programs outside the United States for U.S. or international attendees. People interested in taking this course should have some general understanding of meeting planning basics. Objectives for this course are: assessing implications of politics, religion, culture, and current affairs; learning the proper etiquette and protocol to follow; understanding how to deal with language, legal and financial matters; assessing risk and dealing with safety and security issues, and managing travel and the destination onsite. Pre-requisites for this course are: *Site Selection, Food, and Beverage* and *Financial Management*.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

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MP 209: Weddings and Social Events

This is considered an entry level course for people considering changing careers or wanting to acquire the knowledge of what it takes to be a successful planner in the wedding and social event arena. You will learn how to identify your own personal market; what skills are needed to succeed; pricing, job responsibilities, and types of themes and styles of parties and weddings. You will understand who and why people seek the skills of a professional party planner, and learn how to assess your client's needs, especially religious and cultural values that could affect the protocol of your event. You will learn how to identify the resources necessary for your event, and become familiar with the industry professionals that can provide you with those resources.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 210: Event Planning in Unique Spaces

Planning an event in a ballroom or convention center can be challenging, but what happens when you go to a unique location, like a park or a museum? This class will look at event planning in a few very different cultural and historic buildings in Balboa Park, and there will be a light lunch served. Students will discover the challenges and rewards that come with creating events in venues that showcase Renoirs, wishing wells, and dinosaurs! There will be a moderate amount of walking, comfortable shoes are recommended. Lunch is included with the class fee.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

MP 211: Technology Tools

Central to the process of effective meeting management has been the adoption of new technologies, some of which could threaten the existence of meetings if they're not understood and utilized properly. This course reviews current and future tools that simplify the planning process.

Training Time: 6 hours

Early Registration Fee: \$130

Regular Registration Fee: \$160

The demand for certified pharmacy technicians is expected to continue to increase substantially through the next several years. This high demand is the result of the constant availability of new drugs, the national shortage of registered pharmacists, the establishment of certified pharmacy technicians, and the aging population.

SDSU College of Extended Studies comprehensive Pharmacy Technician Certificate Program will prepare students with the skills and knowledge that will enable them to qualify for entry-level positions in pharmacies as well as prepare them to sit for the Pharmacy Technician Certification Board (PTCB) national certification exam to become a Certified Pharmacy Technician (CPT).

Who Should Attend

Professionals and individuals interested in entering the growing health care market as a pharmacy technician.

Skills Sets

Students will learn medical terminology specific to the pharmacy, interpreting prescriptions and defining drugs by generic and brand names, dosage calculations, intra-Venus (IV) flow rates, drug compounding, dose conversions, dispensing of prescriptions, and inventory control.

Prerequisites

High school diploma or GED. No health care or medical office work experience is required.

Certificate Requirements

Students must attend all 50 hours of instruction, successfully pass the course and the graded final exam. This final exam will help prepare students for the PTCB Exam.

Training Time

This is a 50-hour classroom course of instruction. This is a noncredit course of instruction.

Location

SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Fee: \$1,299

Certification Exam

The PTCB exam is offered all year. The PTCB exam is taken at Pearson VUE Professional Centers located all over the United States. To find out more about the exam go to www.ptcb.org. The current PTCB exam cost is \$129. This fee is not included in the cost of the course. For updates on exam cost and location please visit Pearson VUE's website at www.ptcb.org.

Career Pathways

Pharmacy technicians may work in retail pharmacies, mail order pharmacies, home infusion pharmacies, long-term care facilities, hospitals, clinics, pharmacy benefit managers, and large industrial complexes as:

- Certified pharmacy technician
- Pharmacy technologists
- Pharmacy laboratory technicians
- Pharmacist technicians
- Pharmaceutical care associates
- Pharmacist assistants

Course Description

This course of instructions will provide an overview of the pharmacy technician certification process and role of the pharmacy technician within the various practice settings. The student will review generic drugs, basic biopharmaceuticals, dosage forms, patient profiles prescription label requirements, unit dose systems, emergency, and crash cart make-up. In addition students will learn the order transcription, ordering and inventory control, drug pricing, third party reimbursement formularies, automatic stop orders, calculating number of doses required for all major classes of drugs including top brand names and generic drugs. The metrics of the pharmacology will be taught to include basics of IV solutions; calculating 24 hour supply of IV solutions, percentages and electrolytes preparations; children's doses; and apothecaries' and avoirdupois systems of measurement.

State Requirements

Each state maintains different eligibility requirements for pharmacy technicians. To learn about your state, visit the National Association of Boards of Pharmacy website at <http://www.nabp.net/>.

Textbooks/Materials

All required textbooks and materials are included.

Textbook Information – Morton Publishing:

- *The Pharmacy Technician; 3rd Edition* (0-89582-736-0)
- *The PT workbook and certification review; 3rd edition* (0-89582-737-9)
- *Pharmacy Calculations; 2nd edition* (0-89582-669-0)

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The following chart summarizes the major topics taught during the 50 hour Pharmacy Technician Program. The left hand column describes the lesson topic and the right hand column approximates the number of hours dedicated to teaching all aspect associated with the subject.

| Topic | Total Hours | Topic | Total Hours |
|---|-------------|---|-------------|
| Pharmacy and Health care | 1 | Routes and Formulations | 3.5 |
| The Pharmacy Technician | 1.5 | Compounding Parenterals and Aseptic/Sterile Technique | 3 |
| Drug Regulations and Control | 2 | Compounding Regulations, Equipment, and Techniques | 3 |
| Pharmaceutical Terminology | 2 | Basic Biopharmaceuticals | 3.5 |
| Understanding and Interpreting Prescriptions | 2.5 | Factors Affecting Drug Activity | 3 |
| Pharmacy Calculations – | | Pharmacy Occupational Reference Materials and Information | 1 |
| Basic Arithmetic | | Inventory Management | 1.5 |
| Roman Numerals | | Financial Issues and Third-Party Payers | 1.5 |
| Fractions, Decimals, and Percents | | Working in the Community Pharmacy | 1.5 |
| Converting Household and Metric Measurements | | Working in the Hospital Pharmacy | 1.5 |
| Converting Apothecary and Metric Measurements | | Other Pharmacy Environments – Mail Order, Long-Term Care, Home Infusion | 1 |
| Temperature Conversions | | Drug Names and Classifications | 6 |
| Using Ratios and Proportions or Dimensional Analysis to solve Pharmacy Calculations | | Didactic Hours | 30 |
| Calculations for Compounding | | Hands-on Lab Hours | 20 |
| Calculations for Business | | Total Hours | 50 |
| Parenteral Doses using Ratio and Proportion Calculations | | | |
| Powdered Drug Calculations | | | |
| Ratio Solutions | | | |
| Dosage Calculations Based on Body Weight or Body Surface Area | | | |
| Infusion Rates and Drip Rates | | | |
| Dilutions, Alligations, and Parenteral Nutrition Calculations | 11 | | |

Projects are becoming more complex, project managers and teams are often being asked to do more with less, and executives and clients expect innovation, agility, and responsiveness. We offer project management training, leading to a Professional Certificate in Project Management, designed to give project managers (and any other professionals who work on projects) the tools they need to successfully manage any type of project; regardless of scope or industry.

Major salary survey finds project management and PMP® credential holders are among the highest earners in the IT field.

Who Should Attend

This course is designed for project management professionals who want to refresh their skills and earn Professional Development Units (PDU), people currently working as project managers who want to formalize their training or refine their skills, as well as people who are new to project management and are interested in the growing career opportunities where project management skills are utilized.

Skill Sets

The student will learn how to establish project schedules, identify and manage project dependencies and critical path, acutely track and report tasks, identify resource requirements to achieve project goals. In addition, the student will gain a working knowledge of the basic operations of Microsoft Project Fundamentals software and its application in project management.

Prerequisites

There are no prerequisite for this certificate program. However it is recommended that that student take the *Introduction to Project Management: Framework and Integration* first. Before a student can take the *Capstone Course: Project Simulation*, all other courses must be successfully completed.

Certificate Requirements

To earn the Professional Certificate in Project Management a student must successfully pass all nine of the courses listed:

- *Introduction to Project Management: Framework and Integration*
- *Project Management Team Building*
- *Project Management Scope, Time, and Cost*
- *Project Management Human Resources and Communication*
- *Project Management Procurement*
- *Microsoft Project Fundamentals Lab*
- *Project Management Risk*
- *Earned Value Management*
- *Capstone Course: Project Simulation*

Training Time

Individual courses vary in time. Individual courses meet once a week for three hours at a time for a total of 144 hours of classroom instruction.

Note: This is a noncredit certificate program. College of Extended Studies is a PMI® registered education provider.

Location

SDSU Extended Studies/Gateway Centers, Hardy Avenue entrance, unless otherwise noted.

Career Pathways

The Professional Certificate in Project Management will help prepare students for success in the following occupations:

- Project managers
- Project team members
- Professional planners
- Managers

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Course Description**Introduction to Project Management –
Frame Work and Integration**

This course is designed for those who have already been introduced to project management, but are looking to gain more understanding about the project management framework, project management standards, and the project management knowledge areas. Some of the topics covered will include: terminology and definitions, the role of a project manager, benefits of project management, project life cycle and organization, project management processes, and the project management knowledge areas. A focus on project integration management will cover the development of a project charter, project scope statement, and project management plans.

Textbook: *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95

Training Time: 15 hours

Fee: \$379

It is recommended students take this as the first class.

Team Building

In quality organizations, project managers spend large portions of their time sponsoring teams for success. This “how-to” course defines the environment, roles, responsibilities, behaviors, and activities that support teams in an organization. Participants will learn when and why teams make project management sense and the prerequisites for maximizing their results.

Textbook: *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95

■ *Project Management Memory Jogger* Cost: \$10.95

■ *Team Memory Jogger #1050E* Cost: \$12.99

Training Time: 15 hours

Fee: \$379

Scope, Time, and Cost

This course will focus on the processes required to ensure that the project includes all the work required, and only the work required, to complete the project successfully, the processes required to accomplish timely completion of the project, and the processes involved in planning, estimating, budgeting, and controlling costs so that the project can be completed within the approved budget. A main focus will be on creation of the work breakdown structure (WBS), activity duration estimating, and cost estimating.

Textbook: *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95

Training Time 15 hours

Fee: \$379

**Project Management: Human Resources
and Communications**

Project human resource management includes the processes that organize and manage the project team. This course provides an overview of the project human resource management processes and provides a process flow diagram of the inputs, outputs, and other related knowledge area processes.

Project communications management is the knowledge area that employs processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval, and ultimate disposition of project information. This course provides information on the critical links among people and information that are necessary for successful project communications.

Textbook: *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95

Training Time: 15 hours

Fee: \$379

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Project Management: Procurement

Most projects involve buying goods or services. Project managers don't have to be expert technical buyers, but they do need to understand the buying process, particularly how to clearly define what they want and manage what they get. Clearly drawing the line between scope performed by the team and what has been outsourced has important ramifications for the ultimate success of the project. Participants will learn the processes required to ensure their projects meet their original goal and gain an understanding of the activities that determine the quality policy, objectives, responsibility, and implementation.

Textbook: *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95

Training Time: 18 hours

Fee: \$449

Microsoft Project Fundamentals

Many users get frustrated and overwhelmed when trying to use MS Project, and even experienced users often use the tool incorrectly, overlooking many complex features. This course covers proper techniques necessary for building an effective project management schedule using MS Project with an emphasis on the relationship to the project lifecycle.

Textbooks:

- *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95
- *Managing Projects with Microsoft Office* \$78

Training Time: 18 hours

Fee: \$579

Risk Management

Project managers must understand, plan for, and manage risks. In this course, participants will learn and apply a proactive approach to threats and opportunities based on an understanding of the risk management process.

Textbook: *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95

Training Time: 15 hours

Fee: \$379

Earned Value Management

Learn the best-known technique for monitoring overall project performance against cost and schedule expectations. Gain a "big-picture" view of how your project is progressing and then drill down to specific problem areas.

Textbook:

- *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95
- *Earned Value Project Management* \$65

Training Time: 15 hours

Fee: \$379

Capstone: Project Simulation

Participants will work on a team project to drive home the relevance of the course content. Participants will demonstrate knowledge and mastery of good project management principles and apply these skills to current projects.

This course is intended to act as the final course in the Professional Certificate in Project Management. Completion of all previous Professional Certificate in Project Management courses is required for enrollment.

Textbook: *Guide To The Project Management Body Of Knowledge 4th Edition* Cost: \$65.95

Training Time: 18 hours

Fee: \$449

San Diego State University College of Extended Studies is a Registered Education Provider through the Project Management Institute (PMI®). Courses are aligned with PMI's "Project Management Body of Knowledge" (PMBOK®).

What are the keys to a sustainable future? Three major keys are innovation, synergy, and savings. It means doing more with less. Learn how an organization can develop and re-green sustainability issues to improve production, employee work life, and to meet future laws and legislation. The Professional Certificate in Residential and Commercial Sustainable Practices offers the best practices and sustainable trends in order to take a proactive role in driving the workforce and the home. Students will define sustainability; learn the history of green, the triple bottom line, new policies and laws, AB32, new codes and standards, renovations – low budget and high quality for homes, new trends, and a focus on Green jobs.

Who Should Attend

People seeking a career change, those wanting to make a positive difference in society, land use planners and planning commissioners, interior designers, architects, contractors and construction professionals, real estate professionals, project and facility managers, perspective home owners, and consultants in related fields.

Skill Sets

Students will define sustainability, learn the history of green, new policies and laws, codes and standards, new trends, with a focus on green jobs. In addition, students will gain critical perspective and understanding of sustainable management in work and residential environments, and in career options.

Prerequisites

Adult learner must have access to a computer, Internet service, and an active e-mail account.

Certificate Requirements

To earn the Professional Certificate in Sustainable Practices online a student must successfully pass all five courses listed:

- *Overview of Sustainability,*
- *Green Solutions for the Home*
- *Strategies for Creating and Maintaining a Green Facility*
- *Creating High Performance Green Commercial Offices*
- *Global Sustainability and Future Trends*

Training Time

An individual course is nine weeks in length. Average training time per course is 45 hours on online training. To complete the certificate program the total training time is 225 hours. This is a noncredit course of instruction.

Location

This is an Internet-based course of instruction.

Career Pathways

- Senior environmental specialist
- Industry analyst, cleantech
- Assistant environmental engineer
- Sustainability facilities manager
- Green home project manager
- Green commercial project manager

College of Extended Studies Green Sustainability Advisory Board

Jay Bart **Barona Valley Ranch**, Judy Muller-Cohn **Biomatrix, Inc.**, Andrea Cook, Terry Clapham, Ashley Watkins **California Center for Sustainable Energy**, Kim Valenzuela, Dwayne Boettcher **Cannon Power Group**, Jacques Chirazi, Shaina Brown, Holly Lepre, Lisa Bicker **Cleantech San Diego**, Lisa Carp, Mark Tholke **ENXCO**, Courtland Weisleder **Greener Dawn**, Jennifer Owens **Green-Spark**, Paul Cleary **GRID Alternatives**, Ian Gardner **Helix Wind**, Joseph Lucido **Joseph Lucido Assoc. AIA/LEED AP**, John Freeman **Knight and Carver Wind Group**, Carol Roberts **Pazzo di Terra**, Shari Joyce **Pegasus Building Services**, Dadla Ponizil **Ponizil Energy**, Peter MacLaggan **Posiedon Resources**, Elizabeth M. DeSouza, Ph.D., Brian Herndon, Mike Owen **Premium Efficiency Cooling Program**, Marty Leavitt **Resource Conservation District of Greater San Diego County**, Jason Anderson, Jennifer Henry **San Diego EDC**, Stephanie Jungersen **San Diego North EDC**, Vince Mudd **San Diego Office Interiors**, Elaine Rosenberger **San Diego Regional Sustainability Partnership**, Cheryll Stewart, Larry Purcell **San Diego Water Authority**, Susan Freeman **SANDAG**, Sally Muir, Margy Brookes **SDG&E, Sempra**, Geoffery Chase **SDSU**, Stephen L. Kapp **Siemens Industry, Inc.**, Dan Sullivan **Sullivan Solar Power**, Easton Gardner **USGBC, San Diego**, Jeff Adams **Wavecrest**, Keith Schneringer **Waxie Sanitary Supply**, Howard Makler **WePower**, Reg Javier **Workforce Partnership**, Dean Joe Shapiro, Wendy Evers **SDSU, CES**

(continued on the next page)

Course Description**Overview of Sustainability**

Receive an overview of sustainability and its history as it relates to the built environment... from the economic, environmental, and social-equity development perspectives. Learn how researchers and analysts define sustainability, as well as how they measure and track progress. Gain knowledge of the three areas of importance: commercial and business, community leaders, and society. Study the triple bottom line, best practices, review policies, laws, codes, and standards. Understand AB 32 and its impact. Learn about new trends and what kinds of green jobs are being developed.

Fee: \$525

Hours of online instruction: 45

Green Solutions for the Home

How do you up-sell a home or buy a home without knowing what the green benefits are in construction, water conservation, building sustainable products, and solutions? When it comes to building or remodeling a home, styles and budgets vary widely. However a building's energy efficiency and overall healthiness should not! Learn municipal policies, space planning, resources, and renovations for low budget, high quality rooms. By "Going Green Today," you can positively impact the environment while improving the appearance, comfort, and energy efficiency of your home.

Fee: \$525

Hours of online instruction: 45

Strategies for Creating and Maintaining a Green Facility

(Formerly Green Facilities Management)

The goal of facilities management is to maintain the safest and most productive work environment for employees and clients. As corporate leadership has become aware of the value of sustainability to business practices, sustainability has also become a critical component of facilities management operations. The facility manager must maintain a focus on productivity, profitability, and the bottom-line while incorporating sustainable practices in the operations and maintenance of a facility. Learn to consider corporate, economic, and environmental factors to create and manage a green facility. Learn how to assess current practices within the operation and develop a plan to produce results that are direct, measurable, and driven to the bottom-line through lower operating costs, higher productivity, and reduced risk.

Fee: \$525

Hours of online instruction: 45

Creating High Performance Green Commercial Offices

Students will learn sustainable considerations, lean construction, audit principles, cost analysis, benefit to environment, and benefit to the organization. Students will develop a decision matrix, learn energy management systems, understanding that a focus on flexibility allows change to occur for less money in less time, a recycling focus ensures less waste will occur, and become skilled at costing out all future purchases which will have smaller impact on the environment.

Fee: \$525

Hours of online instruction: 45

Global Sustainability and Future Trends

Course will focus on international and national trends. What are the promises and what is the current reality, as students discover international collaboration. Students learn the pros and cons of the world as the "political big picture" emerges for sustainability. Emerging technology programs will be discussed; i.e.; SDGandE Energy programs. Students will use discussion boards, readings, global video interviews, and projects to understand other cultures, laws, and new trends in the global economy of sustainability. Examine the universe of environmental laws affecting air quality, water quality, hazardous waste, hazardous materials, and site closure and cleanup. It provides an overview of the key program elements that environmental managers, compliance regulators, city planners, government managers, and green consultants need to know.

Fee: \$525

Hours of online instruction: 45

College graduates who can teach English in foreign countries are in high demand in today's interconnected world. If you are interested in traveling and earning a living at the same time, San Diego State University College of Extended Studies has a short term program that will train teachers of English and assist them in finding work. The Professional Certificate in Teaching English as a Second Language takes 130 hours to complete and will equip graduates to teach English anywhere in the world. Former graduates have taught in more than 40 countries around the world.

Who Should Attend

Those who intend to serve as English-language teachers worldwide.

Course Description/Skill Sets

This course covers classroom organization, curriculum design, textbook adaptation, lesson planning, and the specifics on how to teach reading, writing, speaking, and listening. In addition, students will have an increased intercultural awareness, develop critical communication skills, and be able to apply useful resource materials to assist in course development. This course will also:

- Prepare novice instructors to successfully live and teach English overseas
- Combine a solid teaching foundation with hands-on practical classroom experience
- Specialize sessions in language acquisition theory, teach specific language skills, effective second language teaching methods, help you to understand the English language learner, classroom atmosphere and management, lesson preparation, and materials development. Participants will be provided with the tools they will need to successfully apply for, and perform teaching assignments abroad.

Prerequisites

It is highly recommended that adult learners have a bachelor's degree at a minimum.

Certificate Requirements

Successfully complete all 130 hours of instruction.

Training Time

Students meet for approximately 32.5 hours per week for four weeks. Total training time is 130 hours of course instruction. This is a noncredit certificate program.

Location

This course of instruction is held at SDSU Extended Studies/Gateway Centers, corner of Campanile Drive and Hardy Avenue.

Career Pathways

Teaching English as a second language in foreign countries.

Tuition: \$2,650 | **Application Fee:** \$75

Program Coordinator: Van Hillier, (619) 594-8740, rhillier@mail.sdsu.edu



Veterans Information Bulletin

Proof of Issue

Jan. 2011-Dec. 2012

College of Extended Studies
San Diego State University
5250 Campanile Drive
San Diego, CA 92182

I have received a copy of the Veterans Information Bulletin, which contains the rules, regulations, course completion requirements, and costs for the specific course in which I have enrolled.

Veteran or Eligible Person (Print Name)

Signature

Enrolled by (Print Name)

Date

Note: original must be kept in the student's official file at the college. A copy of this "proof of issue" may be given to student upon request by student.