Spring 2005

It's time to spring into action!

extended education
extended education
extended education

**Your Resource for Education and Training
in the South Bay and Los Angeles**

CALIFORNIA STATE UNIVERSITY DOMINGUEZ HILLS

College of Extended & International Education

Access   *Quality*   *Innovation*

PROGRAMS OF EXTENDED EDUCATION

Extension
Credit and non-credit courses, career certificates, training and certification programs in a variety of subject areas designed for academic, professional and personal enrichment.

American Language & Culture Program
Intensive English programs for international students, business people or new residents who wish to improve their English language skills.

Center for Training & Development
Custom-designed training programs for business, industry, government and non-profit organizations are available through this unique service.

Distance Learning
Programs delivered to homes, schools, community and work sites using webcasting, cable, video-conferencing and online computer.

Special Sessions
Credential, certificate and degree programs offered throughout the year.

Learning in Retirement
Learning in retirement and lifelong learning programs, lecture series, and networks for seniors.

Open University
Access to regular University classes for those who have not been admitted to the University.

Mail to CSU Dominguez Hills, Extended Education, EE 1100, 1000 East Victoria Street, Carson, CA 90747

Stop by the Office of Extended Education on Campus 1000 East Victoria Street, Carson, CA.

Register by Toros **TOUCHTONE** (310) 243-2000

BY Voice PHONE: You may register by phone with your VISA, Discover or MasterCard by calling (310) 243-3741.

FAX to Extended Education, (310) 516-3971

By ToroWeb http://cs105.csudh.edu

Cover design by Judith Reeder. The bull or "toro" is the CSUDH mascot.

Quick Reference

Questions?
GENERAL INFORMATION 1-877-GO-HILLS

Spring 2005

Open University

Open University is a program that permits members of the community to take regular University classes offered on the California State University, Dominguez Hills campus without going through the formal admissions process. Essentially, it "opens University" courses to the general public.

Open University can help you update your professional skills or simply allow you to rediscover the joys of exploring new frontiers of learning. Open University makes it possible for you to begin or continue your education for any purpose you may have. Open University is for you if you

- Missed the deadline for admission to the regular resident program
- Want to examine a particular field before actually enrolling in a degree program
- Want to update your professional training
- Are not able to attend on a continuous basis
- Have been disqualified or are otherwise ineligible for admission and need to raise your GPA

For more information 310-243-3741 • www.csudh.edu/extendeded

FREQUENTLY CALLED NUMBERS

	(310) 243-
American Language & Culture Program	3830
Business Administration Advisement	
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Graduate	3465
Disabled Students Services	3360
Extended Education	3741
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Nursing	2120
Open University	3741
Pre-Admission Advising	3696
Graduate Education	3524
Teacher Education	3522
Testing Office	3909
University Advisement	3538

Solutions Academy

Rethinking Old Practices... Adopting New Strategies
The *New* Face of Business & Industry

Current economic conditions are changing the way we do business. Today's turbulent economy presents new problems requiring corporate leaders to rethink their business practices. How can your company adopt new strategies to continue to respond quickly to customer demand, maximize output, and enhance employee performance to achieve higher results?

Training and education will play a pivotal role in the future direction of business. California State University, Dominguez Hills Extended Education is committed to providing access to quality instruction and innovative programs that address the needs of our business community. As an academic institution, we have a network of resources to help you identify solutions to the issues impacting your business performance. Our faculty are recognized not only for their teaching achievements but also for their knowledge and expertise in their respective disciplines. As educators and practitioners, we deliver programs that apply the latest theories and techniques relevant to today's businesses. We can facilitate critical analysis of your current business environment and introduce innovative solutions to the challenges you face.

> Let CSUDH College of Extended & International Education be your solution center. We invite you to schedule your free consultation today by contacting Jerry Alston at (310) 243-3355 or at jalston@csudh.edu.

Strategic Initiatives Programs
- Skills Foundation for New Managers I
- Performance Management for Experienced Managers II
- Mastering Management III
- Effective Presentations for Professional Managers
- Linking Business Strategy to Financial Results

- Finance and Accounting for Non-Financial Managers

HUMAN RESOURCES
- Human Performance Improvement (HPI)
- Corporate Trainers Development Academy
- Strategic HR Planning
- Succession Management
- Organizational Development and Change Management

FINANCE
- Linking Business Strategy to Financial Results
- Finance and Accounting for Non-Financial Managers

HEALTH CARE LEADERSHIP
- Dynamic Leadership for Today's Health Care Managers

MANUFACTURING AND DISTRIBUTION
- Lean Enterprise Concepts

HOSPITALITY MANAGEMENT
- Performance Analysis in Hospitality Organizations
- Process and Quality Tools for the Hospitality Industry

SALES, MARKETING AND CUSTOMER SERVICE
- Creating a Customer-Centered Organization
- Creating Effective Sales Development Programs
- Marketing Research and Competitive Intelligence

LEARN HOW THE SOLUTIONS ACADEMY CAN SUPPORT YOUR CORPORATE LEARNING STRATEGY!

A growing number of companies have taken advantage of the Solutions Academy's Corporate Alliance to help them maximize intellectual assets, improve job performance and develop employees to take on increased responsibilities. The College's multiple learning models are designed to build upon the work experiences of corporate employees to deliver immediate outcomes and bottom-line results.

The College of Extended and International Education can deliver flexible corporate learning requirements on-site, on campus or on-line with competency training that meets the organization's most critical needs.

Through our Solutions Academy, we can help turn experienced managers into effective leaders. Experienced managers are too

valuable to take out of action for prolonged training programs. Our programs can help seasoned managers in your organization keep working while they grow in knowledge, skills and personal effectiveness to achieve results across your enterprise.

General business and basic functional courses do not necessarily translate into effectiveness on the job, but our wide range of specializations deliver up-to-date skills and encourage employees to apply knowledge and behaviors they learn in our Academy into work-driving results today.

The Solutions Academy will help your corporation stretch your training and development budget as it accelerates human assets development. You can guide your employees to courses designed to deliver the management and functional skills that really matter to your organization, and at the same time receive a Corporate Alliance group-fee discount when your shared-learning group numbers ten or more employee learners.

Choose the solution training component that best suits your organization's immediate needs and get quality training from the proven leader and workforce development partner.

> For more information:
> call Jerry Alston (310) 243-3355,
> email jalston@csudh.edu or
> visit the web site
> http://www.csudh.edu/extendeded

Custom Designed Training and Development

Contract Education delivers California State University and Extended Education courses to businesses, industry, government and nonprofit organizations throughout Southern California.

Who Should Attend

Programs are designed to meet the unique needs of your organization and employees. Program components may include:

- Wireless Telecommunications and Telecommunications training
- ISO 9000
- Six Sigma
- Business skills
- Advanced Business skills
- Management skills
- Communication skills
- Organization development
- Computer training
- Career & technical writing
- Quality systems certification training
- English as a Second Language
- CISSP

Special Features

These programs are available on site, on campus or at other CSUDH locations. For more information or to schedule a free consultation, contact Jerry Alston at (310) 243-3355, email: jalston@csudh.edu or write

The Center for Training & Development

Extended Education
CSU Dominguez Hills
1000 East Victoria
Carson, CA 90747

Employment training panel (ETP)
Attention Employers!

Do your employees possess the knowledge and skills to outperform those of your competitors?

With today's rapidly changing global economy, simply possessing a technical advantage is not enough to secure a company's competitive position. Businesses today need employees that possess the knowledge and skills necessary to effectively apply the latest technology and industry practices to their business strategies.

Extended Education at California State University, Dominguez Hills understands business and is committed to helping businesses achieve their training goals. Since 1998, we have worked with qualified employers to implement customized training programs funded by California's Employment Training Panel (ETP). Let us help you deliver training programs to improve your company's performance while also meeting your bottom line.

What is ETP?

The California Employment Training Panel (ETP) was founded in 1982 to stimulate the State's economy by funding programs to enable businesses to remain competitive, productive and profitable. The Panel funds programs to assist eligible employers train their workforce. Funding comes from a small diversion of employer contributions to unemployment funds into the Employment Training Fund (ETF). In general, companies engaged in manufacturing or facing out-of-state competition may qualify. Additional restrictions may apply.

Begin realizing your ETP benefits today! Call today to find out how your company may benefit from this valuable resource.

> "On-site computer, material planning, and leadership training classes provided through this program have helped increase our productivity significantly here at Hughes Electron Dynamics."
> Tim Fong
> General Manager
> Hughes Electron Dynamics

> "It's the most beneficial training we've had for our supervisors. Excellent teachers. We're continuing!"
> Stephanie Wright
> Vice President
> The Queen Mary

> "We gained a philosophy of learning the company will incorporate across the board through this great experience!"
> Lulie Leonard
> Human Resources
> Juanita's Foods, Inc

3

Business Communications

The Program

This program consists of a series of practical courses designed for employees to become confident and effective writers and communicators. The series builds and enhances skills in key areas of communication. Activities include a variety of in-class and out-of-class assignments to produce improved communication in the work place.

What You Will Learn

Students will learn how to determine the objectives for each writing task; follow conventional business formats to write memos, letters, reports, summaries and e-mails; write effective sentences and paragraphs; use proper punctuation; use appropriate diction and tone for verbal communication; plan and deliver presentations; determine strategies for composing various types of letters and memos, and collaborate on a writing task.

Who Should Attend

Managers, supervisors, administrators, administrative assistants, and support staff

Special Features

Business Communications courses may be tailored to fit the needs of your corporation, public agency or not-for-profit organization.

Certificate Requirements

A Certificate of Completion is awarded upon successful completion of each course. Continuing Education Units (CEUs) are available.

Courses

Successful Communications at Work
Mastering Report and Complex Writing
  Situations
Mastering Oral Presentations
Listening and Communicating as a
  Professional
Critical Thinking, Reading and Evaluation In
  Business Writing

Costs

Call Jerry Alston at 310-243-3355 for more information.

Workshops

Successful Communications at Work
3 CEUs

A 15-week course using a problem solving approach to writing. Standard and workplace-specific correspondence, reports, memos, electronic communications, collaborative models of writing and the basics of oral presentations are covered. The course has been designed as three separate five-week modules:

• Essential tools for communicating
• The language of business
• Crafting effective messages

Mastering Report and Complex Writing Situations
1.5 CEUs

A five-week workshop that builds on the Successful Communications at Work course. This course examines typical short and long reports written by supervisors and managers.

Mastering Oral Presentations
1.5 CEUs

A five-week workshop that builds on the Successful Communications at Work course. This course identifies the occasions for professional speaking ranging from brief reports at the workplace to multifaceted oral presentations for outside audiences using visual materials.

Listening and Communicating as a Professional
1.5 CEUs

A five-week workshop that builds on the Successful Communications at Work course. This course focuses on several types of verbal and nonverbal communication including paralinguistic and kinesthetic communications as well as communications in the context of corporate culture and for international audiences.

Critical Thinking, Reading and Evaluation in Business Writing
1.5 CEUs

A five-week workshop that builds on the Successful Communications at Work course. This course covers the analysis of logic, purpose organization and tone in business communication with the goal of improving critical thinking and evaluation skills in reading and business writing.

For more information:
Call (310) 243-3730
Visit the website
www.csudh.edu/extendeded

Extended Education Facilities

California State University Dominguez Hills

Spurred by the explosive growth in its programs, the Division of Extended Education has built a complex of buildings to serve campus and community groups as a location for new credit and noncredit instructional programs offered by the division. The buildings were financed entirely through revenues generated by the Division of Extended Education. No state funds were used.

Design

The complex, designed by the firm of Dougherty & Dougherty, has garnered an "Outstanding Building" award from American School & University magazine. The independent functions of Extended Education are expressed in three buildings. The registration building reaches out toward the center of campus and is centrally located as the primary hub of activity. Next to the registration building are the classrooms, as students are able to register and attend classes all in the same complex. Finally, the administration building is formally located at the corner of the site, providing public access facing north and service access to the rear. Flexible space allows for the continued evolution of educational technology as well as changing educational needs.

Environmentally responsive design techniques include natural and high-efficiency lighting, sunshading, energy-efficient air-distribution systems and easily maintained building materials.

The complex is available for classes, seminars, video conferencing and other events.
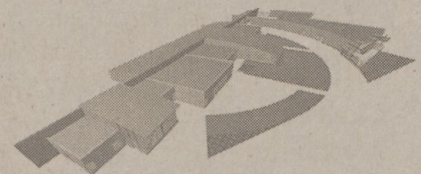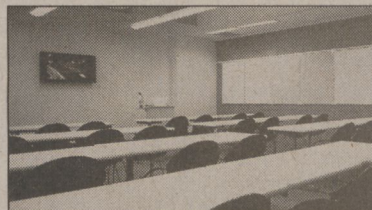
Facilities
- 10 classrooms
- Lecture Hall
- Executive Conference Room
- Warming Kitchen
- Administrative and registration offices

Classroom Features
- 42" Plasma Screen
- CPR with OC3 Internet Access
- VCR/DVD Players
- Video Presenter Camera/Projection Capability
- Wireless Network

Conference Room Features
- 42" Plasma Screen
- CPR with OC3 Internet Access
- VCR/DVD Players
- Video/Presenter Camera/Projection Capability
- Video/Audio Conferencing
- Warming kitchen
- Patio

Lecture Hall/Theater Features
- 150" Motorized Projection Screen
- CPR with OC3 Internet Access
- VCR/DVD Players
- Video/Audio Conferencing
- Video/Presenter Camera/Projection Capability
- Wireless Network
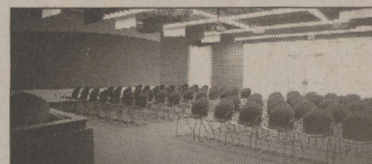
For more information:
call Teresa Stevens at (310) 243-2012
or (310) 243-3737
email: tstevens@csudh.edu
for pricing, scheduling and catering
information.

Master of Business Administration MBA Online

The Program

The MBA at CSUDH provides a solid qualification in business management with courses that are wide-ranging in content, covering the essential areas of knowledge and skills required in today's competitive business environment. The curriculum is focused on providing students with the tools for solving business problems and making decisions within the framework of a strategic plan. The MBA is designed not only to impart the knowledge of accounting, economics, finance, management, and marketing but also to equip graduates with the foundation for effective team building, quantitative and qualitative decision making, and creative problem solving.

Special Features

The MBA can be completed entirely online through the MBA Online Program. Courses feature a high level of interaction between faculty and students and between students. Each class combines text materials, lecture videos, case studies, group interaction among students, threaded discussions, interactive netmeetings and video conferencing.

In 1997, Forbes magazine identified CSUDH as one of the top 20 Cyber Universities in the United States, recognizing its leadership in distance learning.

The 30 unit MBA curriculum can be completed online within 15 months through the CSUDH MBA Online Program. All MBA courses are three (3) credit units each and are offered on a twelve (12) week schedule.

The program is offered in four (4) terms or sessions each year. Students can enroll and begin studies in any of the four terms.

The curriculum consists of the following components:

Prerequisite Coursework

Required Core Courses   21 Units

Electives   9 Units

Prerequisite coursework covers nine business core competency areas that provide the necessary background for advanced graduate study. Competency areas consist of the disciplines listed below:

- Financial Accounting
- Marketing
- Business Law
- Economics
- Management
- Operations Research
- Finance
- Information Systems
- Business Statistics

Students who hold an undergraduate degree in business administration, commerce, or a related field from an accredited institution may be deemed to have acquired competency in the core areas if the degree is not more than ten years old and if the core courses were completed with a grade of "C" (or equivalent) or higher.

Students who hold an undergraduate degree in a field other than business administration or a related area will be required to demonstrate competency in the business core areas. Competency can be demonstrated by completing necessary coursework at an accredited institution prior to beginning graduate studies at CSUDH or by completing appropriate bridge courses offered through the MBA Online Program.

Online!
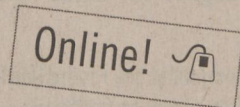
The Master of Business Administration (M.B.A.) Distance Learning program at California State University, Dominguez Hills (CSUDH), has been rated among the top 10 least expensive among major universities in America according to a national survey. GetEducated.com, LLC

For more information:
call (310) 243-2714
Kenneth Poertner, Program Director
kpoertner@csudh.edu
or
Cathi Ryan, Program Coordinator
cryan@csudh.edu
Fax: (310) 516-4178
or
visit the web site
http://mbaonline.csudh.edu/

Special Major Bachelor of Arts Degree

A Special Major degree for those who have completed the Production and Inventory Control Certificate Program

The Program

Students who have completed the Production and Inventory Control program at California State University, Dominguez Hills, are invited to apply the credits earned to a bachelor's degree program as part of a unique program entitled Special Major. Through this program, students can integrate their studies in Production and Inventory Control with at least two other disciplines to obtain the degree. Working with an advisory committee, participants design a path that best suits their individual and career objectives. Working adults and their employers will appreciate the career-specific approach of this innovative course of study.

Eligibility Requirements

Formal admittance to the University is not required for participation in the LAPICS Certificate program, but is required for participation in the balance of the Bachelor's Degree Program. All students are required to pay extension tuition for LAPICS courses. Students desiring to enter the University to earn a Special Major BA must follow standard University application procedures as outlined in the University Catalog

Program Requirements

The Special Major Bachelor of Arts degree requires the completion of 124 semester hours including both lower and upper division course work. Participating students must complete all general studies program requirements (52-59 semester units) and integrate at least one other discipline outside of the College of Business and Public Policy with the LAPICS units to achieve a total of 24 units of upper division credit to complete the Special Major. Students must also complete an acceptable University minor. Other graduation requirements are listed in the general University Catalog.

The minimum requirement for the Special Major is 24 semester units of approved upper division work. The credit hours earned while completing the Production and Inventory Control Certificate serve as the foundation for the Special Major. The remaining upper division credit hours, in consultation with the student's advisory committee, should be chosen from at least one other department outside the School of Management. Although not limited to these fields, possible areas of upper division course work might include:

Labor studies, computer science, communication, health care/medical technology, Chicano/a studies, Spanish, sociology/anthropology, adult education, applied studies, and public relations (communications).

Students should remember that proposed upper division course work may have prerequisites that must be met prior to enrolling in class. Please check the University Catalog for further information.

Residence Requirements

A minimum of 30 semester units (of which 24 must be upper division units) must be completed in residence at CSU Dominguez Hills. This does not include the credits earned as part of the LAPICS certificate program because credits earned through extension are not considered residence credit. Please see the University Catalog for other residence and transfer credit requirements.

The Minor

In addition to the Special Major, participating students are required to complete a regular academic minor. Examples of minors that might be of interest, and the number of units required to complete each include:

- Accounting (15 units)
- Business Administration (30 units)
- Business Information Systems (15-16 units)
- Communications (12 units)
- Computer science (34 units)
- Health Science (15 units)
- Labor Studies (15 units)
- Chicano/a Studies (18 units)
- Public Administration (15 units)
- Sociology (15 units)
- Spanish (12 - 24 units)

University Requirements

A student working towards the Special Major LAPICS degree is subject to university-wide policy relative to admission, scholastic standards and graduation requirements (please refer to the University Catalog). A maximum of 24 semester units through extension, correspondence and the United States Armed Forces Institute may be accepted toward a bachelor's degree. Each LAPICS course successfully completed counts as 3 of the 24 acceptable units.

Sample Programs

For complete requirements, please consult the University Catalog and program advisor. Additional prerequisite units may be required in the major and minor.

For further information on the Bachelor of Arts Special Major degree program or the LAPICS certificate, please contact David Heifetz, University Advisement Center, (310) 243-3640. email: dheifetz@csudh.edu

The Advisory Committee

Each Special Major student has a specially-appointed Faculty advisory Committee. The committee works with and gives special attention to the student. In addition to the LAPICS advisor, each student has faculty advisors over each area of concentration and in their minor.

Getting Started

Students should contact the Director of University Advisement approximately six months prior to the beginning of the semester they wish to enter California State University, Dominguez Hills. The Director will assist the student in contacting an appropriate program advisor, who will help the student apply for admittance, prepare the required program proposal and assemble the student's program advisory committee. Contact: David Heifetz, University Advisement Center, California State University, Dominguez Hills, 1000 East Victoria Street, Carson, CA 90747, (310) 243-3640. email: dheifetz@csudh.edu

For a listing of Quality Assurance courses and programs refer to page 79.

Online courses
WEB-BASED PROFESSIONAL DEVELOPMENT

5 courses for only $199!

(When paid in full in advance)

CSUDH presents a unique opportunity to create a personalized training program specific to your professional needs. Build your own PROFESSIONAL DEVELOPMENT CERTIFICATE from one of the following nine options:

1. ADMINISTRATIVE SUPPORT
2. BUDGET AND FINANCE
3. COMMUNICATIONS
4. CUSTOMER SERVICE
5. e-BUSINESS
6. HUMAN RESOURCES
7. LEADERSHIP AND TEAM BUILDING
8. MANAGEMENT
9. MARKETING AND SALES
10. PROJECT MANAGEMENT
11. STRATEGIC PLANNING

These self-paced web-based training courses target essential core competencies and provide viable options for working professionals. To build your own certificate, select FIVE courses from any of the above areas and pay only $199 for the five course package. See the listings on the following pages for the course registration number for each course. You may register at any time between January 3 and June 30 for these self-paced courses. They must be completed by June 30 .

Hundreds of courses are available with the above options.

TECHNICAL REQUIREMENTS

- Pentium 133 MHz or higher CPU and sound card
- Windows (95/98/NT/2000/ME)
- Macintosh is not supported
- 16 MB RAM (32 MB recommended)
- 640x480 or greater resolution, 256 colors (at least 800x600, 16-bit color recommended)
- Web browser: Internet Explorer or Netscape Navigator, version 4.0 or greater

1. Administrative Support *New!*

The Effective Administrative Support Professional

Getting Started-Administrative Support	35477
Overview to Effective Business Communications	35448
Using Effective Business Communications	35449
Administrative Functions	35450
Advancing Your Administrative Career	35451
Effective Administrative Support Professional Simulation	35452

Advance Skills for Administrative Support Professional

Behavior:Putting Your Best Foot Forward	35453
Managing Yourself and Those Around You	35454
Partnering With Your Boss	35455
Communicating with Power and Confidence	35456

2. BUDGETING AND FINANCE

Business Finance for Managers

Introduction to Finance	35021
Making Budgets Work	35022
Cash Management	35024
Financial Statement and Analysis	35023
Sources of Funding	35025
The Manager's Performance Guide - Business Finance	35026

Advance Business Finance

Introduction to Advanced Finance	35027
Investment Project Analysis and Selection	35028
Raising Capital and Financing Decisions	35029
Managing Working Capital	35030
Corporate Restructuring	35031
Financial Risk Management	35032
International Finance	35033

Using Financial Statements (Co-Developed with Wharton)

Principles of Financial Statement	35034
Components of Financial Statement	35035
Analyzing the Income Statement and Balance Sheet	35036
The Income Statement and Balance Sheet Connection	35037
Analyzing Cash Flow	35038
Ratio Analysis for Financial Statements	35039
Credibility and Disclosure in an Annual Report	35040
Analyzing an Annual Report	35041

Practical Budgeting for Managers

The Basics of Budgeting	35042
Building an Operating Budget	35043
Capital Budgeting	35044
Managing Budgets Effectively	35045

Online courses
WEB-BASED PROFESSIONAL DEVELOPMENT

Auditing: A Practical Approach

Introduction to Auditing	35046
Introduction to Internal Auditing	35047
Principles of Internal Auditing	35049
Introduction to External Auditing	35050
Principles of External Auditing	35051

3. COMMUNICATIONS

Dealing with Conflict and Confrontation

Understanding Conflict	35052
Contentions Tactics and Conflict Escalation	35053
Resolving Conflict through Problem Solving	35054

The Successful Facilitator

The Role of the Facilitator	35119
Facilitative Fundamentals: Techniques and Tools	35120
Facilitating Work Groups and Meetings	35121
Facilitating Challenging Situations	35122
Facilitative Formats and Tools: Offering Options	35123
The Facilitative Leader	35124
The Successful Facilitator Simulation	35125

Negotiating to Win: Getting the Results You Want

Crafting a Deal	35245
Connect and Communicate	35246
The Negotiation Process	35247
The Dynamics of Interaction	35248
Inclusive Negotiating	35249
When the Going Gets Tough	35250
The Master Negotiator	35251
Negotiating to Win Simulation	35252

Meeting the Presentation Challenge

The Foundations of Presentations	35058
Basic Presentation Structure	35059
Using Presentation Equipment Effectively	35060
Effective Presentation Delivery	35061
Advanced Presentation Skills	35062
Presentation as a Management Tool	35063

4. CUSTOMER SERVICE

Customer Relations Management

The Customer-Driven Organization	35067
Hiring and Retaining Service Professionals	35068
Effective Service Recovery	35069
Serving Your Internal Customers	35070
Beginning Electronic Customer Relationships	35071
Sustaining Excellent Customer Service	35072

Measuring Customer Satisfaction

Discovering What Your Customers Want	35073
Developing Customer Satisfaction Surveys	35074
Customer Satisfaction: Analysis and Implementation	35075

Managing a Customer Service-Oriented Culture

Establishing Your Team's Desired Performance	35076
Coaching in Service Oriented Culture	35077
Exceeding Customer Expectations	35078
Customer Service Strategy	35079
Improving the Process of Service Delivery	35080
Navigating the Change Process Successfully	35081

How to Excel at Customer Service

Building the Service Foundation: Corporate Culture	35082
Fundamentals of Exceptional Customer Service	35083
The Voice of the Customer	35085
Advancing Your Service Expertise	35145
Customers, Conflict and Confrontation	35086
Overcoming Challenging Service Situations	35087
Instilling Service Excellence: The EXCEL Acronym	35088
Service Stars & Service Teams	35089
Excelling at Customer Service Simulation	35090
Customer Service Simulation	35091

Frontline Call Center Skills

The Call Center Industry	35092
Call Center Communications Skills	35093
Call Center Customer Service	35094
Call Center Telephone Sales	35095
Frontline Call Center Simulation	35096

Inbound Call Center Management

The Call Center Industry	35092
Call Center Communications Skills	35093
Call Center Customer Service	35094
Call Center Telephone Sales	35095
Frontline Call Center Simulation	35096

Professional Telephone Skills

The Inbound Call Center	35097
Inbound Call Center Management Leadership	35098
Inbound Call Center: People Management	35099
Inbound Call Center Technology	35100
Performance Metrics for Inbound Call Center	35101

5. e-BUSINESS

e-Business Foundations

The Fundamentals of e-Business	35102
Approaches to E-Business	35103
e-Business Opportunities	35104
e-Business Design	35105
Building a Successful Web Site	35106
e-Business Solution	35107

e-Business for Customer Relationship Management

Introduction to Customer Relationship Management	35108
Electronic Customer Relationship Management	35109
Data Mining	35110
Profiting from Customer Relationship Management	35111
Profit Networks	35112

e-Commerce

Introduction to Customer Relationship Management	35108
Electronic Customer Relationship Management	35109
Data Mining	35110
Profiting from Customer Relationship Management	35111
Profit Networks	35112

6. HUMAN RESOURCES

Human Resources Management Essentials

Human Resources Planning and Analysis	35138
Getting the Workforce Your Company Needs	35139
Workforce Compensation	35140
The Climate for Performance	35141
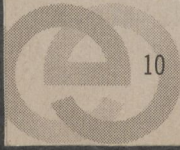
Online courses
WEB-BASED PROFESSIONAL DEVELOPMENT

Management Excellence: Performance-Based Appraisal

Effective Management: Performance-based Appraisal	35126
Designing Successful Performance-based Appraisal	35127
Implementing Performance-based Appraisals	35147
Performance-based Appraisal - An Employee View	35128
Appraising the Performance-Oriented Team	35129
Performance-based Appraisal Simulation	35130

How to Discipline Employees & Correct Performance Problems

Understand and Confront Performance Problems	35131
Setting and Clarifying Standards	35132
Motivate and Recognize Employees	35133
Use Formal Discipline Measures	35134

360-Degree Performance Appraisal

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Hostility and Workplace Aggression

Workplace Aggression: The Scope of the Problem	35152
The Three Stages of Aggressive Behavior	35153
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Cost	
5 Course Package	$199
NDSS 100-01	CRN 35273
NDSS 100-02	CRN 35274

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To register:

Obtain the registration number of the course from these pages or call (310) 243-3741. Then include the number on the registration form on the inside back cover of this bulletin, and send it with credit card payment or check (payable to CSUDH) to:

College of Extended & International Education

EE 1100

CSU Dominguez Hills

1000 East Victoria Street

Carson, CA 90747-0005

or FAX it to: (310) 516-3971

You may also register by phone with credit card:

(310) 243-3741

Business Communications

The Program

This program consists of a series of practical courses designed for employees to become confident and effective writers and communicators. The series builds and enhances skills in key areas of communication. Activities include a variety of in-class and out-of-class assignments to produce improved communication in the work place.

What You Will Learn

Students will learn how to determine the objectives for each writing task; follow conventional business formats to write memos, letters, reports, summaries and e-mails; write effective sentences and paragraphs; use proper punctuation; use appropriate diction and tone for verbal communication; plan and deliver presentations; determine strategies for composing various types of letters and memos, and collaborate on a writing task.

Who Should Attend

Managers, supervisors and administrators.

Eligibility Requirments

Students must have a command of the English language and a working knowledge of English grammar and sentence construction.

Special Features

Business Communications modules and courses may be tailored to fit the needs of your corporation, public agency or not-for-profit organization.

Certificate requirements

Continuing Education Units (CEUs) are available.

NEW COURSE. OFFERED BY DEMAND!

Costs

The cost of each course is $250.

There will be an additional cost for materials and/or textbook(s).

NEW!

Program

Successful Communications at Work

- Essential Tools
- Language of Business
- Crafting Effective Messages

This 12 week program consists of 3 four week courses using a problem solving approach to writing. Standard workplace-specific correspondence, reports, memos, electronic communications, collaborative models of writing and the basics of oral presentations are covered.

Each course awards 1 CEU.

Essential Tools for Communicating

Date:	Feb 5-26
Time:	Sat 9am-noon
Meetings:	4
Location:	EE1210
Fee:	$250
Instructor:	TBA
Course No.:	COX 951 Sec 01
Reg. No.:	27090

The Language of Business

Date:	Sat. Mar 12-Apr 9
	No class on Mar 26
Time:	9 am-noon
Meetings:	4
Location:	EE1221
Fee:	$250
Instructor:	TBA
Course No.:	COX 952 sec 01
Reg. No.:	27091

Crafting Effective Messages

Date:	Sat. Apr 23-May 7
Time:	9 am-noon
Meetings:	4
Location:	EE 1206
Fee:	$250
Instructor:	TBA
Course No.:	COX 953 Sec 01
Reg. No.:	27092

The following courses may be offered during the summer session, 2005.

Mastering Report and Complex Writing Situations

1 CEU

A four-week workshop that builds on the Successful Communications at Work course.

This course examines typical short and long reports written by supervisors and managers.

Mastering Oral Presentations

1 CEU

A four-week workshop that builds on the Successful Communications at Work course.

This course identifies the occasions for professional speaking ranging from brief reports at the workplace to multifaceted oral presentations for outside audiences using visual materials.

Listening and Communicating as a Professional

1 CEU

A four-week workshop that builds on the Successful Communications at Work course.

This course focuses on several types of verbal and nonverbal communication including paralinguistic and kinesthetic communications as well as communications in the context of corporate culture and for international audiences.

Critical Thinking, Reading and Evaluation in Business Writing

1 CEU

A four-week workshop that builds on the Successful Communications at Work course.

This course covers the analysis of logic, purpose organization and tone in business communication with the goal of improving critical thinking and evaluation skills in reading and business writing.

For more information:

Call Babette Wald at 310-243-3730

Email bwald@csudh.edu or

Visit the website

www.csudh.edu/extendeded/ businesscommunications.htm

Certificate of Completion in Construction Project Management

The Program

This course is designed to provide students with the knowledge and skill sets needed to successfully manage projects in today's construction industry.

What You Will Learn

Students will gain practical knowledge and skills needed to manage and/or supervise projects in today's construction industry. Students will learn how to successfully plan, manage and coordinate construction projects and activities including an understanding of project budgets, construction law and construction safety.

Who Should Attend

This innovative and timely program is designed for construction personnel, architects, engineers, property owners, developers and those who wish to develop and expand their managerial skills in construction.

Eligibility Requirements

There are no prerequisites required for the program. A background in construction and/or construction management is desirable.

Special Features

All program instructors are experienced practitioners in their field of expertise. They bring practical application of project management practices to their classes. All classes are scheduled in the evenings on the CSUDH campus at the Extended Education complex to meet the needs of working adults.

Certificate requirements

A Certificate of Completion is awarded upon successful completion of eight required courses. Those who do not wish to pursue a certificate may take individual courses

Courses

Required Courses

Plan Reading	CMX 903
Estimating	CMX 902
Construction Safety	CMX 926
Law for Construction	CMX 921
Construction Accounting	CMX 904
Financing Real Estate Acquisitions	CMX 905
Bidding & Scheduling	CMX 925
Field Project Management	CMX 920

Program Instructors

Art Robitaille, MS. Licensed Contractor and Safety Consultant with over 40 years of experience in the construction industry

J. William Stinde, Ph.D., MBA, CFM, CMA, General Contractor, Real Estate Broker, Management Accountant, licensed to practice before the IRS

Larry Kaltman, Architect and General Contractor, has over 40 years of experience in design and building

Mike Gugert, Director of Construction, Irvine Apartment Communities Inc., The Irvine Company; Investment Properties Group with 24 years of Domestic and International Construction experience

W. John (Jack) Irwin II, PE: Mechanical Engineer and Building/Construction Consultant with 30 years experience in construction, design, management, construction claims and disputes

SCHEDULED CLASSES

Law for Construction
1.8 CEUs

This course provides an overview of the legal system: contractor's license law, contract laws, real estate law, labor law, OSHA, employment law, litigation and arbitration, contractor's liability in tort-negligence, mechanic's liens, plus basic contract principles and responsibilities.

Date:	Jan 11 – Feb 15
Time:	Tue 6:30-9:30pm
Meetings:	6
Location:	CSUDH EE1209
Fee:	$160
Instructor:	**Art Robitaille**
Course No.:	CMX 921 Sec 01
Reg. No.:	25880

Bidding & Scheduling
1.8 CEUs

This course covers the different bidding strategies used in the construction industry; methods of selling or buying out the construction project, whether from the owners' or contractors' perspective. Learn to read, analyze and create your own bar chart and critical path method schedules. Learn to monitor and control time, money and other resources with the schedule. Learn how to use the schedule to measure the effect of changes and delays on the project.

Date:	Jan 24 – Mar 7
Time:	Mon 6:30-9:30pm
Meetings:	6 (No Class Feb 21, Mar 28))
Location:	CSUDH EE1209
Fee:	$160
Instructor:	**Jack Irwin**
Course No.:	CMX 925 Sec 01
Reg. No.:	25877

Field Project Management
1.8 CEUs

Become a successful project manager by learning the basic principles and responsibilities of construction project management and how they relate to the total construction process. Learn how to identify and manage the vital components of project planning, budgeting, and scheduling, resource allocation, legal requirements and ethical considerations, construction safety, and project supervision.

Date:	Feb 23 – Mar 30
Time:	Wed 6:30-9:30pm
Meetings:	6
Location:	CSUDH EE1209
Fee:	$160
Instructor:	**Michael Gugert**
Course No.:	CMX 920 Sec 01
Reg. No.:	25878

For more information:

Call Angeli Logan (310) 243-2425

Email alogan@csudh.edu or

Visit the website

www.csudh.edu/extension/cmx.htm

Certificate of Completion in Document Imaging

The Program

Document Imaging refers to the management of paper documents, records, and forms by capturing, indexing, archiving, retrieving, and distributing them electronically. Document Imaging attempts to stop (or at least slow down) the growth of paper and overcome the problems associated with paper-based document management systems. Document Imaging provides easy access to electronic documents and lowers storage costs.

Document Images are exact digitized replicas of the original documents. Document imaging provides companies with the ability to preserve the integrity of the original document—all alternations to the original document leave an electronic footprint. They are superior to paper documents because they can be economically stored, efficiently searched and browsed, quickly transmitted, and coherently linked together. The documents can be remotely retrieved by multiple users and manipulated using existing information technology. Moreover, hard copy printouts can be made for the convenience of the users.

Businesses continue to seek effective cost cutting solutions to enhance productivity. Moving towards a digital paper trail will allow companies to save time and reduce costs, enabling employees to respond more efficiently to customer needs.

What You Will Learn

Students will learn how to create, modify and annotate Portable Document Format (PDF) files using Adobe Acrobat. Adobe Acrobat is the leading application adopted as a standard by many government agencies and businesses around the world for sharing, preserving, and viewing files on a variety of platforms.

Students will gain the knowledge and skills needed to design, create and use interactive electronic forms, index and secure PDF files, create a document collection, prepare files for prepress as well as optimize and distribute PDF files.
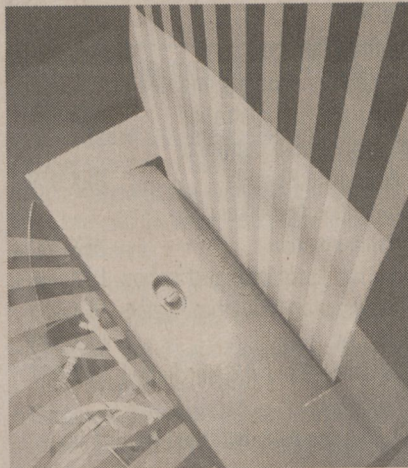
The curriculum will also cover database management principles and interface systems including:

- Database Design
- Transaction Management and Concurrency Control
- Distributed Database Management Systems
- Object-Oriented Databases
- Client/Server Systems
- The Data Warehouse
- Internet Databases

Who Should Attend

Employers in every industry would benefit from this program, especially healthcare, logistics, legal and financial services, manufacturing and a host of other document intensive industries. Users of all levels from office support staff, administrators, engineers, managers to directors will learn new skills that can be implemented immediately to begin realizing bottom line results.

Special Features

Onsite instruction is available.

Eligibility Requirements

Students should be proficient in keyboarding, have a basic understanding of common computer software programs used in an office environment.

Certificate Requirements

Students will receive a Certificate of Completion upon successful completion of the course.

Course

Required Course

Document Imaging   NCDI 100

Program Instructor

D'Sunte Wilson, M.S., President of Okiedo Educational Technologies. He is a member of IEEE, a Brown University fellow, and a NASA fellow. He is also a member of the American Society of Engineering Education

SCHEDULED CLASS

Document Imaging
Noncredit

The Certificate of Completion in Document Imaging focuses on document imaging and management skills. It will cover standards that measure competency and professionalism in the document management industry. Those holding these critical skills will possess knowledge of technologies used to plan, design and specify a document imaging/management system.

Date:	Apr 8 - Apr 22
Time:	Fri 9am-4pm
Meetings:	3
Location:	CSUDH EE1210
Fee:	$330
Instructor:	**D'Sunte Wilson, MS**
Course No.:	NCDI 100 Sec 01
Reg. No.:	27054

For more information:

Call Angeli Logan (310) 243-2425

Email alogan@csudh.edu or

Visit the website

www.csudh.edu/extendeded/docimage.htm

Certificate of Completion in Environmental & Occupational Health & Safety

The Program

Designed for Health & Safety officers and those planning to enter the field, this program will provide skills and fulfill requirements necessary to function in a Health and Safety Department and to administer health and safety programs in an industrial setting.

All program instructors experienced practitioners in their field of expertise. Courses are offered at convenient times to meet the needs of working adults.

On-site instruction is available.

Who Should Attend

The program will meet and satisfy ongoing CEU requirements for safety officers, registered environmental assessors, certified safety professionals, certified industrial hygienists, professional engineers and safety and industrial nurses. Supervisors, company owners, top and middle management, loss control representatives, worker compensation administrators, risk management personnel, general managers and superintendents will also find this program a valuable and important means of gaining professional knowledge.

Eligibility Requirements

This program is opened to all students interested in learning more about environmental and occupational health & safety.

Special Features

The Certificate of Completion in Environmental & Occupational Health & Safety is endorsed by the National Safety Council. CSUDH is an MCLE Provider (#3897) for HEX 946.

Certificate Requirements

A Certificate of Completion is awarded upon successful completion of six required courses plus one elective course. Elective courses are offered to suit the needs of individuals from various industries. Class may be taken in any order according to individual needs. **Students not pursuing the certificate may take individual courses**.

Courses

Required Courses

Foundations of Safety and Health Program Administration	HEX 981
Recognition and Control of Workplace Hazards	HEX 979
Introduction to Workers' Compensation	HEX 947
Industrial Accident Investigation	HEX 946
Introduction to Industrial Hygiene	HEX 950
OSHA Law	HEX 960
Mold Assessment & Remediation	HEX 987

HEX 987 can be substituted for HEX 950.

Elective Courses (Choose One)

Safety and Health for the Construction Industry Part A	HEX 910
Safety and Health for the Construction Industry Part B	HEX 911
Ergonomics	HEX 920
Industrial Machine Guarding	HEX 936
Industrial Hygiene Instrumentation and Sampling	HEX 955
Bloodborne Pathogens	HEX 956
Basic Adult First Aid and CPR	HEX 966
OSHA Appeals Procedures	HEX 978
Introduction to Security	HEX 982
Terrorist Violence in the Workplace	HEX 983
Terrorist Acts and Natural Disasters	HEX 988
Security and Loss Prevention	HEX 989
Special Topics	HEX 995

Program instructors

Byron Jamerson, BS, RSSP, Vice President, IASP

Carl Cronin, BS, RSSP, Carl Cronin Co. Safety Training Services

D.M. "Skip" Clark, RSSP, Manager of Safety & Industrial Hygiene, Boeing

James L. Unmack, CSP, CIH, PE, Vice President, Umack Corporation

Jeffrey L. Malek, JD, Malek & Malek

Joanette Alpert, MS, PT, CIE, CPE, Vice President, of Woodward, Alpert & Assoc.

John A. O'Toole, Ph.D. RSSP, Safety Consultant, General Safety Services, Chairman of Advisory Committee.

Joseph M. Kaplan, President, Los Angeles Chapter, National Safety Council

Linda Hunter, RSSP, Certified Trainer, Zee Service Company

Michael Nicolas, REA, RSSP, Safety Consultant, General Safety Services

SCHEDULED CLASSES
Required Courses

OSHA Law
2.0 CEUs

Provides a basic foundation to understand, analyze and apply federal and CAL OSHA requirements. The current laws, legislative and litigation arising out of the development and application of environmental laws, dealing with the EPA and RCRA programs and hazardous waste controls, recent cases, legislation and defenses for the new civil and criminal liability cases will be covered.

Date:	Jan 19 – Mar 2
Time:	Wed 6-9pm
Meetings:	7
Location:	CSUDH SAC 1102
Fee:	$250
Instructor:	**Alan Coie**, JD
Course No.:	HEX 960 Sec 01
Reg. No.:	27069

Introduction to Workers' Compensation
2.0 CEUs

A comprehensive first-time look at the Workers' Compensation system. Emphasis is placed on both the employer's and employee's rights and responsibilities in providing/receiving benefits as applicable. Also, a look at ways to investigate possible Workers' Compensation fraud and abuse.

Date:	Mar 1 – Apr 19
Time:	Tue 6-9pm (No class 3/29)
Meetings:	7
Location:	CSUDH SAC 1102
Fee:	$250
Instructor:	**Michael Nicholas**, REA, RSSP
Course No.:	HEX 947 Sec 01
Reg. No.:	27085

Register by Phone (310) 243-3741 • Register by Fax (310) 516-3971 • eereg@csudh.edu • http://www.csudh.edu/extended/

Certificate of Completion in Environmental & Occupational Health & Safety

Industrial Accident Investigation
2.0 CEUs

Provides participants with the foundation and practical application of current laws and regulations to identify the sources of injuries and illnesses in order to reduce them in the workplace. Legislation and defense for civil and criminal liability from collections and identification of accident evidence will be covered.

Date:	Mar 9 – Apr 20
Time:	Wed 6:00-9:00pm
Meetings:	7
Location:	CSUDH SAC 1102
Fee:	$250
Instructor:	**John O'Toole**, Ph.D., RSSP
Course No.:	HEX 946 Sec 01
Reg. No.:	27117

Elective Course

Special Topics: Job Hazard Analysis
1.5 CEUs

This course provides participants with an understand of the rational for job hazard analysis (JHA) including designing an approach, forms, conducting the analysis, interpretation of the information, counseling workers, follow-up procedures and integrating the process with other manager's needs.

Date:	Jan 18 – Feb 15
Time:	Tue 6:00 – 9:00pm
Meetings:	5
Location:	CSUDH SAC 1102
Fee:	$180
Instructor:	**F. Carleton Cronin**, BS RSSP
Course No.:	HEX 995 Sec 01
Reg. No.:	27070

Also see related program in Safety & Security on page 20

Terrorist Violence in the Workplace
2.0 CEUs

In the wake of the international terrorist acts against the United States, it is important to fully understand the fundamental aspects of terrorism and violence. The following topics will be covered:

- Basic Principals of Workplace terrorist violence assessment and management
- Behavior and Risk indicators/Assessment and Psychological factors
- Corporate Terrorist Violence Prevention Plans and Threat Assessment Teams
- Stalking & Domestic Violence in the Workplace
- Crisis Management & Legal Ramifications News Media Relations During & After a Crisis
- Police Response & Security Reaction

Date:	Jan 20 – Mar 3
Time:	Thu 6:00-9:00pm
Meetings:	7
Location:	CSUDH SAC 1102
Fee:	$250
Instructor:	**Byron Jamerson**, RSSP
Course No.:	HEX 983 Sec 01
Reg. No.:	27084

Introduction to Security
2.0 CEUs

This course provides an introduction and overview of the function of the Security Department within an organization. Students will be introduced to the three (3) main segments of Personnel, Physical and Information security. Topics include the history and origin of security, security surveys, risk analysis and vulnerability assessments.

Date:	Mar 10 – Apr 28
Time:	Thu 6-9pm (no class 3/31)
Meetings:	7
Location:	CSUDH SAC 1102
Fee:	$250
Instructor:	**Crist Wagner**
Course No.:	HEX 982A Sec 01
Reg. No.:	27429

Bloodborne Pathogens
1.5 CEUs

Employees who are trained as first responders within their workplace need to understand what bloodborne pathogens are, how they are transmitted, and how to protect themselves. Areas covered will be understanding the hazards of bloodborne pathogens, exposure control plan and avoiding potential infection.

Date:	Apr 26 – May 24
Time:	Tue 6:00-9:00pm
Meetings:	5
Location:	CSUDH SAC 1102
Fee:	$180
Instructor:	**Linda Hunter**, RSSP
Course No.:	HEX 956 Sec 01
Reg. No.:	27286

Special Topics: Environmental Law
1.5 CEUs

This course provides participants with a thorough overview of environmental laws as it pertains to California Code of Regulations, Title 8.   Students will be familiarized with the applicable codes and regulations defining the health protection of employees in the workplace.

Date:	Apr 27 – May 25
Time:	Wed 6:00-9:00pm
Meetings:	5
Location:	CSUDH SAC 1102
Fee:	$180
Instructor:	**Jeffrey Malek**, JD
Course No.:	HEX 995 Sec 02
Reg. No.:	27072

For more information:

Call Angeli Logan (310) 243-2425

Email alogan@csudh.edu or

Visit the website www.csudh.edu/extension/hex.htm

WESTEC OSHA Training Institute Education Center

Serving Region IX: Arizona, California, Guam, Hawaii, Nevada & The Pacific Trust Territories

About WESTEC

WESTEC is a federally authorized OSHA Training Institute Education Center serving Region IX. Courses concentrate on Federal and State OSHA rules and regulations.

On-site and customized training is available. Classes can be offered in Spanish.

Location

Classes are held at the CSUDH campus located at 1000 E. Victoria Street, Carson, CA 90747.

Course Registration

Call 661-763-5161 or toll free (866) 493-7832.

You can also register online at www.WESTEC.org.

If you have any questions or would like to request copies of course outlines and/or a catalog, please call (661) 763-5161 or email osha@westec.org.

Scheduled Classes

500 Trainer Course in OSHA Standards for the Construction Industry
2.5 CEUs

Prerequisite: OSHA 510 or equivalent, and 5 years construction safety experience
This course is for those interested in teaching the 10- and 30-hour construction safety and health outreach program to their employees and other interested groups. Special emphasis is placed on those topics that are required in the 10- and 30-hour programs as well as on those that are the most hazardous, using OSHA standards as a guide. Course participants are briefed on effective instructional approaches and the effective use of visual aids and handouts. This course allows the student to become a trainer in the Outreach Program, conduct both the 10- and 30-hour construction safety and health course, and to issue cards to participants verifying course completion.

Session I

Date:	Feb 7 – Feb 10
Time:	Mon, Tue, Wed 8am-4:30pm Thu 8am-3:30pm
Meetings:	4
Location:	EE1210
Fee:	$575

Session II

Date:	May 9 – May 12
Time:	Mon, Tue, Wed 8am-4:30pm Thu 8am-3:30pm
Meetings:	4
Location:	CSUDH EE1210
Fee:	$575

501 Trainer Course in OSHA Standards for General Industry
2.5 CEUs

Prerequisite: OSHA 511 or equivalent, and 5 years general industry safety experience
This course is for those interested in teaching the 10- and 30-hour general industry safety and health outreach program to their employees and other interested groups. Special emphasis is placed on those topics that are required in the 10- and 30-hour programs as well as on those that are the most hazardous, using OSHA standards as a guide. Course participants are briefed on effective instructional approaches and the effective use of visual aids and handouts. . This course allows the student to become a trainer in the Outreach Program, conduct both the 10- and 30-hour general industry course, and issue cards to participants verifying course completion.

Session I

Date:	Feb 14 – Feb 17
Time:	Mon, Tue, Wed 8am-4:30pm Thu 8am-3:30pm
Meetings:	4
Location:	CSUDH EE1210
Fee:	$575

Session II

Date:	May 16 – May 19
Time:	Mon, Tue, Wed 8am-4:30pm Thu 8am-3:30pm
Meetings:	4
Location:	EE1210
Fee:	$575

502 Update for Construction Industry Outreach Trainers
1.7 CEUs

This course is for those who have completed #500 Trainer Course in OSHA Standards for the Construction Industry and who are active trainers in the outreach program. It provides an update on such topics as OSHA construction standards, policies, and regulations. Required every 4 years.

Session I

Date:	Jan 24 – Jan 26
Time:	Mon, Tue 8am-4:30pm Wed 8am-Noon
Meetings:	3
Location:	CSUDH EE1210
Fee:	$495

Session II

Date:	Apr 25 – Apr 27
Time:	Mon, Tue 8am-4:30pm Wed 8am-Noon
Meetings:	3
Location:	CSUDH EE1210
Fee:	$495

WESTEC OSHA Training Institute Education Center

503 Update for General Industry Outreach Trainers
1.7 CEUs

This course is for those who have completed course #501 Trainer Course in OSHA Standards for General Industry and who are active trainers in the outreach program. It provides an update on OSHA general industry standards and OSHA policies. Required every 4 years.

Session I

Date:	Jan 26 – Jan 28
Time:	Wed 1pm-5pm
	Thu, Fri 8am-4:30pm
Meetings:	3
Location:	CSUDH EE1210
Fee:	$495

Session II

Date:	Apr 27 – Apr 29
Time:	Wed 1pm-5pm
	Thu, Fri 8am-4:30pm
Meetings:	3
Location:	CSUDH EE1210
Fee:	$495

510 OSHA Standards for the Construction Industry
2.5 CEUs

This course covers state and federal policies, procedures, and standards, as well as construction safety and health principles. Topics include scope and application of construction standards. Special emphasis is placed on those areas that are the most hazardous, using OSHA standards as a guide. Upon successful course completion, the student will receive an OSHA construction safety and health 30-hour course completion card.

Session I

Date:	Mar 1 – Mar 4
Time:	Tue, Wed, Thu 8am-4:30pm
	Fri 8am-3:30pm
Meetings:	4
Location:	CSUDH EE1210
Fee:	$575

Session II

Date:	Apr 9 - Apr 30
Time:	Sat 8am-4:30pm
Meetings:	4
Location:	CSUDH EE1217
Fee:	$575

511 OSHA Standards for General Industry
2.5 CEUs

This course for covers state and federal policies, procedures, and standards, as well as general industry safety and health principles. Topics include scope and application of general industry standards. Special emphasis is placed on those areas that are the most hazardous, using OSHA standards as a guide. Upon successful course completion, the student will receive an OSHA general industry safety and health 30-hour course completion card.

Session I

Date:	Mar 7 – Mar 10
Time:	Mon, Tue, Wed 8am-4:30pm
	Thu 8am-3:30pm
Meetings:	4
Location:	CSUDH EE1210
Fee:	$575

Session II

Date:	May 7 - Jun 4
Time:	Sat 8am-4:30pm
Meetings:	4
Location:	CSUDH EE1210
Fee:	$575

521 OSHA Guide to Industrial Hygiene
2.5 CEUs

Permissible exposure limits, OSHA health standards, regulations and procedures, respiratory protection, engineering controls, hazard communication, sampling instrumentation, workplace health program elements, and other industrial hygiene topics. Workshops in health hazard recognition, OSHA health standards, and safety and health programs.

Upon completion of this course, each participant will be able to:

- Interpret requirements of OSHA health standards.
- Recognize potential health hazards in the workplace.
- Perform basic health hazard evaluation using OSHA sampling procedures.
- Recommend acceptable strategies for controlling hazardous conditions
- Describe the elements of an effective workplace health protection program.

Session I

Date:	Jan 3 – Jan 6
Time:	Mon, Tue, Wed 8am-4:30pm
	Thu 8am-3:30pm
Meetings:	4
Location:	CSUDH EE1210
Fee:	$575

For more information:
Call Angeli Logan (310) 243-2425
Email alogan@csudh.edu or
Visit the website
www.csudh.edu/extendeded

Certificate of Completion in Safety and Security

THE PROGRAM

This program provides safety and security personnel with practical, hands-on training in how to implement and maintain a safe and secure work environment according to the Peace Officers Standard of Training (POST) regulatory requirements.

All program instructors are experienced practitioners in their field of expertise. Classes are scheduled in the evenings and/or weekends to meet the needs of working adults.

WHAT YOU WILL LEARN

Course materials will provide security personnel, managers, and supervisors with a ready reference guide that outlines the authority and responsibilities of sworn peace officers and security officers in the following areas of responsibility:

- Professional Orientation
- Taking Suspects into Custody
- Introduction to California Constitutional Law
- Lawful Detention
- Basic Concepts of Criminal Law
- Major Penal Codes
- Laws of Arrest
- Use of Force

WHO SHOULD ATTEND

Individuals interested in learning how to implement and maintain a safe and secure work environment including:

- Security personnel
- Managers
- Supervisors
- Security Officers who need to fulfill POST regulatory requirements

ELIGIBILITY REQUIREMENTS

This program is opened to all students interested in learning more about workplace safety and security practices.

SPECIAL FEATURES

This program is recognized and approved by the California Society of Safety & Security Professional.

CERTIFICATE REQUIREMENTS

A Certificate of Completion is awarded upon successful completion of six required courses and one elective. Students not pursuing the certificate may take individual courses.

COURSES

Required Courses

OSHA Law	HEX 960
Industrial Accident Investigation	HEX 946
Recognition & Control of Workplace Hazards	HEX 979
Introduction to Security	HEX 982
Terrorist Violence in the Workplace	HEX 983
Security and Loss Prevention	HEX 989

Elective Courses

Safety & Health for the Construction Industry Part A	HEX 910
Safety & Health for the Construction Industry Part B	HEX 911
Ergonomics	HEX 920
Industrial Machine Guarding	HEX 936
Industrial Hygiene Instrumentation and Sampling	HEX 955
Bloodborne Pathogens	HEX 956
OSHA Appeals Procedures	HEX 978
Terrorist Acts and Natural Disasters	HEX 988
Special Topics Courses	HEX 995

PROGRAM INSTRUCTORS

Byron Jamerson, BS, RSSP, Vice President, IASP

Carl Cronin, BS, RSSP, Carl Cronin Co. Safety Training Services

D.M. "Skip" Clark, RSSP, Manager of Safety & Industrial Hygiene, Boeing

James L. Unmack, CSP, CIH, PE, Vice President, Umack Corporation

Jeffrey L. Malek, JD, Malek & Malek

Joanette Alpert, MS, PT, CIE, CPE, Vice President of Woodward, Alpert & Assoc.

John A. O'Toole, Ph.D. RSSP, Safety Consultant, General Safety Services, Chairman of Advisory Committee.

Joseph M. Kaplan, President, Los Angeles Chapter, National Safety Council

Linda Hunter, RSSP, Certified Trainer, Zee Service Company

Michael Nicolas, REA, RSSP, Safety Consultant, General Safety Services

SCHEDULED CLASSES
REQUIRED COURSES

OSHA Law
2.0 CEUs

Provides a basic foundation to understand, analyze and apply federal and CAL OSHA requirements. The current laws, legislative and litigation arising out of the development and application of environmental laws, dealing with the EPA and RCRA programs and hazardous waste controls, recent cases, legislation and defenses for the new civil and criminal liability cases will be covered.

Date:	Jan 19 – Mar 2
Time:	Wed 6-9pm
Meetings:	7
Location:	CSUDH SAC 1102
Fee:	$250
Instructor:	**Alan Coie**, JD
Course No.:	HEX 960 Sec 01
Reg. No.:	27069

Terrorist Violence in the Workplace
2.0 CEUs

In the wake of the international terrorist acts against the United States, it is important to fully understand the fundamental aspects of terrorism and violence. The following topics will be covered:

- Basic Principals of Workplace terrorist violence assessment and management
- Behavior and Risk indicators/Assessment and Psychological factors
- Corporate Terrorist Violence Prevention Plans and Threat Assessment Teams
- Stalking & Domestic Violence in the Workplace
- Crisis Management & Legal Ramifications
- News Media Relations During & After a Crisis
- Police Response & Security Reaction

Date:	Jan 20 – Mar 3
Time:	Thu 6-9pm
Meetings:	7
Location:	CSUDH SAC 1102
Fee:	$250
Instructor:	**Byron Jamerson**, RSSP
Course No.:	HEX 983 Sec 01
Reg. No.:	27084

Certificate of Completion in Safety and Security

Industrial Accident Investigation
2.0 CEUs

Provides participants with the foundation and practical application of current laws and regulations to identify the sources of injuries and illnesses in order to reduce them in the workplace. Legislation and defense for civil and criminal liability from collections and identification of accident evidence will be covered.

Date:	Mar 9 – Apr 20
Time:	Wed 6:00-9:00pm
Meetings:	7
Location:	CSUDH SAC 1102
Fee:	$250
Instructor:	**John O'Toole**
Course No.:	HEX 946 Sec 01
Reg. No.:	27117

Introduction to Security
2.0 CEUs

This course provides an introduction and overview of the function of the Security Department within an organization. Students will be introduced to the three (3) main segments of Personnel, Physical and Information security. Topics include the history and origin of security, security surveys, risk analysis and vulnerability assessments.

Date:	Mar 10 – Apr 28
Time:	Thu 6-9pm (no class 3/31)
Meetings:	7
Location:	CSUDH SAC 1102

Fee:	$250
Instructor:	**Crist Wagner**
Course No.:	HEX 982A Sec 01
Reg. No.:	27429

Elective Courses

Special Topics: Job Hazard Analysis
1.5 CEUs

This course provides participants with an understand of the rational for job hazard analysis (JHA) including designing an approach, forms, conducting the analysis, interpretation of the information, counseling workers, follow-up procedures and integrating the process with other manager's needs.

Date:	Jan 18 – Feb 15
Time:	Tue 6:00 – 9:00pm
Meetings:	5
Location:	CSUDH SAC 1102
Fee:	$180
Instructor:	**F. Carleton Cronin**
Course No.:	HEX 995 Sec 01
Reg. No.:	27070

Bloodborne Pathogens
1.5 CEUs

Employees who are trained as first responders within their workplace need to understand what bloodborne pathogens are, how they are transmitted, and how to protect themselves. Areas covered will be understanding the hazards of bloodborne pathogens, exposure control plan and

avoiding potential infection.

Date:	Apr 26 – May 24
Time:	Tue 6:00-9:00pm
Meetings:	5
Location:	CSUDH SAC 1102
Fee:	$180
Instructor:	**Linda Hunter**
Course No.:	HEX 956 Sec 01
Reg. No.:	27286

Special Topics: Environmental Law
1.5 CEUs

This course provides participants with a thorough overview of environmental laws as it pertains to California Code of Regulations, Title 8. Students will be familiarized with the applicable codes and regulations defining the health protection of employees in the workplace.

Date:	Apr 27 – May 25
Time:	Wed 6:00-9:00pm
Meetings:	5
Location:	CSUDH SAC 1102
Fee:	$180
Instructor:	**Jeffrey Malek**
Course No.:	HEX 995 Sec 02
Reg. No.:	27072

For more information:
Call Angeli Logan (310) 243-2425
Email alogan@csudh.edu or
Visit the website
www.csudh.edu/estension/safandsec

Test Preparation courses

The following courses (HEX 925 & 926) may not be used to satisfy requirements for the Environmental & Occupational Health & Safety or the Safety & Security certificate of completions programs. These courses are designed to prepare individuals for the Certified Industrial Hygienist exam offered by the American Board of Industrial Hygiene.

Instructors

James L. Unmack, CSP, CIH, PE, Vice President, Unmack Corp

Joseph Kukla, MPH, PE, CIA, CGP, is regional manager for CE Health Cal.

HEX 926 – Principles of Industrial Hygiene (Part I)
2.4 CEUs

Review of the principles and concepts of occupational hygiene. Part I covers the topics that form the foundation of industrial hygiene, including chemistry, toxicology, ventilation, and personal protective equipment Course is designed for those industrial hygienist who are aspiring to attain a high level of competency in the field of industrial hygiene.

Date:	Jan 29 – Mar 12
Time:	Sat 9:00am-4:00pm
Meetings:	4 (No Meeting 2/5, 2/19 & 3/5)
Location:	FC 8
Fee:	$250
Instructor:	**James Unmack** & **Joseph Kukla**
Course No.:	HEX 925 Sec 01
Reg. No.:	27265

HEX 926 – Principles of Industrial Hygiene (Part II)
2.4 CEUs

Part II covers more advanced topics, including ionizing and nonionizing radiation, hearing conservation, industrial processes, management, and regulatory affairs.

Date:	Mar 19 – Apr 30
Time:	Sat 9:00am-4:00pm
Meetings:	4 (No Meeting 3/26, 4/9, 4/23)
Location:	FC 8
Fee:	$250
Instructor:	**James Unmack** & **Joseph Kukla**
Course No.:	HEX 926 Sec 01
Reg. No.:	27266

Certificate of Completion in Family Child Care

The Program
This program offers a comprehensive training for the family childcare provider.

What You Will Learn
Students will learn how to provide high quality programs for children in their care and how to professionalize their home business.

Employment Outlook
Employment of childcare workers is projected to increase up to 20% through the year 2012. The number of women of childbearing age (widely considered to be ages 15 to 44) in the labor force and the number of children under five years of age is expected to rise through 2012. Also, the proportion of youngsters enrolled full or part time in childcare is likely to continue to increase, spurring demand for additional workers.

Who Should Attend
Family childcare providers already in business or individuals interested in starting their own family childcare business.

Eligibility Requirements
There are no prerequisites required for the program.

Special Features
Participants will learn through active-hands on activities, videos and discussions. Experts in various areas will serve as guest speakers.

Certificate Requirements
Students who attend all six sessions will receive a certificate awarding 1.8 Continuing Education Units (CEU's). Individuals NOT pursuing the certificate may attend individual classes.

Courses

Required Courses
Your Family Childcare Business   TEX 906
Setting Up Your Home Environment TEX 907
Preparing Nutritious Meals and Snacks
                                 TEX 908
Curriculum, Observation and Assessment
                                 TEX 909
Working with Parents/Positive Discipline
                                 TEX 910
Networking and Professional Development
                                 TEX 911

Costs
The cost for the entire six course program is $180. Individual courses are $30 each.

Program Instructor
Cathy Tate, BS, Pepperdine University. Center Director, SAGE Before and After School Program.

SCHEDULED CLASSES

Your Family Childcare Business
.3 CEUs

This class provides an outline for setting up a Family Care Home for supervision of up to 14 children in a non-medical care home-like environment.

Date:	Feb 5
Time:	Sat 9am-noon
Meetings:	1
Location:	Inglewood One Stop
Fee:	$30
Course No.:	TEX 906 Sec 01
Reg. No.:	26996

Setting Up Your Home Environment
.3 CEUs

This class provides information on how to obtain a state license and how to set up your home according to California Code or Regulation Title 22 for family and childcare homes.

Date:	Feb 12
Time:	Sat 9am-noon
Meetings:	1
Location:	Inglewood One Stop
Fee:	$30
Course No.:	TEX 907 Sec 01
Reg. No.:	26997

Preparing Nutritious Meals and Snacks
.3 CEUs

This class provides information on nutritional diets for children from newborns to 12 years old. It also includes guidelines for preparing food.

Date:	Feb 26
Time:	Sat 9am-noon
Meetings:	1
Location:	Inglewood One Stop
Fee:	$30
Course No.:	TEX 908 Sec 01
Reg. No.:	26999

Curriculum, Observation and Assessment
.3 CEUs

This class provides guidelines for appropriate toys for newborns and children up to 12 years old and includes setting up an effective classroom, appropriate curriculum programming and assessment techniques.

Date:	Mar 5
Time:	Sat 9am-noon
Meetings:	1
Location:	Inglewood One Stop
Fee:	$30
Course No.:	TEX 909 Sec 01
Reg. No.:	26998

Working with Parents/Positive Discipline
.3 CEUs

Students will learn to work together with parents to help them get involved in every aspect of childcare.

Date:	Mar 12
Time:	Sat 9am-noon
Meetings:	1
Location:	Inglewood One Stop
Fee:	$30
Course No.:	TEX 910 Sec 01
Reg. No.:	27000

Networking and Professional Development
.3 CEUs

This class provides students with information and suggestions on how to get licensed, how to receive reimbursements for meals and snacks served and how to deduct expenses on your tax return.

Date:	Mar 19
Time:	Sat 9 am-noon
Meetings:	1
Location:	Inglewood One Stop
Fee:	$30
Course No.:	TEX 911 Sec 01
Reg. No.:	27001

All classes are offered at the Inglewood One Stop Center, 110 S. LaBrea, Inglewood, CA. No class on Saturday, February 19.

For more information:
Call Babette Wald (310) 243-3730
Email bwald@csudh.edu or
Visit the website
www.csudh.edu/extension/famchcare.htm

Finance and Accounting for Non-financial Managers

An intensive three-day program teaching the numbers side of business

About This Program

This program is an overview of the fundamentals of finance and accounting for non-financial managers. The overriding goal of the program is to present a number of "nuts and bolts" financial concepts, providing managers with useable information, including basic accounting principles, budgeting, and fundamental financial analysis tools. Participants will learn the language of finance; understand what accounting principles are generally accepted, interpret an organization's financial statements and annual report; review budgeting tools; calculate a break-even scenario; and evaluate returns on investments. This highly interactive workshop features case studies, a variety of planning exercises, and other activities designed with an action-learning focus.

Who Should Attend

This program is for managers in every functional area of responsibility who need to understand and speak the "numbers-side" of business. Whether one is in engineering, production, marketing, health care, project management, or human resources, it is necessary to understand the common financial language of business to succeed.

You Will Learn To

- Understand the terminology and processes used to set financial goals
- Grasp the numbers side of business
- Effectively utilize procedures required for developing budgets
- Apply key formulas when planning financial performance
- Practice and learn in a friendly environment
- Understand both short-term and longer-term financial planning
- Think and measure in financial terms

Outline

Basic Accounting Principles

- Important accounting concepts
- "T" Accounts
- Typical accounting systems
- Constructing financial statements
- The accounting period

- Three basic accounting principles
- Business and financial management

Financial Statements

- Three basic financial statements
- Balance sheet
- Income statement
- Cash flow statement

Financial Analysis

- Liquidity ratios
- Debt ratios
- Return on investment/profitability ratios
- Time value of cash flows
- Computers and financial statements

Budgeting Principles

- Financial management and budgeting
- An introduction to budgets
- Three uses of budgets
- Budgeting periods
- The budgeting process
- Planning for costs
- Projecting financial targets

Adding Financial Value

- Application exercises

SCHEDULED CLASSES

Section # 1

Finance & Accounting for Non-Financial Managers

2.1 CEUs

Date:	April 5, 6, & 7
Time:	Tue-Thu 8:30am - 4:30pm
Meetings:	3 (7 hour days)
Location:	TBA
Fee:	$750
Instructor:	**Jeff Prinster, PhD**
Course No.:	MGX 917 Sec 01
Reg. No.:	26825

For more information
Please contact Jerry Alston at
jalston@csudh.edu

Public Speaking for Women

Certificate of Completion in Human Resource Management
Candidates Explore the Practical Application of Human Resource Tools

The Program

This course provides the knowledge and practical skills for career enhancement and job advancement in Human Resource Management. The focus is on current business and personnel management systems to teach how to successfully meet the challenges encountered in today's competitive business environments. The program also meets and exceeds the requirements for PHR (Professional in Human Resources) and SPHR (Senior Professional in Human Resources) recertification.

What You Will Learn

- How to develop and administer practical HR systems
- How to measure and benchmark HR success
- How to avoid costly mistakes when hiring and dealing with HR issues
- How to develop strategies for reducing corporate risk and liability through effective HR practices

Who Should Attend

- Human Resource specialists who need to expand their knowledge and expertise in all aspects of HR Management
- Those considering entering the field of Human Resource Management
- Business owners and executives
- PHR's and SPHR's who need to meet recertification requirements
- Business attorneys
- Business consultants
- MBA students

Eligibility Requirements

This course is open to all students interested in entering or learning more about the Human Resource field. Students not pursuing the certificate may take individual courses. Students may attend classes in any order according to their needs.

Special Features

All classes are scheduled in the evenings to meet the needs of working adults. Classes are offered at the Franklin Community Center, 850 Inglewood Avenue in Redondo Beach.

Certificate requirements

A Certificate of Completion is awarded upon successful completion of four required courses.

Courses

Required Courses

Establishing Human Resource Systems	BUX 998
Compensation & Benefits	BUX 971
Labor and Employment Law	BUX 982
Communication Dynamics	BUX 980

Advisory Board Members

James D. Vigneau, SPHR, HR Director for Fishking Processors, Inc.

Kent Perkins, PI, President, Allied Management Resources

Millicent Sanchez, Esq. Shareholder-Director, Swerdlow Florence Sanchez Swerdlow & Wimmer

Program Instructor

James D. Vigneau, SPHR, HR Director for Fishking Processors, Inc.. He is a lecturer and consultant with over 25 years of experience in the Human Resource field.

SCHEDULED CLASSES

Establishing Human Resource Systems
1.2 CEUs

Find and hire the right candidate. Build effective internal HR management systems to meet the personnel needs of the company and to assist with the management of the human resource function. Students will take a "hands-on" approach to building an effective human resource management structure to support company operations by developing effective employment applications, personnel policies and procedures as well as completing an employee handbook.

Date:	Jan 19 - Feb 9
Time:	Wed 6:30-9:30pm
Meetings:	4 (No Class Mar 30)
Location:	Franklin Center 8
Fee:	$249
Instructor:	**James D. Vigneau**, SPHR
Course No.:	BUX 998 Sec 01
Reg. No.:	26899

Compensation & Benefits
1.2 CEUs

How do I build an entire compensation program for my company? What benefits are right for my company's employees and how do I manage them? This class will develop the tools needed to accomplish these tasks through an intensive "hands-on" skills development approach. Students will build a compensation plan to be implemented under the parameters established by law and corporate policy. Students will also build benefits tracking and measurements systems to take back to their workplaces.

Date:	Feb 16 - Mar 9
Time:	Wed 6:30-9:30pm
Meetings:	4
Location:	Franklin Center 8
Fee:	$249
Instructor:	**James D. Vigneau**, SPHR.
Course No.:	BUX 971 Sec 01
Reg. No.:	26900

▶ ▶ ▶

Certificate of Completion in Human Resource Management

Labor & Employment Law
1.2 CEUs

Corporate and company success is more and more dependent on the ability of the organization to effectively manage employees in an environment of dramatic change, increasing legal constraints, and workplace conflict. This class will examine the increasingly important role Human Resources plays in managing the workplace, and provide you with the tools and knowledge necessary to develop personnel systems to effectively address the myriad of employee/management problems faced in today's workplace.

Date:	Mar 16 - Apr 6
Time:	Wed 6:30-9:30pm
Meetings:	4
Location:	Franklin Center 8
Fee:	$249
Instructor:	**James D. Vigneau**, SPHR
Course No.:	BUX 982 Sec 01
Reg. No.:	26901

Communications Dynamics
.9 CEUs

Change that "No" to a "Yes" when you meet resistance. Learn to "speak the other person's language" to communicate more effectively. Avoid the pitfalls of group communications. Learn to listen actively. This highly participative class will provide you with the tools for better communication and understanding in the workplace, and in any other communication situation.

Date:	Apr 13 - Apr 27
Time:	Wed 6:30-9:30pm
Meetings:	3
Location:	Franklin Center 8
Fee:	$149
Instructor:	**James D. Vigneau**, SPHR
Course No.:	BUX 980 Sec 01
Reg. No.:	26902

For more information:

Call Angeli Logan (310) 243-2425

Email alogan@csudh.edu or

Visit the website

www.csudh.edu/extension/hr.htm

Business
Communications
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Technical
Writing
Online

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Certificate of Completion in Advanced Human Resource Management

The Program

Rather than focus on a basic understanding of employment wage and hours, and labor laws, this program emphasizes detailed understanding of processes, systems, and practical "how-to" knowledge for administering HR programs and moving into strategic positions on the company management team.

What You Will Learn

Intended for the seasoned Human Resource Professional, the Certificate of Completion in Advanced Human Resource Management is a series of specific topic areas that focuses on today's important HR management issues.

Who Should Attend

- Specialists in the Human Resource field who need to expand their knowledge and expertise in all aspects of Human Resource Management
- Business owners and executives
- Business attorneys
- Business consultants
- MBA students

Eligibility Requirements

This course is open to all students interested in advancing and/or learning more about Human Resource Management.

Special Features

All classes are scheduled in the evenings to meet the needs of working professionals. Classes are offered at the Franklin Community Center, 850 Inglewood Avenue in Redondo Beach.

Certificate requirements

A Certificate of Completion is awarded upon successful completion of the required course.

Courses

Required Courses

Advanced Human Resources
Management   BUX 929

Advisory Board Members

James D. Vigneau, SPHR, HR Director for Fishking Processors, Inc.

Kent Perkins, PI, President, Allied Management Resources

Millicent Sanchez, Esq. Shareholder-Director, Swerdlow Florence Sanchez Swerdlow & Wimmer

Program Instructor

James D. Vigneau, SPHR, HR Director for Fishking Processors, Inc. He is a lecturer and consultant with over 25 years of experience in the Human Resource field.

SCHEDULED CLASSES

Advanced Human Resources Management

2.4 CEUs

This course covers the following series of HR topics:

Analyzing HR – Examines specific models for establishing benchmarks and measuring department effectiveness.

Enhancing the Value of HR – Focuses on specific internal marketing and integration techniques to develop HR as a strategic partner in business operations.

Behavioral Interviewing – Work on developing specific interviewing skills to identify the right candidate for the job.

Union Organizing in the Workplace – Focuses on union organizing and effective company responses to maintaining a union-free environment

Understanding Workers' Compensation – Simplify and clarify the confusion surrounding Workers' Compensation administration. Examine the legal and practical aspects of developing and administering company leaves, vacation, and other company paid-time-off programs.

Ethical Issues in HR Management – Examines the Seven Questions of Ethics, the Ten Critical Components of a Successful Ethics Program, the qualities required for making ethical decisions and the application of ethics in personnel decision-making. This session will examine several challenging case studies in applying ethical standards and principles.

Conducting Workplace Investigations – Focuses on proper and effective processes to conduct discrimination, harassment and employee malfeasance investigations.

Employee Discipline & Termination – Examines the systems, methods and communication techniques necessary to effectively discipline and terminate an employee.

Date:	Jan 24 - Mar 21
Time:	Mon 6:30-9:30pm
Meetings:	8
Location:	Franklin Center 8
Fee:	$498
Instructor:	**James D. Vigneau**, SPHR
Course No.:	BUX 929 Sec 01
Reg. No.:	26925

For more information:

Call Angeli Logan (310) 243-2425

Email alogan@csudh.edu or

Visit the website

www.csudh.edu/extension/advanhr.htm

Lean Enterprise

An intensive two-day program to learn the fundamentals of implementing "Lean" Concepts

About This Program

This program has been designed as an overview of the fundamentals needed to implement "Lean" principles. The overriding program goal is to present a number of practical concepts, tools, and techniques including: 5 s; JIT; Cycle Reduction; Error Proofing (Poka Yoke); Total Productive Maintenance; Visual Management; and, Process-based Management. Participants will learn the language as well as review examples of how these tools have been successfully implemented in organizations. This highly interactive workshop features a variety of activities designed with an action-learning focus.

Who Should Attend

This program is for managers in every functional area of responsibility who need to understand the latest process improvement tools and techniques. Whether you are in engineering, production, finance, marketing, health care, project management, or human resources, you need to understand the common language associated with implementing a lean enterprise.

You Will Learn To

- Understand Lean terminology
- Relate the knowledge of Lean thinking to other disciplines
- Understand the processes components of a Lean program
- Effectively utilize Lean tools and techniques
- Apply Lean concepts and principles in your organization

Outline

Introduction to Lean

- What is Lean?
- What business and cultural changes need to be made to become "Lean?"
- Principles of Lean
- Value Stream Mapping

Identify and Elimination of Different Types of Waste

- Definitions
- Examples
- Causes

Lean Tools and Techniques Part I

- 5 S
- JIT
- Cycle Reduction

Lean Tools and Techniques Part II

- Error Proofing
- Total Productive Maintenance
- Visual Management
- Process-based Management

The Lean Process

The lean process is quite simply, a business initiative to reduce waste in manufactured products. The idea is to reduce costs systematically throughout the product and production process by means of a series of engineering reviews.

The key insight is that most costs are generated when a product is designed. Why? Because engineers generally specify familiar, safe materials and processes rather than inexpensive, efficient ones. Again, why? Because familiar and safe reduces project risks: yet safe and familiar increase financial risks and decrease profit potential.

Engineering team review begins with assessing materials, processes, and associated costs. Process adjustments may be eliminated at this review.

Tooling and machinery costs are estimated and compared to feasibility reflecting ROI.

Materials, time and form are evaluated for adjustment or substitution.

1. The **5 S Philosophy** focuses on effective work place or organization and standardization of work procedures.

   Sort is the first S and its focus is on eliminating unnecessary items from the workplace environment. Visual management (see Lean Part II) uses Red Tagging of unnecessary items and helps prevent JIC mentality.

   Set in Order focuses on efficient storage methods. The keys here are: What do I need: where do I locate this/these items; and how many do I need?

   Shine (clean the area) is to manage the work areas as a clean, clutter-free facility or location.

   Standardize the best practices and standards within the work area– effective work expectations.

   Sustain the new efforts rather than allow a return to old, more comfortable ways of doing work that resist change.

2. **Cycle Reduction** is all about cycle time to completion standards. Generally, this applies to the benefit of lean manufacturing from the quality perspective related to JIT, rework reduction, associated cost reduction, root cause analysis, and other defined improvement processes.

3. **JIT** is a set of techniques to improve the ROI of a business by reducing in-process inventory, and its associated costs. The process is driven by a series of signals, known as **Kanban**, that tell production processes to make the next part. Kanban is usually a visual signal that tells of the presence or absence of the required part(s) on a shelf.

4. **Error Proofing** is a quality management device that relies heavily on mistake proofing and defects elimination in production through various and sundry cause and effect evaluations. These include inspections, failure analysis, error judgement, informative inspections, and source inspection with rapid feedback on all sources.

5. **Total Productive Maintenance (TPM)** consists of methods designed to ensure that every machine in a production process is ALWAYS able to perform its required tasks so that production is seldom interrupted. These methods are integrated into all activities related to maintenance system performance and planning.

Lean Enterprise

6. **Visual Management** is the utilization of visual clues that reflect feedback on operations, job performance, goal accomplishment, expectations and performance boosting. Visual management techniques include:
- Visual display boards
- Visual control boards
- Motivating terms for higher performance
- Visual performance measurements
- Standard Work boards
- Color-coding time savers
- Pictorial procedures
- 5S organizing and house keeping.

7. **Process-Based Management** is a series of sequences and related tasks and decisions to create desired outputs that create value.

Program Instructor
Emil Hazarian

Section 1

SCHEDULED CLASS

Lean Enterprise
14 Hrs

Date:	Feb 8 & 9
Time:	8:30am - 4:30 pm
Meetings:	2 (two 7 hour days)
Location:	CSUDH SAC 1104
Fee:	$500
Instructor:	**Emil Hazarian**
Course No.:	MGX 910 Sec 01
Reg. No.:	26824

For more information
Please contact Jerry Alston at
jalston@csudh.edu

Business

Communications

page 13

Linking Business Strategy to Financial Results

An applied approach to strategic business planning and execution

About This Program

This interactive program is designed to link strategy to financial results. Even though financial results represent lagging indicators of performance, these results are a clear indicator of the success of an organization's strategy and/or its ability to execute. Examining the links between an organization's strategies and its financial results is the first step in actively managing its success. In this session participants will develop a process that links their organization's vision, mission, and strategy to logical and realistic actions that produce measurable results. Consequently, this session will also include a discussion about who should be involved in the transition from generating an organization's vision to setting appropriate objectives. This highly interactive workshop features case studies, planning templates, and other activities designed for an active-learning environment.

Who Should Attend

Business professionals, strategic planners, unit managers and leaders responsible for strategy development and accountable for the financial results of their business unit should attend this program. This program will also help those who want to gain a foundation for linking business strategy to financial results.

You Will Learn To

- Develop a vision and mission on which action can be taken
- Link strategy to objective measures
- Trace financial results back to actions and strategy
- Identify key personnel to involve in logical and realistic planning
- Share experiences and knowledge with other professionals

Outline

Organizational Planning and Execution

- Developing indicators of successful strategy
- Gaining commitment and ownership to strategy

Vision, Mission, and Strategy

- Understanding the difference between vision and mission
- Linking strategy to financial indicators

Action Plans

- Utilizing data to drive action planning
- Understanding the keys to successful action planning

Measurement and Metrics

- Leveraging data to evaluate strategy
- Establishing performance indicators and metrics

Assessing Strategic and Financial Performance

- Identifying and monitoring critical success factors
- Data driven decision making

SCHEDULED CLASS

Section 1

Linking Business Strategy to Financial Results

1.4 CEUs

Date:	Mar 8 & 9
Time:	Tue Wed 8:30 am - 4:30 pm
Meetings:	2 (7 hour days)
Location:	CSUDH
Fees:	$500
Faculty:	**Jeff Prinster**, PhD
Course No.:	MGX 916 Sec 01
Reg. No.:	26821

For more information
Please contact Jerry Alston at
jalston@csudh.edu

Certificate of Completion in Meeting and Event Planning

The Program

Meeting and Event Planning is a multi-billion dollar industry, and corporations are recognizing the need for meeting planners to hone their skills and to become more proficient at what they do. Too much money is at stake! Associations raise much of their yearly operating funds from their annual meeting, and many non-profit organizations raise a high percentage of their funds from special events.

There are several associations of Meeting Professionals with memberships exceeding 25,000 that are dedicated to the education of meeting and event planners. More and more colleges and universities are offering certificate programs as well as degree programs in Meeting and Event Planning.

What You Will Learn

Participants of this certificate program will learn about career opportunities, and mingle with experts in all areas of meeting and event planning such as convention service managers, hotel sales managers, audio visual equipment providers and production company representatives. Participants will also work together on a project to be presented at the completion of the program.

Employment Outlook

What positions might this certificate lead to?
- Meeting Manager
- Meeting Coordinator
- Event Manager
- Event Coordinator
- Wedding Planner
- Training Director
- Trade Show Manager
- Incentive Travel Manager
- Corporate Travel Manager
- Marketing Manager
- Public Relations Manager
- Executive Assistant
- Administrative Assistant
- National Sales Manager
- Executive Director

Who Should Attend
- Those whose responsibilities include coordinating conferences, fairs, weddings, fundraisers, sport programs, social functions, or other types of events.
- Those individuals considering making a career change and seeking a comprehensive introduction to the field of Meeting and Event Planning
- Those working in related fields such as entertainment, lighting, audio/visual, sound, and catering who are looking for additional knowledge to further their skills and enhance their competitive edge.
- Those in the hospitality industry who work with meeting and event planners such as hotel sales and convention service managers.

Elegibility Requirements

No prerequisites are required for the certificate. Some experience in meeting and event planning is helpful, but not necessary.

Special Features

All courses are taught by industry professionals, and are experts at what they do. Our instructors are eager to share their knowledge, and improve the professionalism of the industry.

The courses are scheduled for Saturdays for the convenience of working professionals.

Most classes are offered on the CSUDH campus located at 1000 East Victoria Street in Carson. Some classes will be held off-campus as indicated.

Certificate Requirements

A Certificate of Completion will be awarded upon the completion of seven required courses, and one elective. Those who do not wish to pursue a certificate may take individual classes. All courses provide Continuing Education Units (CEUs).

Scheduled Classes

REQUIRED COURSES

Introduction and Fundamentals of Meeting Planning	MEX 901
Special Event Management	MEX 902
Negotiations and Contracts	MEX 903
Site Selection and Inspections	MEX 904
Marketing and Promotion Financial Management	MEX 905
Food & Beverage Management Room Set Ups	MEX 906
Audio Visual and Technology Today	
Elective Course	MEX 907

(Offered Alternate Semesters)

Planning Global and Incentive Meetings	MEX 908
Wedding Planning	MEX 909

Advisory Board Members

Barry A. Berlin, Vice President, Sports and Entertainment, Wolfgang Puck Catering and Events

Claudia Brett, CMP, Director, Convention Center Sales, Los Angeles Convention Center

Mary Lou Cappel, CSUDH Professor/Coordinator, Recreation & Leisure Studies/Travel & Tourism, California State University Dominguez Hills

Linda Hilton, Director of Sales, Hilton Sales Worldwide

Marjorie Y. Risinger, CMP, Partner, Rosenberg & Risinger

Charmaine Wilkerson, Co-owner, "And Here's Lilly"

Program Instructors

Marjorie Y. Risinger, CMP, is a partner in Rosenberg & Risinger, The Meeting Professionals. She has been a meeting planner for 25 years, and an instructor for Meeting Professionals International, IAEM, PCMA, HSMAI, and LABTA.

Charmaine Wilkerson owns "And Here's Lilly", a full event production company specializing in corporate and social events. She has been on the management team of the last three Presidential Inaugurations, the Opening of the Reagan Library, and the Oscars and Emmy's Governor's Ball.

Gary Rosenberg, CMP, is a partner in Rosenberg & Risinger, The Meeting Professionals and has 20 years of industry experience. He serves on the Board of Directors of the Southwest & Pacific Chapter of the Professional Convention Mgmt. Assoc., is a past president of the Southern California Chapter of Meeting Professionals International.

Carroll Reuben, holds the Certificate in Meeting Management designation (CMM). She has been a corporate event director for more than 25 years, specializing in high technology events and trade shows. She received the MPI Global Paragon Award for the Best Meetings in 2000. ▶ ▶ ▶

Certificate of Completion in Meeting and Event Planning

Michael Herman has managed audiovisual departments of the finest hotels in Los Angeles and Santa Monica.

Marla Harr, CMP, was the winner of MPI's 2000 Global Paragon Award for excellence in meeting planning. She has over 10 years experience in wedding consulting, special events and meeting planning.

Liliana Wilkerson specializes in corporate fine dining, private and off-site entertaining. She has managed events for heads of state and dignitaries, including U.S. Presidents Bush, Sr. and Reagan, Lady Margaret Thatcher, Mikhail Gorbachev, and Prince Andrew, Duke of York.

David W. Finch, CMP is a meeting specialist for Amgen Inc. in Thousand Oaks, CA. He is a certified meeting professional (CMP)

SCHEDULED CLASSES

Introduction and Fundamentals of Meeting Planning
.6 CEUs

This course will answer the following questions: How can I become a meeting professional and what are my opportunities? What types of jobs are available? Should I work for myself or someone else? What salary can I expect to make?

This course will also provide an overview of the industry, and information regarding resources, professional organizations, and career possibilities.

Learn the step-by-step plans to assure that your meeting fits the needs of the audience, creates an environment for learning, stays within budget, and remains on time. This class will not only explain the process, but will provide quick tips for success with identifying goals and objectives, developing timelines and budgets, and establishing a meeting design. You will learn to write specifications for the venue, establish registration procedures, and manage and evaluate the event.

Date:	Jan 22
Time:	9am–4pm
Meetings:	1
Location:	CSUDH EE 1218
Fee:	$90
Instructor:	**Marjorie Y Risinger**, CMP
Course No.:	MEX 901 Sec 01
Reg. No.:	27037

Special Event Management
.6 CEUs

This course will provide you with tools to improve the effectiveness of your special events. Develop your skills as an Event Manager as you identify the potential challenges to a successful event and select appropriate solutions.

You will be provided with essential information for success for developing profitable planning strategies, identifying event goals and objectives, working with planning committees, and managing volunteers. You will learn to improve catering quality while maintaining budgets, and how to market your event.

Date:	Jan 29
Time:	9am–4pm
Meetings:	1
Location:	CSUDH EE 1218
Fee:	$90
Instructor:	**Charmaine Wilkerson**
Course No.:	MEX 902 Sec 01
Reg. No.:	27038

Negotiations and Contracts
.6 CEUs

To obtain the best contract, it is necessary to learn to negotiate skillfully. This course will help you identify what is negotiable, and how to ask for what your client needs. Specifically, contract clauses and liability issues will be discussed.

Date:	Mar 5
Time:	9am–4pm
Meetings:	1
Location:	CSUDH EE 1218
Fee:	$90
Instructor:	**Gary Rosenberg**, CMP
Course No.:	MEX 903 Sec 01
Reg. No.:	27039

Site Selection and Inspections
.6 CEUs

Choosing the right site for an event or meeting is an acquired skill. In this course you will learn how to conduct the site inspection, which will result in the selection of a suitable venue. Resources that are available for selecting sites will be discussed, as will the steps required to write the RFP. ▶ ▶ ▶

Date:	Feb 12
Time:	9am–4pm
Meetings:	1
Location:	(Note: This course will be off campus.)
Fee:	$90
Instructor:	**G. Rosenberg**
Course No.:	MEX 904 Sec 01
Reg. No.:	27040

Marketing and Promotion/Financial Management
.6 CEUs

This course will teach you the basics of how to market your event and how to manage your finances. You will learn to set timelines for meeting promotion, how to establish the budget and cash flow, and how to set registration fees. Types of promotional materials will be discussed, as well as important tips for working with designers, typesetters, and printers.

Date:	Feb 26
Time:	9am–4pm
Meetings:	1
Location:	CSUDH EE 1218
Fee:	$90
Instructor:	**Carroll Reuben**, CMM
Course No.:	MEX 905 Sec 01
Reg. No.:	27041

Food and Beverage Management/Room Set Ups
.6 CEUs

Food and beverages are essential to making an event a success, as is an appropriate room set up. In this course you will learn to work with the catering department to develop exciting and healthy menus, and how to determine the appropriate set up of a room. Tips and tricks for staying within the budget, and the importance of record keeping will be discussed.

Date:	Mar 12
Time:	9am–4pm
Meetings:	1
Location:	CSUDH EE 1218
Fee:	$90
Instructor:	**Marjorie Y Risinger**, CMP
Course No.:	MEX 906 Sec 01
Reg. No.:	27042

Certificate of Completion in Meeting and Event Planning

Audio Visual and Technology Today
.6 CEUs

Knowledge of audio visual technology has become more critical in this age of computers and electronics. You will learn about the technology which is available, and how to use the equipment effectively. Topics such as teleconferencing, multimedia, and the planning of successful productions will be discussed.

Date:	Feb 5
Time:	9am–4pm
Meetings:	1
Location:	CSUDH EE 1218
Fee:	$90
Instructor:	**Michael Herman**
Course No.:	MEX 907 Sec 01
Reg. No.:	27044

MEX 908-01 Planning Global and Incentive Meetings
.6 CEUs

- How to deal with the languages & money issues
- How to find suppliers
- How to make incentive different from a "typical tour"

This course provides insights into implications of planning global & incentive meetings, including: politics, culture, current affairs, etiquette & protocol; recognizing differences in language & communication, legal & financial matters, culinary choices, shipping & customs, risk assessment & managing travel; valuing the benefits of vendor & supplier partnerships; & accessing available resources through references and checklists. Understanding or previous background in basic meeting planning is preferred.

Instructor
David W. Finch, CMP is a meeting specialist for Amgen Inc. in Thousand Oaks, CA. He is a certified meeting professional (CMP) and has over 15 years of association, non-profit and corporate experience in the pharmaceutical, digital telecommunications and television industries.

Date:	Feb 19
Time:	Sat 9am-4 pm (1 hour lunch)
Meetings:	1
Location:	CSUDH EE 1218
Fee:	$90
Instructor:	**David Finch**
Course No.:	MEX 908 Sec 01
Reg. No.:	27319

For more information:
call (310) 243-3741,
email eereg@csudh.edu or
visit the web site
http://www.csudh.edu/extendeded

Try one of our 3 hour seminars to expand your knowledge of Meeting & Event Planning!

Event Planning for Non-Profit Organizations
Non-credit

(Note: This course does not count towards the Meeting and Event Planning Certificate of Completion)

Are you in development, marketing, a volunteer or a staff member for a non-profit organization? This course will describe the basic elements in coordinating successful fundraisers. The topics covered include:

- Logistics
- Budget & Goals
- Ideas for Fundraisers
- Managing Volunteers
- Food & Beverage Concepts

Event Planning for Non-Profit Organizations will expand your knowledge of non-profit organizations in a quick, 3 hour seminar.

Date:	Mar 19
Time:	Sat 9am-12pm
Meetings:	1
Location:	CSUDH EE 1217
Fee:	$50
Instructor:	**Charmaine Wilkerson**
Course No.:	NMEP 102 Sec 01
Reg. No.:	27056

Basic Dining Etiquette
Non-credit

How to dine & entertain without collapsing (yourself and your budget)!

(Note: This course does not count towards the Meeting and Event Planning Certificate of Completion)

Are you attending company banquets, dining with prospective employers, going on a date, or hosting friends and family at home? Learn from one of the premier party planners in Los Angeles the valuable secrets of how your first impression can be a success. Topic covered:

- Table Manners
- Proper ways to eat certain foods
- Blunders to avoid in restaurants
- International Protocol
- Guidelines for entertaining at home
- Dining on a Budget

▶ ▶ ▶

Mastering the Art of Dining and Entertaining will enhance your social and business skills while giving you the confidence of becoming "Fork Literate."

Date:	Mar 19
Time:	1–4pm
Meetings:	1
Location:	CSUDH EE 1218
Fee:	$50
Instructor:	**Liliana Wilkerson**
Course No.:	NMEP 101 Sec 01
Reg. No.:	27045

For more information:
call (310) 243-3741,
email eereg@csudh.edu or
Visit the web site
http://www.csudh.edu/extendeded

California Notary 1-Day Exam Preparation

Prepare for the California Notary exam with ease and confidence. All California Notaries must pass a comprehensive test of state Notary laws and procedures. In addition, all California Notaries appointed on or after July 1, 2005, must complete a six-hour Notary training course. This one-day seminar provides the practical training you need to sail through the exam and our program guarantees that you'll pass! The National Notary Association program will provide you with all you need to know about California Notary laws and procedures. You'll also learn tips and tricks to help you with your official duties, and notarize correctly, lawfully and safely.

The fee includes the seminar, program workbook, a certificate of completion and a one-year NNA Membership. A Notary exam is given at the end of the day for which you may register. You must pay the State commission fee on the day of the exam. This fee cannot be paid in advance. The commission fee is separate from the NNA seminar fee, and is payable by a separate check or money order made out to the Secretary of State. New and renewing Notaries (applicants applying for the first time and those currently holding a valid commission): $40.00; Retaking exam (applicants with a voucher to retake the exam): $20.00

Date:	Mar 29
Time:	Tue 9am-3:30pm
Meetings:	1
Location:	EE 1213
Fee:	$159

Date:	Tue Apr 19
Time:	9am – 3:30pm
Meetings:	1
Location:	EE1213
Fee:	$159

Check-in begins at 8 am
Notary Exam schedule: 4:30-5:30 pm

To register for this course call National Notary Association: (800) 876-6872 go online: www.NationalNotary.org.

For more information:
Call Babette Wald (310) 243-3730
Email bwald@csudh.edu or Visit the website www.csudh.edu/extendeded/notary.htm

Professional Women Powerful Voices

The Voice of Experience Workshop – Use Your Voice to Enhance Your Message

A strong, clear and relaxed voice projects confidence and encourages your audience to be attentive and receptive of your message. Your voice can help to improve your professional relationships. In this workshop you will learn how to use your voice to enhance your message and project the powerful YOU. Topics include:

- Communicating a capable, positive image over the telephone or in person
- How to use your voice effectively and comfortably
- Project your voice to increase listener receptivity to your message
- Speak for hours without throat soreness or strain
- Create a presence that conveys confidence and experience

Who Should Attend

This program will benefit individuals who rely on their voices for their profession. This includes:

- Administrators
- Teachers
- Attorneys
- Sales people or
- Anyone engaged in public speaking

About the Instructor

Janet Steinberg, MA, CCC Speech Pathologist. She has over thirty years of experience providing a full spectrum of speech pathology services.

SCHEDULED CLASS

The Voice of Experience Workshop
Noncredit

Date:	Mar 5
Time:	Sat 8:30 am-1:00 pm
Meetings:	1
Location:	Franklin Center 8
Fee:	$75
Instructor:	**Janet Steinberg**, MA, CCC
Course No.:	NHSP 101 Sec 01
Reg. No.:	27110

Two Certificate Programs in Supply Chain Management:
• Production & Inventory Control
• Purchasing

Who Should Attend

The Certificate programs are designed for those who wish to gain a broad education in the principles of supply chain management. Those already in this growing field as well as those anticipating a career change will benefit from this practical training taught by leading professionals currently employed in production and inventory control and/or purchasing. In addition to providing a comprehensive introduction to supply chain management, the coursework is designed to help students prepare for the APICS CPIM Certification Exams or ISM (NAPM) Purchasing CPM Certification Exams.

Costs

The tuition fee for a class taken on the CSUDH campus is $420. The fee for courses taken over the Internet is $450 per class.

Books and Materials

Students taking classes on campus should arrange to purchase textbooks and other materials directly from the CSUDH Bookstore. Books for the LAPICS Internet classes must be ordered through APICS at www.apics.org or for the Purchasing Internet classes through ISM at www.ism.ws

Location

Classes meet on the CSUDH campus in Carson. The classrooms are located in the Extended Education Building. A parking fee of $2/day is charged on campus. Students taking Internet classes do not need to come to campus.

Employment Opportunities

Production & Inventory Control and Purchasing Certificate holders find employment in aerospace, electronics, military, hospitals, retail, and warehousing.

Requirements

Courses are offered three trimesters each year and provide three (3) units of upper division degree-applicable academic credit. Students must complete 5 courses and achieve an over-all grade point average of 2.5 (C+) or better to receive the certificate. The certificate must be completed within 3 years once the student has started the program.

Taking Online Classes from CSUDH

Classes offered via the World Wide Web provide the same curriculum as those offered on campus and at local business and industry sites. Students who feel comfortable sending e-mail and "surfing the web" are prepared to participate in CSUDH Online coursework.

Minimum Computer Requirements

In order to participate, you need an e-mail account and access to the World Wide Web. The minimum computer requirements are a Pentium 2, 32mg RAM, Windows 95, 98 or NT, 56K modem, Netscape 4.0 or Internet Explorer 4.0.

For more information:
call (310) 243-3741 or
email hall.joan@verizon.net
or visit the website:
www.csudh.edu/lapicsonline
www.csudh.edu/purchasingsonline

Production & Inventory Control Certificate Program
In Cooperation with the Los Angeles Chapter, APICS (LAPICS)

Online! 〜
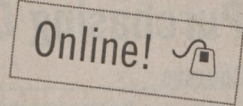
Courses

Basics of Supply Chain Management PIX 319
Detailed Scheduling/Planning   PIX 331
Operations Execution/Control   PIX 332
Master Planning of Resources   PIX 333
Strategic Management of Resources
                                     PIX 340

SCHEDULED CLASSES

Spring 2005

Strategic Management of Resources
3 Units

Date:	Tue Jan 4 - Mar 29
Location:	online 〜
Fee:	$450
Instructor:	**Joan Hall**
Course No.:	PIX 340 Sec 41
Reg. No.:	25207

Basics of Supply Chain Management
3 Units

Date:	Tue Jan 4 - Mar 29
Location:	online 〜
Fee:	$450
Instructor:	**Joan Hall**
Course No.:	PIX 319 Sec 41
Reg. No.:	25208

Detailed Scheduling and Planning
3 Units

Date:	Jan 4 - Mar 29
Time:	Tue 6-9pm
Meetings:	13
Location:	CSUDH EE 1206
Fee:	$420
Instructor:	**Joan Hall**
Course No.:	PIX 331 Sec 01
Reg. No.:	25209

Basics of Supply Chain Management
3 Units

Date:	Jan 4 - Mar 29
Time:	Tue 6-9pm
Meetings:	13
Location:	CSUDH EE 1210
Fee:	$420
Instructor:	**Joan Hall**
Course No.:	PIX 319 Sec 01
Reg. No.:	25210

Summer 2005

Introduction of Supply Chain Management
3 Units

Date:	Apr 5 - Jun 28
Time:	Tue 6-9pm
Meetings:	13
Location:	CSUDH EE 1209
Fee:	$450
Instructor:	**Joan Hall**
Course No.:	PIX 319 Sec 01
Reg. No.:	35014

Introduction of Supply Chain Management
3 Units

Date:	Apr 5 - Jun 28
Location:	online 〜
Fee:	$450
Instructor:	**Joan Hall**
Course No.:	PIX 319 Sec 41
Reg. No.:	35016

Detailed Scheduling & Planning
3 Units

Students focus on the various techniques for material and capacity scheduling. The course includes detailed descriptions of material requirements planning (MRP), capacity requirements planning (CRP), inventory management practices, and procurement and supplier planning.

Date:	Apr 5 - Jun 28
Location:	online 〜
Fee:	$450
Instructor:	**Joan Hall**
Course No.:	PIX 331 Sec 41
Reg. No.:	35020

Master Planning of Resources
3 Units

Students explore processes to develop sales and operations plans and identify and assess internal and external demand and forecasting requirements. The course focuses on the importance of producing achievable master schedules consistent with business policies, objectives, and resource constraints.

Date:	Apr 5 - Jun 28
Time:	Tue 6-9pm
Location:	CSUDH EE 1210
Fee:	$450
Instructor:	TBA
Course No.:	PIX 333 Sec 01
Reg. No.:	35015

Visit us on the Web! www.csudh.edu/lapicsonline

Purchasing Certificate Program

Courses

Purchasing Fundamentals	PRX 200
Cost/Price Analysis and Negotiation	PRX 310
Basics of Supply Chain Management	PIX 319
Public Sector Procurement	PRX 330
Advanced Purchasing Concepts	PRX 340
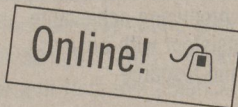
Online! 🏷️

SCHEDULED CLASSES

Purchasing Fundamentals

3 Units

Date:	Tue Jan 4 - Mar 29
Location:	online 🏷️
Fee:	$450
Instructor:	**Frank Putz**
Course No.:	PRX 200 Sec 41
Reg. No.:	25206

Cost/Price Analysis and Negotiation

3 Units

Date:	Tue Jan 4 - Mar 29
Meetings:	13
Location:	online 🏷️
Fee:	$450
Instructor:	**Frank Putz**
Course No.:	PRX 310 Sec 41
Reg. No.:	25205

Basics of Supply Chain Management

3 Units

Date:	Jan 4 - Mar 29
Time:	Tue 6-9pm
Meetings:	13
Location:	CSUDH EE 1210
Fee:	$420
Instructor:	**Joan Hall**
Course No.:	PIX 319 Sec 01
Reg. No.:	25210

Basics of Supply Chain Management

3 Units

Date:	Tue Jan 4 - Mar 29
Location:	online 🏷️
Fee:	$450
Instructor:	**Joan Hall**
Course No.:	PIX 319 Sec 41
Reg. No.:	25208

Summer Schedule

Introduction Supply Chain Management

3 Units

Date:	Apr 5-Jun 28
Time:	Tue 6- 9pm
Location:	TBA
Fee:	$450
Instructor:	Staff
Course No.:	PIX 319 Sec 01
Reg. No.:	35014

Intro. Supply Chain Management

3 Units

Date:	Tue Apr 5-Jun 28
Location:	online 🏷️
Fee:	$450
Instructor:	**Joan Hall**
Course No.:	PIX 319 Sec 41
Reg. No.:	35016

Purchasing Fundamentals

3 Units

Date:	Tue Apr 5-Jun 28
Location:	online :
Fee:	$450
Instructor:	**Frank Putz**
Course No.:	PRX 200 Sec 41
Reg. No.:	35018

Public Sector Procurement

3 Units

Date:	Tue Apr 5-Jun 28
Location:	online 🏷️
Fee:	$450
Instructor:	**Frank Putz**
Course No.:	PRX 330 Sec 41
Reg. No.:	35019

Visit us on the Web!
www.csudh.edu/purchasingonline

Technical Writing Online

page 38
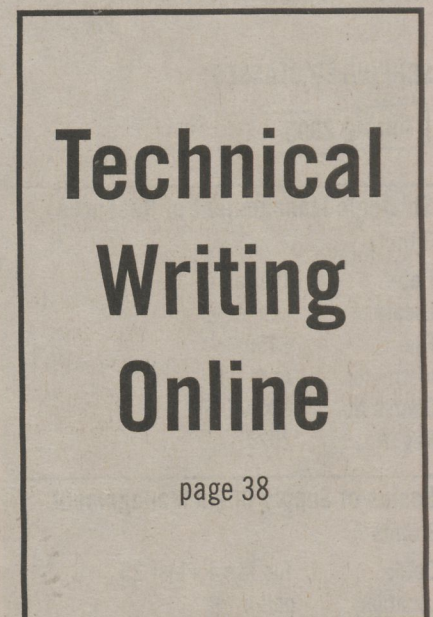
Project Management Certificate

The Program
Obtain the management skills required to bring projects in on time and within budget. The results of successfully completing coursework in this program will be visible in your overall job performance, leadership effectiveness, risk analysis and decision-making capabilities, and improved management style.

What You Will Learn
The curriculum is based on an organized sequence of courses that cover the Project Management Body of Knowledge (PMBOK), which serves as the fundamental knowledge base for project management.

As a result, those who qualify will be better prepared to sit for the Project Management Professional Exam. Recognized domestically and internationally, the PMP Certification has set a standard for excellence in project management. Obtaining use of the PMP designation distinguishes you as an expert in the profession.

Who Should Attend
Individuals in any discipline who work on projects in either the public or private sector will benefit from course work. Those with 3-5 years work experience who are not currently working in this field will be prepared to pursue career opportunities specifically in the area of project management upon completion of the program.

Program Benefits
- Obtain a proven, practical body of project management knowledge and skills that will help you avoid making costly mistakes.
- Prepares those qualified to sit for the Project Management Professional exam.
- Learn techniques for effectively coordinat-ing and managing all aspects of a project including team leadership, project risk and financial analysis, evaluation and control techniques, project planning and decision-making.
- Explore the international dimensions of project management

Certificate Requirements
A certificate is awarded upon successful completion of five required courses.

After you have completed all requirements, you may request to receive your official

certificate by completing the Request for Certificate Form available on the website and return it to our offices.

Program Instructor
Byung Hong, PhD

*Introduction & Overview of Project Management PMX 900, is a prerequisite for PMX 901, CMX 902, CMX 903, CMX 904.

Courses
Introduction & Overview of Project Management	PMX 900
Project Scope & Risk Analysis	PMX 903
Project Human and Procurement Management	PMX 901
Project Quality and Communication Management	PMX 902
Project Scope & Risk Analysis	PMX 903
Project time and Cost Management	PMX 904

SCHEDULED CLASSES

Introduction & Overview of Project Management
0.6 CEUs

Students gain an understanding of project management as a scientific and professional business function. The course follows the "Project Management Body of Knowledge"(PMBOK). This is the first course in a five-course certification and will be the prerequisite for all other classes. The Course introduces all phases of the PMBOK model with detailed descriptions of projects, project life cycles, and project integration.

Date:	Jan 20 & Jan 27
Time:	Thu 6-9pm
Meetings:	2
Location:	CSUDH SAC 1104
Fee:	$96
Instructor:	**Byung Hong**, PhD
Course No.:	PMX 900 Sec 01
Reg. No.:	26830

Project Quality and Communication Management
Date:	Jun 2 - 30
Time:	Thu 6-9pm
Meetings:	6
Location:	CSUDH SAC 1104
Fee:	$240
Instructor:	**Byung Hong,** PhD
Course No.:	PMX 902 Sec
Reg. No.:	35048

Project Human Procurement Management
1.5 CEUs

Students gain an understanding of the discipline involved in project scope management. Also included in this class is a discussion of project integration and risk analysis. This class emphasizes management knowledge areas discussed in the "Project Management Body of Knowledge" (PMPOK).

Date:	Apr 21 - May 19
Time:	Thu 6-9pm
Meetings:	5
Location:	CSUDH SAC 1104
Fee:	$240
Instructor:	**Byung Hong**, PhD
Course No.:	PMX 901 Sec
Reg. No.:	26833

Project Time and Cost Management
1.5 CEUs

Students gain an understanding of how to ensure the project will satisfy the needs for which it was undertaken. This class will focus on generation, collection, dissemination, storage, and ultimate disposition of project information. This class emphasizes the project quality and project communications management knowledge areas in the "Project Management Body of Knowledge" (PMBOK).

Date:	Mar 10 - Apr 14
Time:	Thu 6-9pm
Meetings:	6
Location:	CSUDH SAC 1104
Fee:	$240
Instructor:	**Byung Hong**, PhD
Course No.:	PMX 904 Sec
Reg. No.:	26832

Project Management
Date:	Feb 3 - Mar 3
Time:	Thu 6-9pm
Meetings:	6
Location:	CSUDH SAC 1104
Fee:	$
Instructor:	**Byung Hong**, PhD
Course No.:	PMX 903 Sec
Reg. No.:	26831

For more information
Please contact Jerry Alston at
jalston@csudh.edu

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Technical Writing Certificate of Completion

The Program
The Technical Writing Certificate of Completion Program introduces students to the many aspects of contemporary technical writing practices and helps them develop the skills and confidence to communicate complex technical concepts simply and effectively.

What You Will Learn
Technical writing plays an extremely important role in the business field and high tech world. With increasing reliance on sophisticated technology, written technical instructions have become the primary paths to understanding complex procedures. Some of the concepts that students will learn include how to determine their audience, purpose and objectives for various documents; how to follow steps to successful technical writing; how to write collaboratively; how to write a procedures manual; and how to design the most common types of technical documents.

Who Should Attend
Career opportunities are found in the financial, industrial, construction, electronics, automotive, medical, computer, biomedical, healthcare, agricultural and petrochemical industries. Many engineers, scientists and technicians have increased their effectiveness through improvement of their technical writing skills. Individuals who are interested in becoming technical communicators, or those who are already in technical writing positions and would like to improve their skills.

Eligibility Requirments
Students must have a command of the English language and understand the basic principles of composition including grammar and sentence construction.

Special Features
The program will be taught online.

Certificate Requirements
A Certificate of Completion is awarded upon successful completion of the entire program.

Courses
Fundamentals of Technical Communication
Advanced Technical Communication
Information Design

Costs
The cost of each course is $450. Total cost for a certificate is $1,350.

There will be an additional cost for materials and/or textbooks.

Textbooks
Technical Communication, Markel

Handbook Technical Writing, Alred, Brusaw, Oliu

Scheduled Classes

Fundamentals of Technical Communication
This 9-week course examines the basic requirements of technical style and organizational patterns used in a variety of business and technical documents. Students learn and practice how to condense extensive information into the fewest words possible without sacrificing content. The class also covers how to identify the audiences and apply various styles to each.

Date:	Jan 17-Mar 19
Location:	Online
Fee:	$450
Instructor:	**Sara Stohl**
Course No.:	NWTW 101 Sec 01
Reg. No.:	27088

Advanced Technical Communications
This 9-week course further examines the concepts learned in the "Fundamentals" course. Students hone their skills by writing various types of proposals, informal and formal reports, procedures manuals and oral presentations.

Date:	Mar 28-May 21
Location:	Online
Fee:	$450
Instructor:	TBA
Course No.:	NWTW 102 Sec 01
Reg. No.:	27089

Information Design
The final 9-week course gives students a command of the design principals and production processes required for truly effective technical communications. Students will design manuals, procedures handbooks and instructional materials. Students will be required to complete a capstone project that incorporates every aspect of technical writing learned in the program.

Date:	Jun 6-Aug 6
Location:	Online
Fee:	$450
Instructor:	TBA
Course No.:	NWTW 103 Sec 01
Reg. No.:	35415

NEW PROGRAM!

For more information:

Call Babette Wald at 310-243-3730

Email bwald@csudh.edu or

Visit the website

www.csudh.edu/extension/tux.htm

Technical Writing Online

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Cyber Security
Critical Infrastructure Protection in the Information Age:

An Education and Training Program
"The United States will forge an unprecedented level of cooperation throughout all levels of government, with private industry and [higher education] institutions, and with the American people to protect our critical infrastructure and key assets from terrorist attacks."

The National Strategy for Homeland Security
As the world becomes more and more dependent on networks of computers, it also becomes increasingly and dangerously more vulnerable to cyber intrusion and cyber terrorism. According to the United States Department of State, the creation of ease of use automated computer systems and devices that have stimulated prosperity, competitive advantages and efficiency have at the same time generated unintentional security gaps. Hardware and computer products are so easy to use that people with little technical knowledge or skill can install complex software and run it on their desktop computers.

The gap between the knowledge needed to operate a system and that needed to keep it secure results in increasing numbers of vulnerable systems. Similarly, as technology evolves more rapidly, vendors concentrate on reducing the time it takes to bring a new product to market. Frequently, those same vendors overlook security matters. Computer users depend on their systems working properly when they need them, assuming erroneously that their information technology departments are operating all systems securely. Real threats do exist and range from the corrupting of a single home-based personal computer to that of shutting down a company, a power communications system, a military operation, a law enforcement agency, and even an entire government.

The Federal Information Assurance Awareness Campaign
The Extended Education Division at California State University Dominguez Hills created and designed its information security management program, in accordance with the curriculum created by the Critical Infrastructure Assurance Office, to ensure that all information technology systems users are aware of current and developing security threats, and to create awareness, through training, of the security practices that will help safeguard critical information.

What You Will Learn
The Extended Education awareness and training program will address the shortage of skills in, and the lack of awareness of, information security among both information and communication technology and business professionals.

Special Features
Among the truly important objectives of this course of study are those related to the importance of understanding the need for security in an organization; identifying security problems; understanding ethical issues involved in the use of information systems security; identifying major areas of security management; ensuring physical security requirements; controlling software security; using backup procedures; managing recovery techniques, and encrypting data and controlling access to data.

The purpose of this curriculum is to engage and empower Americans to secure the portions of cyberspace that they own, operate, control, or with which they interact.

Cyber Security Certificate
Information Security Management Program Program Description: The Information Security Management Program) develops and validates skills for information security professionals. The ISMP is a vendor neutral Cyber Security Certificate program that enables individuals who want to achieve and acquire skills as Information Security Management Professionals.

Who Should Attend
Students will acquire an understanding of various technologies such as Networking, Operating Systems, the Internet, Firewalls, Intrusion Detection and Virtual Private Networks.

Students will also be exposed to concepts such as trusted communication and emerging security technologies like Public Key Infrastructure (PKI), biometrics, and other relevant technologies and tools. The program supplements the core components in the area of business and organizational security management by focusing on issues of current and special interest. The demand for skilled security professionals is growing significantly. The technology community identifies Security+ as the perfect way to validate your knowledge of information security.

ISMP will present varying levels of detail on critical security topics. It is expected that technology students will be more familiar with computers and networks and other security concepts, but less familiar with the legal aspects.

Eligibility Requirements
Students must possess basic skills in computer technology and productivity software. Although not required, some familiarity with computer networking and the Internet would be helpful. Part of the classroom experiences and exercises will be the blending of student expertise in the formation of teams. This is intended to be a general, informative and effective learning experience.

These courses are designed to examine and address critical contemporary issues in security management. All courses, prices, and materials are subject to change with/without prior notice.

Program Instructor
Al Laique, MS, MC rainer, CNA, CCIE

Costs
The course fee for each module is $730.00; the total package will cost the participant $5,110.00.

Program completers will be awarded Professional Development Certificates by the Division of Extended Education, and will be eligible to sit for the Comp TIA Security + Certification and the Security Certified Program examinations.

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Cyber Security

SCHEDULED CLASSES

NCCS 200- CompTIA Security+ Certification–

40 Hours

Students learn critical knowledge of CompTIA Security+™ Certification. The CompTIA Security+™ vendor-neutral certification exam is the worldwide standard of competency for foundation-level security practitioners. Security+ and your Career. Theft and destruction of intellectual property takes place despite the presence of firewalls, encryption and corporate edicts. Neither technologies nor policies alone offer effective information security. The IT industry must have a well-trained work force to effectively combat hackers and decrease financial losses.

Having proof of your skills and knowledge gives you the edge over other candidates when you're applying for a job, and providing proof of professional achievement.

This course lays out other foundational knowledge for additional certifications and later classes in the other modules.

Fundamentals of TCP/IP & the OSI Model

32 Hours

Students will learn to identify and describe the functions of the seven layers of the ISO/OSI model, define and explain the five conversion steps of data encapsulation. Also covered will be an introduction to the different classes of IP addresses and sub-netting; students also will learn to identify the functions of the TCP/IP network-layer protocols.

Hardening The Infrastructure (HTI)-

32 Hours

Hardening the Infrastructure (HTI), begins with an in-depth look at TCP/IP, performing volumes of packet captures and performing analysis Students will learn general security concepts, contingency planning, tools and techniques, security on the internet and the WWW, Router Security and ACL's, TCP/IP packet structure and security and operating system security.

Network Defense and Countermeasures (NDC)

40 Hours

Network Defense and Countermeasures begins with an introduction to the fundamentals of defending networks, such as the layered defense and defense in-depth strategies. The course then moves to design and implementation of firewalls, including Checkpoint Firewall, Microsoft ISA Server, and Linux IPChains. A discussion on the implementation of VPNs follows. Students will learn the skills required by all security professionals as well as participate in a discussion of theory, with many tasks and hands-on exercises to use and become comfortable with the technologies required to defend a network.

Advanced Security Implementation (ASI)

40 Hours

The Advanced Security Implementation (ASI) exam has 6 Domains. The six domains covered in this course are, cryptography, digital signatures, certificates, advanced topics, such as Wireless Security, application and threats, PKI Technology, Strong Authentication, PKI Policy and Architecture. This course also examines Law and Legislation, Intellectual Property, Categories and Types of Law, Process of Handling Evidence Information Security Related Laws and Acts, and organizational Security management & communications.

Biometrics Concepts and Planning (PBC)

40 Hours

PKI and Biometric Concepts and Planning tackles one of the most complex and required technologies in creating a trusted network infrastructure, Public Key Technology (PKI). The course starts with an introduction of PKI and then moves into a detailed look into Cryptography, both private and public key exchangesystems. A lesson on HIPAA discusses the requirements of this industry standard that can be applied to virtually every big industry worldwide. From this point, the course moves onto a detailed look at Digital Signatures, Digital Certificates and Biometric solutions. Strong Authentication will be experienced, followed by PKI Planning, Certificate Authorities and Pretty Good Privacy (PGP).

PKI and Biometrics Implementation (PBI)

36 Hours

PKI and Biometrics Implementation (PBI) continue the discussion and implementation of the Public Key Infrastructure technologies to create a trusted network environment. A detailed look at the creation of a PKI Policy and the implementation of a PKI Pilot follow the introduction of the CA and PKI Architecture. The implementation of Smart Cards precedes an examination and implementation of technologies to secure the Windows 2000 desktop. The course then moves into Wireless Security, and a discussion of law and legislation related to computers and networks. The course concludes with a detailed look at Computer Forensics.

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For more information:
call Jerry Alston (310) 243-3355,
email jalston@csudh.edu or
visit the web site
http://www.csudh.edu/extendeded

Get Microsoft Certified Systems Engineer (MCSE) Plus Microsoft Certified Systems Administrator (MCSA) Plus Security Certifications!

both for one price!

The Program

Microsoft training brings you closer to meeting the real-world job specifications demanded by employers in the industry. There are many reasons to pursue Microsoft Certifications:

The MCS Certifications for Windows are Microsoft's PREMIER CERTIFICATIONS. These certifications have the recognition of the industry for entry-level qualification, promotion, and rapid career growth. Attaining MSE Certification permits the technical professional to compete for high paying jobs as network engineers or system professionals in the fastest growing job market in California and the United States. According to the Bureau of Labor Statistics, computer support professionals administer and manage computer networks in corporations as they assist

- Other computer users to utilize resources efficiently; and they
- Assign permissions, control access and system security as well as:
- Troubleshoot networks and optimize performance and system managements.

What You Will Learn

California State University, Dominguez Hills will help you acquire the valid and reliable measures of technical proficiency and expertise required to pass the five core examinations and three elective examinations required for Microsoft Certified Systems Engineer (MCSE/SA) Security Plus.

The CSUDH MCS professional program prepares individuals as network managers of local and wide area networks (LAN and WAN). Achieving MCS Certification assures that an individual can install, configure, troubleshoot, and maintain daily operations of several computer workstations and servers. Regular functions of the MCS professional include installing software applications, setting up preparation of workstations, adding and removing network

users, troubleshooting workstations and servers, and overall management and maintenance of LANS and WANS. The MCS professional may also analyze, design, forecast, plan and implement business and networking systems.

Who Should Attend

Prerequisites: This MCSP course work is designed for individuals who have a working knowledge of Windows applications or for those individuals just interested in starting a new career in technology. Unlike on-line programs that may take more than a year to complete, our program is a concurrent face-to-face, lecture-laboratory combination employing the best instructional training strategies available. It is expected that the MCSP will have excellent analytical, communication and interpersonal skills. The current requirement by MICROSOFT CORPORATION is that candidates must pass four core and three electives in order to be certified as MCSPs. The industry requirements can be viewed at www.microsoft.com/certification/mcse.

Compensation Expectations: Salary surveys show that new MCSEs earn starting salaries of $35-40K annually, and reach $60-70K within two years.

Costs

Tuition and Course Materials **
The full tuition for the eight modules series is $6,056.00 Students pay for the classes one at a time at the prices indicated. The cost of the course does not include books and testing vouchers for Microsoft exams.

Important Note:
1) All instruction is subject to change in order to accommodate Microsoft and existing IT industry modifications.
2) All labs sessions are subject to candidate participation.
3) The hours of instruction as projected are subject to change. There may be more or fewer hours depending on the group level of ability.

Enrollment limited to 18. Seating assignments based on presentation of receipt for fee payment.

Courses

Installing, Configuring and Administering Windows Professional   NCDB 210

Installing, Configuring and Administering Windows Server   NCDB 215

Implementing and Administering a Microsoft Windows Network Infrastructure   NCDB 216

Implementing and Administering a Microsoft Windows Active Directory Infrastructure   NCDB 217

Designing Security for a Microsoft Windows Network   NCDB 220

Designing a Security Enhanced Microsoft Windows Network   NCDB 214

(SYO Comp TIA) Fundamentals of Network Security   NCDB 101

Managing a Microsoft Windows Network Environment (for MCSA)   NCDB 218

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Microsoft Certified Systems Engineer (MCSE & MCSA) And Security Plus

Installing, Configuring and Administering Windows Professional

The first two weeks of this course emphasizes basic computer education with additional emphasis on Microsoft DOS. Microcomputer concepts, Windows 95 and computer hardware are also covered. Fundamentals of networking are introduced as well as other key concepts of computer technology. In the remaining weeks of the course, students are taught the important aspects and details of Windows Professional computer networks; installing, configuring and troubleshooting Windows Professional Networks and enhancements over the older version of Windows NT 4.0. Student also will learn how to administer access to shared files, folders, and printers. They will be taught the important concepts of configuring and managing devices, drivers, network adapters and troubleshooting Windows Professional. Students are expected to complete one Sylvan Prometric exam or VUE test for a certificate.

Date:	Jan 5 - Feb 2
Time:	Mon Wed 6-10pm
Meetings:	9
Location:	CSUDH EE 1202
Fees:	$757
Instructor:	**Al Laique**
Course No.:	NCDB 210 Sec 01
Reg. No.:	26837

Installing, Configuring and Administering Windows Server

In this course students are taught the important aspects and details of Windows Server computer networks. They also learn to design, implement DNS; install, configure, and administer Active Directory. They will be taught the important concepts of system design, computer networks, security policies, terminal services, configuring remote access, DHCP, DNS, WINS, disk management, disaster protection, and managing and securing files and resources. Students are expected to complete one Sylvan Prometric exam or VUE test for a certificate.

Date:	Feb 7 - Feb 28
Time:	Mon Wed 6-10pm
Meetings:	7
Location:	CSUDH EE 1202
Fees:	$757
Instructor:	**Al Laique**
Course No.:	NCDB 215 Sec 01
Reg. No.:	26838

Implementing and Administering a Microsoft Windows Network Infrastructure

In this course students are taught the important aspects and details of Windows infrastructure and computer networks. Student will also learn how to design, plan and deploy Windows. They are also taught the important concepts of system design, computer networks, security policies, terminal services, configuring remote access and other important aspects of Windows network administration. Students are expected to complete one Sylvan Prometric exam or VUE test for a certificate.

Date:	Mar 2 - Mar 21
Time:	Mon Wed 6-10pm
Meetings:	6
Location:	CSUDH EE 1202
Fees:	$757
Instructor:	**Al Laique**
Course No.:	NCDB 216 Sec 01
Reg. No.:	26839

Implementing and Administering a Microsoft Windows Active Directory Infrastructure

Students are taught the important concepts of Active Directory Infrastructure. They will be taught to deploy Windows operating system remotely using Remote Installation Service. Students will learn to administer the Active Directory. They are also taught to implement and troubleshoot security in a directory services infrastructure, monitor and optimize Active Directory performance. Students are expected to complete one Sylvan Prometric exam or VUE test for a certificate.

Date:	Apr 4 - Apr 20
Time:	Mon Wed 6-10pm
Meetings:	6
Location:	CSUDH EE 1202
Fees:	$757
Instructor:	**Al Laique**
Course No.:	NCDB 217 Sec 01
Reg. No.:	26840

For more information:
contact Jerry G. Alston at CSUDH,
(310) 243-3355
e-mail jalston@csudh.edu

Designing Security for a Microsoft Windows Network

This elective teaches students to plan and identify security risks and requirements and define a baseline, plan security key infrastructure, control access to resources using policies and other methodologies, design terminal services, DNS, Remote Installation Services, SNMP, encryptionscheme, IPSec, VPN's, extranet and intranets. This course covers all the important aspects of designing infrastructure in a Microsoft environment. Students are expected to complete one Sylvan Prometric exam or VUE test for a certificate.

Date:	Apr 25 - May 11
Time:	Mon Wed 6-10pm
Meetings:	6
Location:	CSUDH EE 1202
Fees:	$757
Instructor:	**Al Laique**
Course No.:	NCDB 220 Sec 01
Reg. No.:	26841

Designing a Security Enhanced Microsoft Windows Network

At the end of this course the student will be able to identify the security risks associated with managing resource access and data low on the network, describe how key technologies within Windows are used to help protect a network and its resources, plan a Windows administrative structure so that permissions are granted only to appropriate users, plan an Active Directory™ directory service structure that facilitates security-enhanced and verifiable user account creation and administration. The course covers stategy to help protect local resources accessed by remote offices within a wide area network (WAN) environment, provide network resources, plan for an e-commerce implementation between your organization and external business partners that facilitates business communication and a structured methodology for securing a Windows network.

Date:	May 16 - Jun 01
Time:	Mon Wed 6-10pm
Meetings:	
Location:	CSUDH EE 1202
Fees:	$757
Instructor:	**Al Laique**
Course No.:	NCDB 214 Sec 01
Reg. No.:	35055

Certified Information Systems Security Professional (CISSP) Seminar Program

(SYO Comp TIA) Fundamentals of Network Security

After completing this course students will be able to explain common attacks against network assets, the associated threats and vulnerabilities, and what network security personnel do to secure assets, explain how to use cryptography to help protect information and how to choose an appropriate encryption method for an organization. Students will learn how to implement security-enhanced computing baselines in an organization, help protect information in an organization by using authentication and access control, deploy and manage certificates, help protect transmission of data by identifying threats to network devices and implementing security for common data transmission, remote access, and wireless network traffic, help protect Web servers against common attacks and configure security for Web browsers, e-mail messages and instant messaging from common security threats.

Date:	Jun 6 - Jun 22
Time:	Mon Wed 6-10pm
Location:	CSUDH EE 1202
Fees:	$757
Instructor:	**Al Laique**
Course No.:	NCDB 102 Sec 01
Reg. No.:	35056

Managing a Microsoft Windows Network Environment (for MCSA)

This course measures student ability to administer, support, and troubleshoot information systems that incorporate Microsoft Windows. The course covers such areas as Creating, Configuring, Managing, Securing, and Troubleshooting File, Print, and Web Resources, creating shared resources and configuring access rights. It also emphasizes how to monitor and manage network security. Actions including auditing and detecting security breaches as well as Configuring, Administering, and Troubleshooting the Network Infrastructure. In addition, students will learn to configure, administer, and troubleshoot DHCP on servers and client computers. The course also covers the details of troubleshoot-starting servers and client computers. Tools and methodologies taught will include safe mode recovery, troubleshooting active directory organizational units and group policy, configuring, securing, and troubleshooting remote access, virtual private network and terminal services.

Date:	Jun 27 - Jul 18
Time:	Mon Wed 6-10pm
Location:	CSUDH EE 1202
Fees:	$757
Instructor:	**Al Laique**
Course No.:	NCDB Sec 218
Reg. No.:	35057

The Program

The CISSP is clearly emerging as a foundation certification for security systems professionals. CISSP certification program was designed by International Information Systems Security Certifications Consortium (ISC) 2 Inc., to recognize mastery of an international standard for information security, and to demonstrate understanding of a Common Body of Knowledge (CBK). ISC 2 works to ensure that accomplished and experienced IS professionals with CISSP certification program have a working knowledge of ten domains of the CBK, shown below.

What You Will Learn

1. Security Management Practices
2. Security Architecture and Models
3. Access Control Systems & Methodology
4. Application Development Security
5. Operations Security
6. Physical Security
7. Cryptography
8. Telecommunications, Network, & Internet Security
9. Business Continuity Planning
10. Law, Investigations, & Ethics

Who Should Attend

The CISSP program is designed for individuals who want to prepare to become certified information systems security professionals. Governments, corporations, centers of higher learning and organizations worldwide demand a common verification platform for and proficiency in mastering the dynamic nature of information security. The CISSP Certification can enhance a professional's career and provide added credibility to one's credentials. The CISSP credential indicates that certified individuals have experience in the field of information security, have passed a rigorous examination, subscribe to a Code of Ethics and maintain certification with continuing education.

About CISSP Seminar CISSP CBK Review Seminar Structure

The California State University Dominguez Hills' review program is a complete, comprehensive class discussing the entire information system security common body of knowledge (CBK). The benefit of the review program is the help and preparation it provides for individuals planning to sit for the comprehensive CISSP examination. This seminar program is a 40 clock hour hands-on classroom/laboratory offering an exhaustive survey of and exposure to CISSP information, test taking techniques and preparation materials indigenous to the IT industry.

Ask for NCCS-210-01 when registering. The seminar will meet Saturday and Sunday. Seminar times are from 9 am until 5 pm each session.

Costs

The cost for the CISSP Seminar is $625.00, with book included.

Enrollment is limited to 18.

Examination & Certification

The eligibility requirements to sit for the CISSP examination and certification are established by the (ISC)2 = International Information Systems Security Certifications Consortium, Inc, http://www.isc2.org.

Scheduled Classe

CISSP Seminar Program

Date:	Mar 5 - Mar 19
Time:	Sat Sun 8am-5pm
Meetings:	5
Location:	CSUDH EE 1202
Fees:	$625
Instructor:	**Al Laique**
Course No.:	NCCS 210 Sec 01
Reg. No.:	26834

For more information:
contact Jerry G. Alston at CSUDH,
(310) 243-3355
e-mail jalston@csudh.edu

Microsoft Exchange 2000 Server

70-225 Design and Deployment and 70-224 Server Implementation and Administration

The Program

Our accelerated (FOUR WEEKENDS) Exchange 2000 certifications course are designed to meet the career objectives of today's busy engineers. These classes will prepare engineers to work in sophisticated Exchange 2000 environments.

Eligibility Requirements

Students attending the Exchange 2000 program should have at least 6 months experience working with messaging systems administration and the equivalent certification educational background.

Special Features

Fast Track:

32 Hours of accelerated, intensive instruction with labs, hands-on practice and skill development in user-friendly environment

For more information:
contact Jerry G. Alston at CSUDH,
(310) 243-3355
e-mail jalston@csudh.edu

Scheduled Classes

Microsoft® Exchange 2000 Server Design and Deployment

32 Hours

This course covers how to develop a high-performance messaging and collaboration system and prepare individuals for the Microsoft Certified Professional (MCP exam. The courseware is designed to work through the scenarios and tutorials to gain practical experience designing and deploying a messaging infrastructure using Exchange 2000 Server. As you build these real-world systems engineering skills, you're also preparing for MCP Exam 70-225—a key elective on the MCSE track.

What You Will Learn

- Analyzing business requirements
- Assessing existing and planned network resources
- Planning an Exchange 2000 Server upgrade or migration
- Designing your messaging solution—routing group topology, public folders, servers, traffic flow, mail access, and real-time collaboration
- Developing an administrative model and security plan
- Creating backup, data-recovery , and fault-tolerance strategies
- Resolving critical deployment issues, such as system compatibility, e-mail, and security problems

Date:	Apr 2 - Apr 10
Time:	Sat Sun 9am-5pm
Meetings:	4 (all day seminars)
Location:	CSUDH EE 1202
Fees:	$800
Instructor:	**Al Laique**
Course No.:	NCDB 225 Sec 01
Reg. No.:	26835

Microsoft® Exchange 2000 Server Implementation and Administration

32 Hours

This course teaches individuals how to deliver next-generation messaging and collaboration and prepare students for the Microsoft Certified Professional (MCP) exam. the course covers modular system lessons and hands-on exercises o gain practical experience installing, managing, and troubleshooting Microsoft Exchange 2000 Server. As you build these real-world system support skills, you're also preparing for MCP Exam 70-224—a key elective on the MCSE/MCSA tracks.

The Key course objectives are as follows:

- Installing or upgrading to Exchange 2000 Server
- Configuring Active Directory™ services, administrative groups, and Public Folder solutions
- Deploying clients such as Microsoft Outlook® and Outlook Web Access and configuring recipient objects for e-mail, Instant Messaging, and Chat
- Troubleshooting messaging connectivity and resolving problems with clients, routing, foreign mail systems, and links between servers
- Strengthening server security using v.3 certificates, virtual servers, and Key Management Server
- Optimizing messaging, collaboration, and calendaring services, including managing the Microsoft Web Storage System
- Developing a backup and recovery plan for system and user data

Date:	Apr 16 - Apr 24
Time:	Sat Sun 9am-5pm
Meetings:	4 (all day sessions)
Location:	CSUDH EE 1202
Fees:	$800
Instructor:	**Al Laique**
Course No.:	NCDB 224 Sec 01
Reg. No.:	26836

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Certificate of Completion in Web Administration

The Program
The world of web technology is growing more complex each day. Computer users are demanding greater functionality from their web-based activities, and a range of individuals in business must increasingly understand these capabilities.

What You Will Learn
As a result of training in web administration, you will be exposed to concepts that will separate you from others in the workplace. The certificate not only gives you the big picture, but it also offers the ability to get into the technical details. You will accomplish the following:

- Understand client-side and serverside web technologies
- Learn and apply XML-based technologies
- Understand web production
- Create websites with dynamic functionality
- Manage and integrate components in a web-based project

Employment Outlook
Courses are designed for the following positions:

- Web Master
- Assistant Web Administrator
- Web Programmer
- Web Integration Specialist

Who Should Attend
Business professionals and students who want an intensive and thorough knowledge of web administration in a short period of time should attend these classes.

A familiarity with and knowledge of HTML is required for this certificate (a Certificate of Completion in Web Design would satisfy this requirement).

Certificate Requirements
To receive the Certificate, candidates must successfully complete six intensive courses. **Those who do not wish to pursue a certificate may take individual classes.** All courses provide Continuing Education Units (CEUs). A Certificate can be earned in one semester.

Special Features
The courses have been scheduled for Tuesday and Thursday evenings for the convenience of working professionals.

Location
All classes are offered on the CSUDH campus in Carson

Courses

Required Courses
- CIX 940-01 Web Design and Architecture
- CIX 941-01 Introduction to Active Server Pages
- CIX 942-01 Web Server Technologies for Web Professionals
- CIX 943-01 Web Development with XHTML and XML
- CIX 944-01 Microsoft.NET Planning and Migration
- CIX 945-01 Introduction to Database Management Systems

Program Instructor
D'Sunte Wilson is the owner of Okiedo Technologies (www.okiedo.com), a web design consulting company. He has developed high-profile web environments, and has taught web administration and related courses for several years.

For more information:
call (310) 243-3741,
email eereg@csudh.edu or
visit the web site
http://www.csudh.edu/extendeded

Technical Writing Online

Certificate of Completion in Web Administration

Scheduled Classes

Web Design and Architecture
1.2 CEUs

This introductory course exposes you to the essentials of Web design and architecture. You will learn about Web hardware, software, and telecommunications components. A wide variety of issues will be covered, including: website style, themes, layouts and user-interface design. You will be exposed to all tiers of next-generation web architecture, including user, business and data tiers.

Date:	Jan 25 - Feb 15
Time:	Tue 6-9pm
Meetings:	4
Location:	CSUDH EE 1201
Fee:	$220
Instructor:	**D'Sunte Wilson**
Course No.:	CGX 940 Sec 01
Reg. No.:	27027

Introduction to Active Server Pages
.6 CEUs

This course provides an overview of ASP and introduces students to the role that ASP plays in the context of related Microsoft web technologies including Internet Information Server (IIS) and such scripting languages as VBScript, JScript, and Perl. Students will learn how to write simple ASP scripts, execute those scripts on various servers (demonstrating platform-independence), and complete an integration project that demonstrates the concepts covered in the course.

Date:	Feb 22 - Mar 1
Time:	Tue 6-9pm
Meetings:	2
Location:	CSUDH EE 1201
Fee:	$110
Instructor:	**D'Sunte Wilson**
Course No.:	CIX 941 Sec 01
Reg. No.:	27028

Web Server Technologies for Web Professionals
.6 CEUs

In this course you will learn about the main features of the two most popular web server environments: Microsoft Internet Information Server (IIS) version 5 running on a Windows platform and Apache web Server running on a Linux platform. This course will explore the set up and management of web sites, in addition to intranets, network protocols, and security. You'll also learn about server configuration, deployment, and maintenance, and gain an overview of Common Gateway Interface (CGI)/ASP.NET database integration, server-side programming basics, and secure eCommerce basics.

Date:	Mar 8 - Mar 15
Time:	Tue 6-9pm
Meetings:	2
Location:	CSUDH EE 1201
Fee:	$110
Instructor:	**D'Sunte Wilson**
Course No.:	CIX 942 Sec 01
Reg. No.:	27029

Web Development with XHTML and XML
.9 CEUs

XHTML unifies HTML's capability to format information with XML's ability to mark up information. In this course, you'll learn the basics of XHTML, which brings the old workhorse, HTML, and the new rising star, XML, together in building state-of-the-art, next-generation, Web applications.

Date:	Mar 22 - Apr 5
Time:	Tue 6-9pm
Meetings:	3
Location:	CSUDH EE 1201
Fee:	$165
Instructor:	**D'Sunte Wilson**
Course No.:	CIX 943 Sec 01
Reg. No.:	27034

MS Net Platform Planning and Migration
.9 CEUs

This course is designed for business executives, IT and e-Business managers, and other technical planners interested in migration from their existing platforms to Microsoft's next-generation .NET platform. The emphasis will be on both technical and business issues that executives and managers will face--migration scenarios, cost, reliability, and backward compatibility, as well as understanding key technical components of the .NET platform.

Date:	Apr 12 - Apr 26
Time:	Tue 6-9pm
Meetings:	3
Location:	CSUDH EE 1201
Fee:	$165
Instructor:	**D'Sunte Wilson**
Course No.:	CIX 944 Sec 01
Reg. No.:	27035

Introduction to Database Management Systems
.6 CEUs

This course will explore the relational database as a powerful decision-making and record-keeping tool essential to almost any business enterprise. Topics include the fundamental structure of a relational database; tables, entities, and relationships; data queries; fundamentals of database application development; and simple report generation with structured query language.

Date:	May 3 - May 10
Time:	Tue 6-9pm
Meetings:	2
Location:	CSUDH EE 1201
Fee:	$110
Instructor:	**D'Sunte Wilson**
Course No.:	CIX 945 Sec 01
Reg. No.:	27036

For more information:
call (310) 243-3741,
email eereg@csudh.edu or
visit the web site
http://www.csudh.edu/extendeded

COMPUT TECHNO

Web Design Certificate of Completion

The Program
The Certificate of Completion will prepare an individual with the fundamental knowledge and skills necessary for web design.

What You Will Learn
In this series of courses you will learn the fundamentals of HTML website creation. You will also have experience with a web design application, and a web animation application.

Employment Outlook
Courses are designed to prepare you for the following positions:

- Web Designer
- Web Developer
- Web Programmer
- Content Manager

Who Should Attend
Business professionals and students who want an intensive and thorough knowledge of web design in a short period of time should attend these classes.

Eligibility Requirements
Only limited computer experience is needed to take these courses. Programming experience is helpful, but not required.

Special Features
All classes are offered on the CSUDH campus in Carson. The courses have been scheduled for Fridays (evening) and Saturdays for the convenience of working professionals.

Certificate Requirements
A Certificate of Completion will be awarded upon the completion of four required courses, and one elective. Those who do not wish to pursue a certificate may take individual classes. All courses provide Continuing Education Units (CEUs). A Certificate can be earned in one semester.

Courses

Required Courses
Using Dreamweaver	CIX 902
Introduction to HTML Publishing (Building a Better Web Site)	CIX 912
Intermediate HTML Publishing	CIX 913
Advanced HTML Publishing	CIX 914

Elective courses (one of the following)
Using Flash	CIX 935
Using Fireworks	CIX 936

Program Instructor
Anissa Barton-Thompson, a full-time web developer and graphic designer, has received awards for her work on high-end e-commerce, entertainment, community service and education sites. She has taught web site design at CSUDH since 1995, and is the developer of this certificate. Anissa is a Macromedia Certified Dreamweaver MX Developer, and holds Master Level Certifications in HTML and Dreamweaver MX. Learn more about Anissa Barton-Thompson at http://webcert.anissat.com.

Scheduled Classes

Beginning HTML (Building a Better Web Site)
.9 CEUs
This course is an HTML beginning-level workshop. Students will create a basic website for business, a non-profit organization, or for individual personal or professional use.

Date:	Feb 4 - Feb 5
Time:	Fri 6:30-9:30 pm; Sat 9am-4pm (1 hour lunch)
Meetings:	2
Location:	CSUDH EE 1209
Fee:	$160
Instructor:	**Anissa Barton-Thompson**
Course No.:	CIX 912 Sec 01
Reg. No.:	27021

Intermediate HTML Publishing
.9 CEUs
This course builds on the skills gained in the Building a Better Web Site class. Topics covered include: a quick review of basic HTML structure, advanced tags, images, using tables to control layout, and more.

Date:	Feb 11 and 12
Time:	Fri 6:30-9:30 pm; Sat 9am-4pm (1 hour lunch)
Meetings:	2
Location:	CSUDH EE 1209
Fee:	$160
Instructor:	**Anissa Barton-Thompson**
Course No.:	CIX 913 Sec 01
Reg. No.:	27022

Advanced HTML Publishing
.9 CEUs
This course builds on the skills gained in the Intermediate class and adds forms, frames, image maps, access counters, sound, video & animation, java applets and more.

Date:	Feb 18 and 19
Time:	Fri 6:30-9:30 pm; Sat 9am-4pm (1 hour lunch)
Meetings:	2
Location:	CSUDH EE 1209
Fee:	$160
Instructor:	**Anissa Barton-Thompson**
Course No.:	CIX 914 Sec 01
Reg. No.:	27023

Using Dreamweaver
1.8 CEUs
Prerequisite: Basic knowledge of HTML
Learn to use this popular web design tool! Topics covered include: working with text and graphics, visual page design, tools for creating tables and forms, site management, implementing style sheets, and adding JavaScript or behaviors.
Topics by session:
- Creating Basic HTML with Dreamweaver
- Extending Your Web Page Design with CSS wiand JavaScript
- Site Management and Dreamweaver Tools

Date:	Mar 11, 12, 18 and 19
Time:	Fri 6:30-9:30 pm; Sat 9am-4pm (1 hour lunch)
Meetings:	4
Location:	CSUDH EE 1209
Fee:	$320
Instructor:	**Anissa Barton-Thompson**
Course No.:	CIX 902 Sec 01
Reg. No.:	27024

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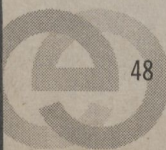
Web Design Certificate of Completion

Using Fireworks
1.2 CEUs
Prerequisite: Basic knowledge of HTML

Macromedia Fireworks is the premier program for bridging the gap between graphic design and web development. Fireworks eliminates the need for expensive image editing programs with high learning curves, allowing you to manipulate photos, design fantastic web graphics and create animation with little or no design experience. And, it takes things a step further: import your web design into or create a new design in Fireworks, and let it optimize and slice your images, and create the HTML and JavaScript as well!

Date:	Apr 16 and 23
Time:	Sat 9am-4pm (1 hour lunch)
Meetings:	2
Location:	CSUDH EE 1209
Fee:	$215
Instructor:	**Anissa Barton-Thompson**
Course No.:	CIX 936 Sec 01
Reg. No.:	27025

Using Flash
1.2 CEUs
Prerequisite: Basic knowledge of HTML

Flash is the web standard for vector graphics and animation. Designed for the web, Flash is used to create beautiful and compact animations, navigation, interfaces, ad banners, logos, technical illustrations, and full-length cartoons. Using Flash, web designers can create interactive vector graphics and animations without scripting.

Date:	Apr 30 - May 7
Time:	Sat 9am-4pm (1 hour lunch)
Meetings:	2
Location:	CSUDH EE 1201
Fee:	$215
Instructor:	**Anissa Barton-Thompson**
Course No.:	CIX 935 Sec 01
Reg. No.:	27026

Technical Writing Online

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Web
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Online Computer Courses

A+ Certification
Network+
Microsoft Windows 2000 Server
Microsoft Windows XP
Microsoft Access 2002
Microsoft Excel 2002
Microsoft FrontPage 2002
Microsoft Outlook 2002
Microsoft PowerPoint 2002
Microsoft Word 2002

Microsoft Windows 2000 Server MCSE
Java 2
Microsoft Windows 2000
Microsoft Office 2003
Microsoft Office XP 2002
Microsoft Office 2000
Client Operating Systems
Introduction to Technology
Lotus Notes
Siebel
Web Browsers

Cisco Technologies:
CompTIA:
Citrix:
Oracle Database Administration
Sun Microsystems Solaris
Lotus Notes Technical
UNIX
Web Development

For more information:
call (310) 243-3741,
email eereg@csudh.edu or
visit the web site
www.csudh.edu/extendeded/itonline.htm

EDUCATION

Open University

Open University is a program that permits members of the community to take regular University classes offered on the California State University, Dominguez Hills campus without going through the formal admissions process. Essentially, it "opens University" courses to the general public.

Open University can help you update your professional skills or simply allow you to rediscover the joys of exploring new frontiers of learning. Open University makes it possible for you to begin or continue your education for any purpose you may have. Open University is for you if you

- Missed the deadline for admission to the regular resident program
- Want to examine a particular field before actually enrolling in a degree program
- Want to update your professional training
- Are not able to attend on a continuous basis
- Have been disqualified or are otherwise ineligible for admission and need to raise your GPA

**For more information
310-243-3741**

www.csudh.edu/extendeded

Public Speaking for Women

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Grant Writing

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Professional Development Courses Online

The Program
These 17 distance learning courses are computer-based, and designed by experts who carefully and thoughtfully craft the courseware which allows you to complete them at your own pace. The instructors establish regular office hours and provide access by a toll-free number and/or by email for technical or professional questions.

Who Should Attend
Educators who need the flexibility of e-learning to advance their careers to the next step or compensation level. Learn at home or work, on your own computer, on your own time, at your own pace.

Special Features
All program instructors are experienced practitioners in their field of expertise. Students receive course materials by mail after registration. These computer-based courses are designed to run from a compact disk (CD) and saves user data on the hard drive.

The following requirements are needed: Macintosh: Courses run otimally in Mac OS 8.6 - 9.2. If you are running OS X and have a dual boot system, set OS as your start up disk and restart. This course will run in OS X classic mode but will not print. Contact VESi technical support for assistance. The course requires 128 MB of RAM and 5MB of free hard disk space.

PC: Windows 2000 or XP, 128MB of RAM and 5MB of free hard disk space. the VESi courses run on Windows 98 but problems may arise saving and retrieving information.

Credit Information
Credit varies depending on course.

Courses
Behavior is Language: Strategies for Managing Disruptive Behavior
TEX 495 Sec 41

Attention Deficit Disorder: Information & Interventions for Effective Teaching
TEX 495 Sec 43

Violence in Schools: Identification, Prevention & Intervention Strategies
TEX 495 Sec 44

Drugs & Alcohol in Schools: Understanding Substance Use & Abuse
TEX 495 Sec 45

Learning Disabilities: Practical Information for Classroom Teachers
TEX 495 Sec 46

Harassment in Schools: Guidelines & Policies for Prevention
TEX 495 Sec 47

Sexually Transmitted Infections: Information for Education Faculty & Personnel
TEX 495 Sec 48

Autism & Asperger's Disorder: Information & Effective Intervention Strategies
TEX 495 Sec 49

Functional Analysis: Introduction in Completing Behavior Assessments
TEX 495 Sec 50

Inclusion: Working with Special Needs Students in Mainstream Classrooms
TEX 495 Sec 51

Talented & Gifted: Working with High Achievers   TEX 495 Sec 52

Understanding Aggression: Coping with Aggressive Behavior in the Classroom
TEX 495 Sec 53

HIV/AIDS Prevention & Education for the 21st Century   TEX 495 Sec 55

Child Abuse: Working with Abused & Neglected Children   TEX 495 Sec 56

Traumatized Children: The Effects of Stress, Trauma & Violence on Student Learning
TEX 495 Sec 57

Time to Teach: Effective Strategies for Classroom & School Management
TEX 495 Sec 58

Advanced Classroom Management: Children as Change Agents   TEX 495 Sec 59

Costs
Each class is priced individually. **There are no refunds.**

Instructors
Margie Arnzen, MS Ed. Counselor, Spokane Public Schools, Assistant Principal, Bancroft Center.

Fay Cadwaller, MSW, LICSW. Private practitioner, Youth Force, Spokane, Washington and social worker, Sacred Heart Medical Center, Spokane.

Jeff Driskell, MSW. Case Manager, Spokane AIDS Network and adjunct faculty, Eastern Washington University.

Joan Halverstadt, MS Ed. School counselor, Rochester (WA) Primary School.

Casey Jackson, MSW. Clinical reviewer and research associate, Washington Institute for Mental Illness Research and Training, Washington State University. Also in private practice.

Mick Jackson, MS Ed. President and CEO for Virtual Education Software, Spokane, WA.

Joe Kaplan, Ed.D. Professor of Education, Portland State University.

Florah Luseno, Ph.D. Assistant Professor, Chicago State University.

A.N. (Bob) Pillay, Ed.D., senior lecturer, executive officer, special education and director, Learning Improvement Center, The University of Melbourne (Australia).

Jeanie Pittman, MA, Instructor, Washington State University.

Terrie Scott, MSW. Spokane Mesa Center Director, Washington State University. Adjunct Faculty, Eastern Washington University.

Michael Sedler, Ph.D., MSW, teaches distance learning courses throughout the northwest.

Marrea Winnega, Ph.D., in private practice and a consultant on autism and related disorders in Chicago.

Professional Development Courses Online

SCHEDULED CLASSES

Behavior is Language: Strategies for Managing Disruptive Behavior
3 Ext Units

Learn behavioral techniques and intervention strategies that remediate disruptive behavior, reduce power struggles, increase classroom control, reduce burn-out and the feeling of ineffectiveness, without increasing your work load. Gain a new perspective on students' behavior and learn effective tools to facilitate positive student change. Practice your new skills with simulated classroom scenarios.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$450
Instructor:	**Mick Jackson**
Course No.:	TEX 495 Sec 41
Reg. No.:	26893

For those who have recently competed Behavior is Language Part I: Strategies for Managing Disruptive Behavior for 1 Ext Unit, Behavior is Language Part II: More Strategies for Managing Disruptive Behavior for 1 Ext Unit will be offered. See page 55 for more information.

Attention Deficit Disorder: Information & Interventions for Effective Teaching
2 Ext Units

This course is designed to provide students with a complete history of ADD along with accepted and experimental treatment methods. The course reviews current treatments and practical intervention strategies designed to increase on-task behavior while decreasing disruptive, inappropriate and off-task classroom behaviors.

Date:	Jan 2 - May 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Mick Jackso**n
Course No.:	TEX 495 Sec 43
Reg. No.:	26895

Violence in Schools: Identification, Prevention & Intervention Strategies
2 Ext Units

This course provides a foundational understanding of violence and the motivation behind aggression and specific strategies to minimize the occurrence of violence in a school and community. Students will learn how to identify and intervene with "out of control" behaviors. The correlation and impact of the media, community and family upon violence will be explored. Students will also be provided with information on national resources available for both parents and teachers.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Michael Sedler**
Course No.:	TEX 495 Sec 44
Reg. No.:	26896

Drugs & Alcohol in Schools: Understanding Substance Use & Abuse
2 Ext Units

Drugs and Alcohol in Schools provides a contextual framework for understanding what your students may be experiencing through their own substance use or substance use around them and how it may impact your classroom. The course provides a basic historical perspective of substance use along with biological, psychological and social factors that comprise the disease of addiction. Students will gain a better understanding of the complex dynamics that contribute to this biological and social phenomenon.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Casey Jackson**
Course No.:	TEX 495 Sec 45
Reg. No.:	26897

Learning Disabilities: Practical Information for Classroom Teachers
3 Ext Units

This course will lay the foundation for sensitive and appropriate assessment and evaluation of students; provide directions for program planning and implementation; illustrate the importance and the need for a close and positive partnership with parents (or alternative caregivers); and consider ways for ensuring that the home-school axis is effective and meaningful. Major trends and unresolved issues in the field of learning disabilities will also be covered.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$450
Instructor:	**A.N. (Bob) Pillay**
Course No.:	TEX 495 Sec 46
Reg. No.:	26898

Harassment in Schools: Guidelines & Policies for Prevention
1 Ext Unit

This course is designed to help you understand the issues surrounding harassment in schools and the intervention strategies to assist you or those you care about in protecting themselves from harassment. You will also learn the relationship between discrimination and harassment; legal and operational definitions of harassment; the impact of sexual harassment on victims and the workplace; methods for stopping harassment; and guidelines for creating and implementing policies to prevent harassment.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$150
Instructor:	**Terrie Scott**
Course No.:	TEX 495 Sec 47
Reg. No.:	26906

Professional Development Courses Online

Sexually Transmitted Infections: Information for Education Faculty & Personnel
1 Ext Unit

This course was designed to provide an in-depth understanding of sexually transmitted infections and the epidemic that affects so many students each year. Pictures have been provided as an aid for understanding specific sexually transmitted infections. Students who choose not to view the pictures have the option to close the link to the pictures. This will in no way affect mastery, learning outcome or final grade.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$150
Instructor:	**Fay Cadwaller**
Course No.:	TEX 495 Sec 48
Reg. No.:	26907

Autism & Asperger's Disorder: Information & Effective Intervention Strategies
2 Ext Units

An introduction to Autism and Asperger's Disorder provides information on the characteristics of the disorder; learning styles associated with the disorder; communication weakness; and the various intervention strategies to enhance communication and learning and to teach more conventional behaviors that have proven to be successful when working with students with autism spectral disorders. Also provided are resources for educators, related service personnel and parents who would like more information on Autism and Asperger's Disorder.

Date:	Aug 30-Dec 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Marrea Winnega**
Course No.:	TEX 495 Sec 49
Reg. No.:	26924

Functional Analysis: Introduction in Completing Behavior Assessments
2 Ext Units

To facilitate positive student behavior, this course is designed to provide you with an understanding of Functional Behavior Assessment (FBAs) and Positive Behavior Support (PBS) strategies. It will include an overview of the hierarchy of assessment procedures used to conduct Functional Behavior Assessments. It will also cover an overview of functional analysis procedures and treatment packages that can be implemented based on the results of the functional analyses. Particular emphasis will be placed on reinforcement-based interventions and dimensions of reinforcements. This course is of particular interest to educators who work with children with disabilities because results often lead directly to proactive intervention.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Mick Jackson**
Course No.:	TEX 495 Sec 50
Reg. No.:	26926

Inclusion: Working with Special Needs Students in Mainstreaming Classrooms
1 Ext Unit

This course is designed to assist special and general educators gain a better understanding of inclusion, a current educational reform movement that advocates educating students with disabilities in to the general student population.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$150
Instructor:	**Florah Luseno**
Course No.:	TEX 495 Sec 51
Reg. No.:	26927

Talented & Gifted: Working with High Achievers
2 Ext Units

This course provides history, current law and accepted methods for referral, assessment and identification of talents and gifted students. It also covers major program models and methods of differentiating instruction to meet the rate and level of learning for students identified as well as ways to meet the affective needs of these students in a regular classroom. A list of resources is also provided for teachers and parents who would like more information.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Margie Arnzen**
Course No.:	TEX 495 Sec 52
Reg. No.:	26928

Understanding Aggression: Coping with Aggressive Behavior in the Classroom
3 Ext Units

This class includes classroom aggressive behavior topics such as violence; youth gangs; aggression in sports and on television; drugs and alcohol; and "hot spots." This course is designed to assist school personnel become more aware of the causes of aggression and the various ways to evaluate aggression and how to intervene. It also addresses aggression which is a result of driving, dating, sports, television, music and how these issues affect our communities.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$450
Instructor:	**Mick Jackson**
Course No.:	TEX 495 Sec 53
Reg. No.:	26929

Professional Development Courses Online

HIV/AIDS Prevention & Education for the 21st Century

1 Ext Unit

The world has been actively participating in the fight against HIV/AIDS for more then two decades. Unfortunately, this disease is spreading rapidly throughout the world affecting men, women and children of all ethnicities. Students are likely to find that there are challenges involved in addressing sensitive issues with both adolescents and adults such as risky sexual health behaviors, condom use and intravenous drug use. This course is essential for increasing your knowledge and enhancing your skills to be able to discuss such topics.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$150
Instructor:	**Jeff Driskell**
Course No.:	TEX 495 Sec 55
Reg. No.:	26930

Child Abuse: Working with Abused & Neglected Children

2 Ext Units

This course is designed to help you identify and effectively teach students affected by child abuse and/or neglect. The course teachers you to recognize the signs of physical abuse, emotional abuse, sexual abuse, physical neglect and emotional neglect in students. It also discusses the specific factors that exist in families who abuse or neglect their children. A major emphasis in this course is on helping the participant understand the special learning needs of the abused or neglected child and how to meet those needs in the regular classroom. Working with parents and community agencies is also covered.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Joan Halverstadt**
Course No.:	TEX 495 Sec 56
Reg. No.:	26931

Traumatized Children: The Effects of Stress, Trauma & Violence on Student Learning

2 Ext Units

This course is designed to help you identify and effectively teach students affected by stress, trauma and/or violence. Learn to recognize the signs of stress, trauma and violence in students. It also covers the factors which exist in families and communities where stress and violence are common. Emphasis is on helping the participant understand the special learning needs of the student who is experiencing stress, trauma or violence in his/her life and how to meet their needs. Working with parents and community agencies is covered.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Joan Halverstadt**
Course No.:	TEX 495 Sec 57
Reg. No.:	26932

Time to Teach: Effective Strategies for Classroom & School Management

2 Ext Units

The concepts presented in this course will help the teacher reduce discipline problems and learn to develop a climate and culture based on caring, clear limits, consistency and respect. Solutions to effective classroom management are presented. The course also covers highly effective behavior and classroom management strategies. The methods are research based, practical and easy to implement.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$300
Instructor:	**Jeanie Pittman**
Course No.:	TEX 495 Sec 58
Reg. No.:	26933

For more information:
Call Babette Wald (310) 243-3730
Email bwald@csudh.edu or
Visit the website
www.csudh.edu/extendeded

Behavior is Language Part II: More Strategies for Managing Disruptive Behavior

1 Ext Unit

Prerequisite: Behavior is Language Part 1 for 1 Ext Unit

This sequential course presents new behavioral techniques and intervention strategies to help gain more control in the classroom in less time and with less effort. It expands the concepts learned in Behavior is Language Part I and then presents ten new intervention strategies to help deal with disruptive students both in and out of the classroom. Students will have an opportunity to practice new skills in the same simulated classroom setting with the same students as in Part 1.

Date:	Jan 3 - May 15
Meetings:	n/a
Location:	Online
Fee:	$150
Instructor:	**Mick Jackson**
Course No.:	TEX 495 Sec 42
Reg. No.:	26894

Advanced Classroom Management: Children as Change Agents

2 Ext Units

Prerequisite: any introductory behavior management course

This course is geared primarily for educational professionals who serve children and youths presenting behavior problems in the school or community. It focuses on cognitive and cognitive-behavioral interventions (often lumped together under the rubric "social skills") with an emphasis on teaching students how to change and manage their own behavior. Since previous knowledge and understanding of traditional behavioral (operant) concepts and strategies is required, it is strongly recommended that students take an introductory behavior management course to learn the basic terms and concepts of behavior management prior to taking this "advanced" course.

Date:	Jan 3-May 15
Meetings:	n/a
Location:	Online
Fee:	$450
Instructor:	**Joe Kaplan**
Course No.:	TEX 495 Sec 59
Reg. No.:	27357

Art for Educators: Pulp Vision—A Fresh Look at Paper Art

THE PROGRAM

Art for Educators: Pulp Vision—A Fresh Look at Paper Art. Find the artist within yourself and learn to bring it out in your students.

WHAT YOU WILL LEARN

In conjunction with the Palos Verdes Art Center exhibit, Paper Dreams, this course will offer teachers lesson plans for six paper art projects including assemblage, bookmaking, collage, and folding. Some creative writing will also be integrated in the artwork. Each project will be designed to inspire creative visual expression and to enrich all parts of the curriculum, such as language arts, history, geography and science. Teachers will be able to adapt the lesson plans to any age group as well as to their own particular focus in the classroom.

WHO SHOULD ATTEND

Any K-12 educator, including generalists and specialists who are interested in incorporating art into their curriculum. The course is also open to current education students and is highly recommended for teachers seeking certification in general and special education.

ELIGIBILITY REQUIREMENTS

The class is open to all current educators and education students.

SPECIAL FEATURES

Palos Verdes Art Center has been a leader in the visual arts since 1931. With 200 classes, and 20 changing exhibitions and outreach programs, the Center serves thousands of adults and children each year, continuing their mission to "celebrate, appreciate and create art."

EXTENSION CREDIT REQUIREMENT

Students must attend both meetings in order to be awarded the extension unit.

COURSE

Art for Educators: Pulp Vision—
A Fresh Look at Paper Art   EDX 495-01

COSTS

$40 to CSUDH for one extension credit.

$50 to Palos Verdes Art Center for materials.

PROGRAM INSTRUCTOR

Regina O'Melveny is a writer, assemblage artist and teacher with a BA from the University of the Pacific and an MFA from Antioch University. Her prize-winning poetry and prose have been widely published in literary magazines and her artwork has been shown throughout the Los Angeles area.

SCHEDULED CLASSES

Art for Educators: Pulp Vision—A Fresh Look at Paper Art
1 Ext Unit

Date:	Sat, Mar 19
	Sat, Mar 26
Time:	8:30am-4:30pm
Meetings:	2
Location:	Palos Verdes Art Center
	5504 W. Crestridge Rd.
	Rancho Palos Verdes, CA
	90275
Fee:	$40 made payable to CSUDH
	$50 for materials made
	payable to Palos Verdes Art
	Center
Instructor:	**Regina O'Melveny**
Course No.:	EDX 495 Sec 01
Reg. No.:	26942

Preregistration is required. Those students not interested in the extension credit should contact Gail Phinney, Palos Verdes Art Center, 310-541-2479 directly.
For more information please call:
Gail Phinney, Palos Verdes Art Center at 310-541-2479.

For more information:

Call Babette Wald (310) 243-3730

Email bwald@csudh.edu or

Visit the website

www.csudh.edu/extension/cmx.htm

Dalcroze • The Arts in Action

The Program
The 19th annual Dalcroze Season, the Arts in Action, consists of two workshops in the spring that offer professional development opportunities in music through movement for educators and performers.

What You Will Learn
Dalcroze education is musical training comprised of three core subject areas: *eurhythmics*, trains the body in rhythm and dynamics; *solége,* trains the ear, eye and voice in pitch, melody and harmony; and *improvisation*, which puts it all together according to the student's own creativity in movement with voice as an instrument. Participants should wear comfortable clothes and shoes since these sessions are movement oriented.

Who Should Attend
These innovative workshops are suitable for early childhood, classroom, music, dance/movement, and drama educators; teachers of special learners; physical therapists; choral and instrumental directors; performing arts professionals and students; teaching credential candidates; arts administrators; and parents and caregivers.

Eligibility Requirements
This program is open to all interested parties.

Special Features
The Dalcroze Society of America, Los Angeles Chapter, is a chartered member of the Dalcroze International Society of Geneva, Switzerland and the host of this year's *Conference on Music and Movement*, together with the Department of Music and the College of Extended and International Education, California State University, Dominguez Hills present the 19th annual Dalcroze Season.

Credit information
One semester unit credit is equal to one Los Angeles Unified School District Salary Point. Both workshops must be attended for credit.

Workshops
- "Dinosaurs, Dragons, and Diamonds in the Sky...Oh My!"
- "Creative Performing and Dance Participation with Latin Rhythm and Movement"

Cost for Both Sessions
Delcroze members: Free
Full-time students with ID: $25 per session
Others: $65 per session
Credit registration fee: $45
There is an additional fee for academic credit of $45: One Semester Unit Credit (One LAUSD Salary Point) Both workshops must be attended to receive credit and separate checks are needed for credit unit fee (make check payable to CSUDH) & session fee (make check payable to DSALAC).

Guest Clinicians
Christine Ann Martin, BM, is an instructor and chair of the Early Childhood Music Department at the Colburn School of Performing Arts. She has recently retired from the Los Angeles Unified School District after teaching for 34 years. With expertise in voice and piano, and training in Dalcroze Eurhythmics, she is a popular music/movement specialist at education conferences throughout the state, an accomplished choreographer for local dance programs. She serves as a Parish Music Minister, and sings with the Loyola Marymount University Concert Choir.

Norma Pedregón, BA, a Credential Bilingual Teacher and Multicultural Dance Instructor, has over 25 years of experience educating children and teachers about many world cultures through movement and dance. She has acted as a Dance Resource Facilitator and Presenter throughout the Los Angeles Unified School District and has served on the faculty of CSULA Saturday Conservatory of Fine Arts, Dance Gifted Program. Ms. Pedregón's performance expertise began with M.E.Ch.A. Folklorico Group and excelled with the Adelante Mexican Dance Ensemble as Assistant Director and Choreographer. She has presented dance with the Intercultural Arts Programs, Esplendor Azteca, Los Angeles Mexican Dance Troupe, Flores de Aztlan and other dance groups throughout the Los Angeles/Harbor area.

SCHEDULED WORKSHOPS

"Dinosaurs, Dragons, and Diamonds in the Sky...Oh My!"
Come experience the interweaving of the visual and performing arts with science, literature, and multi-cultural traditions. Activities will include a variety of story-telling, creative movement, improvisation, singing games, chants, percussion techniques, homemade instrument making, and innovative dance ideas. Participants will increase their knowledge and skills in music, dance/movement, and drama, and acquire practical teaching strategies to connect the arts to a general curriculum. Bring a percussion instrument to join in the music-making fun.

Date: Sun, Feb 20
Time: 10 am-6 pm
Meetings: 1
Location: CSUDH Dance Studio Gym A102
Clinician: **Christine Ann Martin**

"Creative Performing and Dance Participation with Latin Rhythm and Movement"
This unique workshop will emphasize the various tempos and styles of Latin dances through quality rhythmic activities and dance movements appropriate for children on all levels. When applied as lessons, these activities not only help children explore their own creativity, and increase their motor skill abilities, but also introduces them to the beauty and tradition of Latin American cultures. Participants will learn energizing Latin dance routines such as "cha cha," "meringue," and "mambo," and will receive written instructions for each dance. Come prepared to "Salsa" and move!

Date: Sun, April 10
Time: 10 am- 6 pm
Meetings: 1
Location: CSUDH Dance Studio Gym A102
Clinician: **Norma Pedregón**
Both Sessions
Course No.: TEX 495 Sec 01
Reg. No.: 26941

For more information:
Call Jacqueline Paquette at 323-773-0758 or 310-243-3948

or Babette Wald (310) 243-3730
Email bwald@csudh.edu or
Visit the website
www.csudh.edu/extendeded/dalcroze.htm

Credential in Designated Subject—Adult Education

Employment Outlook

Graduates find employment in public and private schools, community agencies, private industry, health services, government agencies, military settings, correctional and religious institutions, volunteer agencies and centers for older or exceptional adults.

Who Should Attend

The Designated Subject Teaching Credential Program is designed for students who meet the preliminary credential requirements and would like to fulfill the requirements for a clear Adult Education Credential as outlined by the Commission on Teacher Credentialing.

Program Requirements for a
Five-Year Preliminary Credential

Academic subjects:

Adult Basic Education English
Humanities
Foreign Language
Mathematics
Science
Social Science
and a Bachelor's degree with 20 semester units or 10 upper division semester units in the subject to be taught or 5 years related work experience*
+successful passing of the California Basic Educational Skills Test (CBEST)
+completion of the US Constitution requirement (POL SCI 101 or equivalent) or exam.

Non-Academic Subjects:

Arts & Crafts
Business Education
Foreign Language (conversational)
Gerontology
Handicapped
Health & Safety
Health Occupations
Home Economics
Parent Education
Public Administration

High school diploma also required.
* Full-time work experience must be verified by employer on company letterhead stationery and a brief statement of job responsibilities with the beginning and ending employment dates provided.

Program Requirements and Courses
for a Clear Credential

Possession of a valid preliminary Adult Credential, plus

Principles of Adult Education	TED 421
Methods and Materials of Adult Education Part I	TED 418
Methods & Materials of Adult Education Part II	TED 419
Supervised Field Experience	TED 423
Seminar in Adult Education: Credential Interns	TED 417
Counseling & Guidance for Teachers of Adult Education	TED 424

Students are also required to complete

Health in Public Education (3) or	HEA 300
Health for Educators (1)	HEA 395
Computer Literacy for Teachers (1)	TED 420

Note: If you never held a California Credential before, fingerprinting will be required. Credential is issued by the State of California.

Level I

Principles of Adult Education (2)	TED 421
Methods & Materials I (2)	TED 418
Methods & Materials II (2)	TED 419

Level II

Seminar in Adult Education: Credential Interns (1)	TED 417
Supervised Field Experience/ Adult Education (2)	TED 423
Counseling & Guidance for Teachers of Adult Education (2)	TED 424

Students are also required to complete

Health in Public Education (3) or	HEA 300
Health for Educators (1)	HEA 395
Computer Literacy for Teachers (1)	TED 420

CLEAR CREDENTIAL CANDIDATES MUST COMPLETE THE LEVEL I COURSES BEFORE THE END OF THE SECOND YEAR OF THEIR PRELIMINARY CREDENTIAL.

Costs

Each unit is $160. A two-unit course is $320.

The Location

All classes (except field experience) are taught on-campus at California State University, Dominguez Hills.

The Courses

Seminar: Adult Education Credential Interns	TED 417
Methods & Materials of Adult Education, Part I	TED 418
Methods & Materials of Adult Education, Part II	TED 419
Computer Literacy for Teachers	TED 420
Principles of Adult Education	TED 421
Supervised Field Exp in Adult Education	TED 423S
Counseling & Guidance for Teachers in Adult Education	TED 424
Health in Public Education	HEA 300
Special Topics: Health for Educators	HEA 395

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Credential in Designated Subject—Adult Education

Scheduled Classes

Seminar In Adult Education
1 Unit

Corequisite: TED 423S-71 (27051), Consent of Instructor or Department
Addresses beginning adult education intern needs for working in ethnically, culturally, and language diverse adult school settings. Emphasis is on problem solving, discussion of competency checklists used in fieldwork.

Date:	Jan 29 - Feb 5
Time:	Sat 9am-5:30pm
Meetings:	2 (Jan 29 & Feb 5)
Location:	CSUDH SAC 1106
Fee:	$160
Instructor:	**Ted Johnson**
Course No.:	TED 417 Sec 71
Reg. No.:	27046

Fieldwork Experience: Adult Education
2 Units

Prerequisite: TED 418, 419 & 421; must be taken concurrently w/ TED 417.
Practical experience in teaching adults, including classroom, school, community, and individualized assignments to fulfill the particular needs of each intern.

Date:	Jan 28 - Apr 9
Time:	Fri 6-9pm; Sat 9am-12pm
Meetings:	2 (Jan 28 mandatory mtg. & Apr 9 final)
Location:	CSUDH SAC 1102
Fee:	$320
Instructor:	**Ted Johnson**
Course No.:	TED 423S Sec 71
Reg. No.:	27051

Computer Literacy for Teachers
1 Unit

Identifies issues in the use of computer technology; provides on-line microcomputer experience in using and evaluating coursework and incorporating instructional computer use into a specific lesson; gives practice in the use of teacher utilities and application programs. CR/NC grading.

Date:	Apr 16 - Apr 23
Time:	Sat 9am-5:30pm
Meetings:	2 (Apr 16 & 23)
Location:	WH C155
Fee:	$160
Instructor:	**Ted Johnson**
Course No.:	TED 420 Sec 71
Reg. No.:	27049

Materials & Methods Part I
2 Units

Course covers instructional techniques, evaluation of student achievement and the learning process in adult education.

Date:	Feb 11 - Feb 19
Time:	Fri 4:30-9pm; Sat 9am-6pm
Meetings:	4 (Feb 11, 12, 18, & 19)
Location:	CSUDH SAC 1-1102
Fee:	$320
Instructor:	**Roberto Ceja**
Course No.:	TED 418 Sec 71
Reg. No.:	27047

Materials & Methods Part II
2 Units

Prerequisite: TED 418
Covers instructional techniques, instructional technology, strategies to address the needs of diverse learners and resources in the Adult Education community. Emphasis will be placed on three specific groups: ESL students, older adults and exceptional adults.

Date:	Feb 25 - Mar 5
Time:	Fri 4:30-9pm; Sat 9am-6pm
Meetings:	4 (Feb 25 & 26, Mar 4 & 5)
Location:	CSUDH SAC 1-1102
Fee:	$320
Instructor:	**Gina Hayes & Julie Meuret**
Course No.:	TED 419 Sec 71
Reg. No.:	27048

Principles of Adult Education
2 Units

Course is designed to meet the requirements for the Designated Subject Credential Topics include scope and function of adult education, knowledge of cultural differences in students and communities, curriculum, media and community relationships.

Date:	Jan 28 - Feb 5
Time:	Fri 4:30-9pm; Sat 9am-6pm
Meetings:	4 (Jan 28 & 29, Feb 4 & 5)
Location:	CSUDH SAC 1-1104
Fee:	$320
Instructor:	**Ron Ross**
Course No.:	TED 421 Sec 71
Reg. No.:	27050

Counseling & Guidance/ Adult Education
2 Units

Counseling techniques to meet the special needs of adult students, career counseling, interpersonal and communication skills.

Date:	Feb 11 - Feb 19
Time:	Fri 4:30-9pm; Sat 9am-6pm
Meetings:	4 (Feb 11 & 12, 18 & 19)
Location:	CSUDH SAC 1-1104
Fee:	$320
Instructor:	**Ron Ross**
Course No.:	TED 424 Sec 71
Reg. No.:	27052

Health for Educators
1 Unit

This class fulfills the coursework portion of the California Health Education requirement for the Designated Subjects Adult & Vocational Credentials.

Date:	May 6 - May 7
Time:	Fri 4:30-9pm; Sat 9am-5:30pm
Meetings:	2 (May 6 & 7)
Location:	CSUDH SAC 1-1102
Fee:	$160
Instructor:	**Gina Hayes**
Course No.:	HEA 395 Sec 71
Reg. No.:	27053

For more information or to make an appointment for advisement call the Adult Education Office at:
(310) 243-2887 or (310) 243-2781
or visit the website:
www.csudh.edu/extendeded/adulted.htm

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Assistive Technology Specialist Certificate Program

Online! 🔖

A certificate program to prepare special education personnel for state & federal mandates in Assistive Technology

The Program

California State University Dominguez Hills and the Orange County Department of Education offer a Certificate Program in the area of Assistive Technology. Federal and state laws require that school personnel be prepared to offer a full range of services to disabled persons in the area of assistive technology. This Certificate Program will prepare individuals to fully understand and implement these state and federal mandates. All of the courses offered meet the professional development hours for licensure renewal as required by the California Speech-Language Pathology and Audiology Board.

Who Should Attend

Educational administrators, teachers, and anyone who has the desire or professional need to learn the federal and state requirements for serving the disabled within their organizations, including:

- Special Education Teachers
- Occupational & Physical Therapists
- Speech and Language Specialists
- Rehabilitation Specialists
- Program Specialists
- Resource Specialists
- Psychologists
- Administrators

In addition, the first course, SPE 530 Introduction to Assistive Technology, is an overview which will be of interest to a greater audience including parents of disabled students as well as other interested members of the community.

COURSES

All courses carry 3 semester units of graduate-level education credit.

Introduction to Assistive Technology	SPE 530
Basic Assistive Technology	SPE 531
Advanced Assistive Technology	SPE 532
Administration of Assistive Technology Services	SPE 533
Capstone Course in Assistive Technology	SPE 537

Scheduled Classes

Introduction to Assistive Technology

3 units

Reviews the use of Assistive Technology as it relates to education, communication, vocation, recreation, and mobility for individuals with disabilities. Explores types of assistive technologies, functional assessments, resources, and district responsibilities.

Date: Jan 10 - Mar 31
Location: online 🔖
Fee: $480
Instructor: **Larry Belkin/Paul Richard**
Course No.: SPE 530 Sec 41
Reg. No.: 27006

Basic Assistive Technology

3 Units

Provides information regarding design and development of basic assistive technologies, compares human and system performance, and details the development of system interfaces and switches.

Date: Jan 10 - Mar 31
Location: online 🔖
Fee: $480
Instructor: **Larry Belkin/Paul Richard**
Course No.: SPE 531 Sec 41
Reg. No.: 27007

Capstone Course in Assistive Technology

3 Units

Students will apply assistive technology skills by performing functional assessments, developing technology goals/objectives, and selecting appropriate assistive technology services for the disabled. Additionally, students will develop skills to facilitate the development of a system to deliver assistive technology devices and services.

Date: Jan 10 - Mar 31
Location: online 🔖
Fee: $480
Instructor: **Larry Belkin/Paul Richard**
Course No.: SPE 537 Sec 41
Reg. No.: 27008
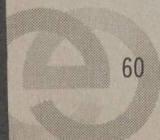
Certificate in Community College Teaching

The Program

The certificate program is designed to enhance the skills, and thereby the employability, of the potential community college instructor. Students must either be enrolled in a graduate program, possess a master's degree in a subject area taught at the community college level, or be currently employed as an instructor in a community college.

Who Should Attend

CSUDH offers a three-course Certificate in Community College Teaching for those who would like to explore the option of a career teaching in a community college.

Location

GED 548 and GED 549 are taught on campus at CSUDH in Carson in the Fall and online each Spring. Registrants for GED 594S will perform their internship at a local community college.

Courses

Effective College Teaching	GED 548
The Community College	GED 549
College Teaching Internship	GED 594S

SCHEDULED CLASSES

The Community College

2 units

An overview of the history, mission and function of the community college. Topics include the history of higher education, the role of the community college, student characteristics, curriculum, finance, governance and the California Master Plan.

Date:	Feb 7 - Mar 4
Time:	online
Fee:	$320
Instructor:	**Rodger McGinness, PhD**
Course No.:	GED 549 Sec 41
Reg. No.:	27003

Effective College Teaching

3 units

Study of research, theory, and practices associated with teaching and learning processes within the community college system. Topics include course planning and organization, student diversity, teaching and student retention, and instructional technology.

Date:	Mar 14 - May 6
Time:	Sat 9am-4pm
Meetings:	6
Location:	online
Fee:	$480
Instructor:	**Rodger McGinness, PhD**
Course No.:	GED 548 Sec 41
Reg. No.:	27002

Independent Study - Community College Teaching Internship

3 units

A discipline-specific internship will be arranged for each eligible student through the Internship Coordinator and will be jointly supervised by community college faculty and CSUDH Internship Coordinator.

Date:	Jan 31 - May 20
Fee:	$480
Time:	TBA
Meetings:	
Instructor:	**Martha Sklar, PhD**
Course No.:	GED 594S Sec 71
Reg. No.:	27004

Join those who have successfully completed the program and are putting the knowledge gained to use:

"The course work provided me with a basic understanding of the goals and objectives of the California Community College system, and how the system operates. In addition, I was given the opportunity to intern at Harbor College which lead directly to my obtaining a teaching position there.

I highly recommend the Community College Teaching Certificate Program at California State University Dominguez Hills to anyone who is interested in pursuing a career in teaching at the community college level.
Ron Maricich

For more information:
call (310) 243-2781,
email eeprograms@csudh.edu or
visit the web site
www.csudh.edu/extension/comcol.htm

Certificate of Completion in Grant Writing and Administration

The Program
This program provides participants with a practical background to plan, write and manage successful grant proposals.

What You Will Learn
Students will gain practical knowledge needed to develop and strengthen funding proposals. Topics covered include:
- Strategic planning and program design
- Understanding the application process
- Managing projects and performance reporting

Who Should Attend
Individuals interested in learning how to write and manage winning grant proposals including educators, public administrators and nonprofit personnel.

Eligibility Requirements
This program is open to all individuals interested in learning about grant writing and administration.

Certificate requirements
A Certificate of Completion will be awarded upon completion of three required courses.

Courses
Required Courses
Proposal Writing: Budget, Resources and
   Fund Raising   TEX 914
Grant Implementation & Operations,
   Evaluations and Performance Reporting
                          TEX 917
Grant Proposals & Foundations   TEX 919

Program Instructor
Tami Foy, MPA, Executive Director, Compton Unified School District

SCHEDULED CLASSES

Proposal Writing: Budget, Resources and Fund Raising
2.0 CEUs

Participants will be introduced to relevant information needed for a successful grant proposal. In addition, the workshop will provide understanding of the application process, requirements and general guidelines for each funding entity. Visionary and futuristic models will be presented. Materials included

Date:	Jan 6 - Jan 15
Time:	Thu 6-9:30pm and Sat 9am-4:30pm
Meetings:	4
Location:	CSUDH EE 1201
Fee:	$150
Instructor:	**Tami Foy**
Course No.:	TEX 914 Sec 01
Reg. No.:	15002

Grant Implementation & Operations, Evaluations and Performance Reporting
2.0 CEUs

Participants will learn about methodology, evaluation and assessment as well as how to meet programmatic expectations. Participants will learn how to develop an evaluation plan during this session. Timelines and performance reporting are critical in carrying out the grant project. In addition, during this session, participants will learn how to leverage resources for maximum financial impact: direct funding and in-kind contributions. Materials included

Date:	Jan 20 - Jan 29
Time:	Thu 6-9:30pm and Sat 9am-4:30pm
Meetings:	4
Location:	CSUDH EE 1201
Fee:	$150
Instructor:	**Tami Foy**
Course No.:	TEX 917 Sec 01
Reg. No.:	26904

Grant Proposals & Foundations
2.0 CEUs

During this session, participants will learn the roles of the principal investigator and leadership development officer. Participants will also learn how to identify and develop high potential colleagues to lead through conceptual thinking and drive. High power networking and creativity in an in-depth skill development organization is vital in this area of globalization. Materials included

Date:	Feb 3 - Feb 12
Time:	Thu 6-9:30pm and Sat 9am-4:30pm
Meetings:	4 (No Class Mar 26)
Location:	CSUDH EE 1201
Fee:	$150
Instructor:	**Tami Foy**
Course No.:	TEX 919 Sec 01
Reg. No.:	26905

For more information:
Call Angeli Logan (310) 243-2425
Email alogan@csudh.edu or
Visit the website
www.csudh.edu/extendeded

Independent Filmmaking A-Z

Produce, Write, Direct, and Distribute Feature Films

The Program
This is the course that launched the careers of Quentin Tarantino, Christopher Nolan (Momento), and Guy Ritchie (Snatch). In one weekend you learn how to take an idea, obtain the script, create a budget, finance the project, direct the shoot, edit the film, attend festivals, secure an agent, and then market, sell, and distribute around the world.

What You Will Learn
Saturday (Filmmaking) focuses step-by-step on the actual process of shooting the film, from scheduling to lighting to cinematography. Sunday (Film Business) is dedicated to the business of financing, distributing, and selling that film globally. The course applies to feature films with budgets ranging from as low as $5,000 to as high as $5 million.

- Producing low-budget features
- Directing independent film
- Writing screenplays that sell
- Shooting artistically but cost-effectively
- Financing films
- Foreign sales, video and cable deals, festival awards

Special Features
Bonus: Digital Filmmaking Nuts-and-Bolts and Screenwriting A-Z.
All enrollee's receive a filmmaker's workbook and a certificate of completion. **Enrollment is limited.** The class is one weekend in length.

Program Instructor
Dov S-S Simens, founder of the Hollywood Film Institute, has been producing films for the past decade, and has taught in the film schools at USC, UCLA, and NYU in addition to his independent film workshops.

Spring 2004 Schedule

Independent Filmmaking A-Z
Noncredit

Date:	Feb 5 - 6
Time:	9am-6pm Sat; 9am-6pm Sun
Meetings:	2
Location:	Off campus
Fee:	$389
Instructor:	**Dov S-S Simens**
Course No.:	NAFL 104 Sec 01
Reg. No.:	27060

(Note: Register early to ensure a seat in the class. Must register by the Thursday before the class, close of business! Enrollment is limited!)

Independent Filmmaking A-Z
Noncredit

Date:	Apr 2 - 3
Time:	9am-6pm Sat; 9am-6pm Sun
Meetings:	2
Location:	Off campus
Fee:	$389
Instructor:	**Dov S-S Simens**
Course No.:	NAFL 104 Sec 02
Reg. No.:	27063

Independent Filmmaking A-Z
Noncredit

Date:	Jun 4 - 5
Time:	9am-6pm Sat; 9am-6pm Sun
Meetings:	2
Location:	Off campus
Fee:	$389
Instructor:	**Dov S-S Simens**
Course No.:	NAFL 104 Sec 03
Reg. No.:	27068

ENT.

The Reviews...
"Amazing... A massive amount of information."
LA Times

"Brilliant... It's a boot camp for filmmakers."
Wall St. Journal

For more information:
call (310) 243-3741,
email eereg@csudh.edu or
visit the web site
http://www.csudh.edu/extendeded

Music

Inside The Music Business. "Get Signed And Get Paid"

The Program

This course is for anyone who has dreamed of getting into the music business, or someone who needs advice on record deals, getting gigs, getting promoted, getting heard and getting signed. Learn how to present your material or artist to record companies. The course also explains a manager's duties and what's expected of them. Learn the inside secrets on how to break into the business and get paid. Boost your career, get to the next level and get your music heard.

What You Will Learn

• How to get started in the music industry;

• How to transition from your present career to music management;

• How to read a music contract;

• How to make money with your music;

• How your songs make money;

• How A&R and talent show executives choose who they want;

• How to protect your money;

• Why so many artists end up bankrupt; and

• How to establish long-term careers.

Program Instructor

Super Producer, **Victor Merritt**, has sold well over 30 million records in *Pop, Hip Hop, Gospel*, and *R&B*. Victor Merritt has received two *Grammy nominations*, and numerous *Billboard* and *BMI awards*, including having the largest selling male R&B artist RCA has had in over 31 years and the largest selling gospel record ever. Victor has been involved in every conceivable aspect of the industry from discovering talent, making stars, knowing how to get into the music industry, how to get a recording deal, record producing, contract negotiations, royalties and distribution.

Spring 2004 Schedule

Inside The Music Business. "Get Signed And Get Paid"
Noncredit

Date:	Mar 5 and 12
Time:	Sat 10am-4pm
Meetings:	2
Location:	CSUDH EE 1213 (Auditorium)
Fee:	$199
Instructor:	Victor Merritt
Course No.:	NAMU 106 Sec 01
Reg. No.:	27057

For more information:
call (310) 243-3741,
email eereg@csudh.edu or
visit the web site
http://www.csudh.edu/extendeded

HEALTHCARE

Grant Writing

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HEALTH CARE

Advanced Medical Insurance Billing

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Nursing Master of Science Online

The Program

The MSN program prepares leaders for advanced practice in the roles of Nurse Educator or Gerontology Clinical Nurse Specialist (CNS). Coursework and clinical practice are based on advanced know-ledge and the critique and application of theory and research as a scientific foundation for advanced practice in nursing. Through personalized academic advisement, the students' programs of study are tailored to reflect their learning needs and professional goals.

What You Will Learn

Upon completion of the MSN program, graduates should be able to:

1. Use epidemiological, social, environmental, and physiological data to draw inferences regarding the health status of individuals, families, groups, and communities, with a special emphasis on vulnerable, high risk and diverse populations;
2. Develop, monitor and evaluate comprehensive, holistic plans of care that address the health promotion, disease prevention and health deviation needs of client populations;
3. Incorporate theories and research in generating nursing interventions to promote, preserve and restore health and healthy lifestyles in client populations;
4. Foster multidisciplinary approaches to strategies and resources to empower client populations to attain and maintain maximal functional wellness;
5. Influence regulatory, legislative and public policy in private and public arenas to promote and preserve healthy communities; and
6. Practice in advanced leadership roles to influence professional and healthcare systems.

Admission Requirements

1. Completion of a BSN degree from an NLNAC- or CCNE-accredited program in a regionally accredited institution or its equivalent as determined by the CSUDH Nursing Student Affairs Committee.
2. Overall grade point average of 3.0 (on a 4-point scale) or higher in the last 60

semester (90 quarter) units taken.
3. Current and active RN license in the United States.
4. Satisfaction of the Graduation Writing Assessment Requirement (GWAR) achieved prior to or during the first semester of coursework.

Graduate Course Prerequisites

Some MSN courses require successful completion of prerequisites not offered as part of the MSN program, but available through the BSN program. The courses must be undergraduate upper division:

1. Statistics course (descriptive and inferential) or equivalent, prerequisite to MSN 530;
2. Nursing research course or equivalent, prerequisite to MSN 530;
3. Health assessment course with clinical lab or equivalent, within the last 5 years; and
4. Pathophysiology course or equivalent for Clinical Nurse Specialist role.

Special Features

Nurses with Non Nursing Bachelor's Degrees

RNs who have earned a bachelor's degree in another field may be eligible for the B.A./B.S. Pathway Program leading to the MSN degree upon completion of designated courses. Contact the School of Nursing for more information at eereg@csudh.edu or 1-800-344-5484

Degree Requirements

Students complete 17 units of core courses and then begin specialty role courses as either a Nurse Educator or a Gerontology Clinical Nurse Specialist (CNS). Nurse Educators must also develop an advanced clinical focus by taking a course related to clinical practice in a specialty. Students complete 33-40 units of coursework and role performance, and additional units allocated to taking a comprehensive examination (registration for 3 elective units), or doing a directed project or thesis (3 units) to meet the MSN degree requirements. Students must also satisfy the GWAR.

Academic Policies

A cumulative grade point average (GPA) of 3.0 or higher is required in all courses taken to satisfy the requirements for the MSN degree. A student will be placed on probation if, in any term, he or she has failed to earn a GPA of 3.0 or higher for taken through that term. During the subsequent probationary term, the student must achieve a GPA sufficiently high to bring the cumulative GPA to 3.0 or higher. Failure to do so will result in dismissal from the program. Any student receiving a grade of "C" or lower during any term must consult immediately with the graduate advisor as soon as the grade report is issued.

Curriculum

The curriculum consists of core courses, specialty theory and role performance courses, and electives, with a capstone experience of a comprehensive examination or directed project or thesis.

Clinical Practice Experience

Advanced role and graduate-level clinical practice experience is offered through the role performance courses. These courses occur in the student's local field setting and involve a local preceptor, as well as the online course instructor. The required total number of hours of practice varies by role option; in general, one unit of credit equals 48 hours of clinical practice in the field. All students are responsible for maintaining an active RN license, and proof of necessary health exams, immunizations, CPR and universal precautions training, and personal professional liability insurance coverage during role emphasis coursework and role performance experiences.

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Nursing Master of Science Online

Courses

Core Courses – taken before enrollment in Role courses

Nursing Informatics (1)   MSN 501
Advanced Nursing Roles (2)   MSN 504
Theories for Advanced Nursing Roles (3)
                                 MSN 510
Health Care Policy/Economics (3) MSN 513
Health Promotion/Disease Prevention (3)
                                 MSN 514
Research Utilization in Advanced Nursing
   Practice (3)   MSN 530
Ethics in Advanced Nursing Roles (2)
                                 MSN 535

Role Emphasis Courses

A. Nurse Educator Role

Nurse Educator: Theory (4)   MSN 521
Nurse Educator: Role Performance I (2)
                                 MSN 551
Nurse Educator: Role Performance II (2)
                                 MSN 561
Nurse Educator: Role Performance III (2)
                                 MSN 571

Elective (Clinical practice focus) (3)
OR

B. Gerontology CNS Role

CNS: Gerontology (6)   MSN 524
Advanced Pharmacology (3)   MSN 526
Advanced Health Assessment (3)   MSN 527
Gerontology CNS: Role Performance (2)
                                 MSN 554
Therapeutic Interventions: Gerontology CNS
   Role Performance (2)   MSN 564
Organizational Strategies: Gerontology CNS
   Role Performance (2)   MSN 574
Culminating Role Performance: Gerontology
   CNS (2)   MSN 584

These courses must be taken concurrently with the Role Emphasis courses:

Applied Research for Nursing Practice I (1)
                                 MSN 591
Applied Research for Nursing Practice II (2)
                                 MSN 592
Capstone Experience Directed Project or
   Thesis (3)   MSN 599

**Comprehensive Examination (0) with
Additional nursing elective (3)**

For further information:
visit us at www.csudh.edu/msn
email nkingsbury@csudh.edu
1-800-344-5484
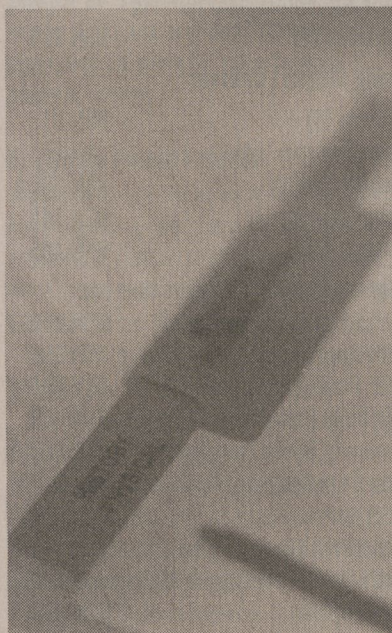
Advanced Medical Insurance Billing

Nursing Bachelor of Science Online

Complete the B.S. degree in Nursing via World Wide Web at a time and place convenient to you!

The Program

A bachelor's degree can help you achieve your goals, and now you can earn your degree at home via the World Wide Web, at times convenient to you. No need to quit your job to go back to school, or commute long distances to campus.

The Division of Nursing at California State University, Dominguez Hills offers a Web-based program to complete your Baccalaureate Degree in Nursing to English speaking nurses worldwide. Graduates are prepared to function in a rapidly changing health care system in a variety of roles and health settings.

A prestigious program that is individualized for the self-directed, working nurse…an ideal way for RNs to complete their B.S. Degree in Nursing via the World Wide Web.

California State University, Dominguez Hills is fully accredited by the Western Association of Schools and Colleges (WASC), and the Division of Nursing is fully accredited by the National League for Nursing Accrediting Commission (NLNAC).

Admission Requirements

1) RN licensure in USA or its equivalent
2) Minimum of 56 semester units of transferable college credit
3) University level prerequisites in basic skills of English, math, speech and critical thinking
4) Grade point average of 2.0 if education completed in English or 2.4 if English is a second language
5) There are no entrance exams prior to admission. However, academic advisement via e-mail is recommended.

Technical Requirements

Students participating in courses will need to have access to the following:

1) Pentium 100 or faster IBM-compatible or comparable Macintosh computer
2) 16 MB of RAM
3) Minimum 28.8 modem
4) Internet access (including email and World Wide Web)
5) Netscape 3.01 or higher or Internet Explorer 4.0 or higher Web browser

Courses

Introductory Courses

Technology for the Information Age (1)	BSN 301
Expanding Professional Nursing Horizons (2)	BSN 310

Nursing Support Courses

Life Cycle (3)	BSN 315
Human Diversity and Health Care (4	BSN 305)
Pathophysiology (4)	BSN 345
Statistics (3)	BSN 405

Integrated Nursing Support Courses

Professional Collaboration (3)	BSN 340
Health Assessment* (4)	BSN 380
Health Promotion & Teaching (3)	BSN 400
Community Based Nursing I* (5)	BSN 410
Community Based Nursing II* (5)	BSN 420
Health Care Systems, Policy and Finance (3) BSN 430	
Professional Nursing Roles (3)	BSN 440
Principles of Leadership & Management in Nursing* (5)	BSN 450
Research Utilization (3)	BSN 460

Elective Courses (Choose 3 units)

Complementary & Alternative Health Care Modalities (1)	BSN 325
Biochemistry (4)	BSN 335
Continuous Quality Improvement in Healthcare (1)	BSN 416
Nursing and Telehealth (2)	BSN 426
Principles of Healthcare Budgeting (2)	BSN 436
Introduction to Case Management (2)	BSN 446
Health and the Global Village (1	BSN 456)

* Performance Courses

Performance courses have a required clinical field experience component that can be completed under the guidance of an approved preceptor in your home locale. A variety of health care settings can be used, depending upon the course content and desired objectives.

Costs

The cost of each unit is $225

Online!
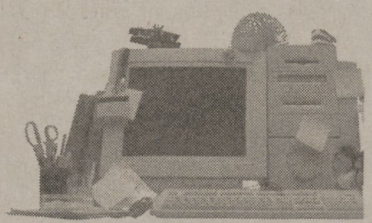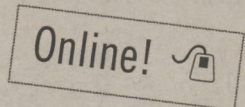
For further information contact:
www.csudh.edu/bsn
email pputz@csudh.edu
1-800-344-5484
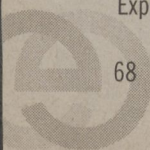
Certificate of Completion
Administrative Medical Specialist
(Introduction to Medical Billing, Coding and Front Office Skills)

About the Program
Through this self-paced, online program students will gain basic working knowledge of medical billing and reimbursement and will be introduced to national diagnostic and procedural coding systems. An introduction to medical office computer software is also included along with basic medical terminology. The program prepares students for the Certified Coding Associate (CCA) exam offered by the American Health Information and Management Association (AHIMA) as well as the Certified Medical Administrative Specialist (CMAS) exam offered by the American Medical Technologists Association (ATM).

What You Will Learn
Upon successful completion of the course, students should:

- Be able to perform valuable front office functions for a medical office
- Be prepared for the CCA and CMT national certification exams
- Be knowledgeable of medical coding and medical billing
- Know how to complete insurance claim forms
- Be able to input patient information, schedule, and code using medical software
- Be prepared to take an advanced coding course

Employment Outlook
There is a tremendous demand for individuals with knowledge of medical office operations, billing and coding. Every health care provider must submit proper documentation to a number of insurance companies for reimbursement, creating numerous opportunities for trained individuals in medical offices, clinics, and hospitals, as well as home-based employment.

Who Should Attend
This certificate is valuable for anyone seeking an entry-level position in medical billing or coding or those interested in changing job skills for opportunities in medical offices.

Eligibility Requirements
Students should be proficient in keyboarding, have a basic understanding of a word processing computer program (Microsoft Word recommended), and have command of English grammar and punctuation. No healthcare or medical office work experience is required.

PC Requirements
This online course must be taken from an IBM Compatible (PC) computer running Windows (98 or any later version) with a CD ROM drive for installing the MediSoft Patient Accounting Software demo. Students will need to have access to a word processing program like Microsoft Word or Works and a free version of Adobe Acrobat Reader. This course is not for Macintosh computer users.

Special Features
This program is offered online to provide a concise web-based training experience for the independent learner. This course is self-paced and is available for immediate registration.

Certificate Requirements
A Certificate of Completion will be awarded upon successful completion of all modules in the program. You must earn 70% on all work submitted to receive the certificate.

Courses
Administrative Medical Specialist MDX 905

The Cost
The cost for the entire program is $1,470. All work must be completed within three months of your registration.

This course is offered cooperatively by California State University, Dominguez Hills

and Gatlin Education Services. Due to this format, **fees cannot be refunded**. We encourage you to preview detailed course outlines, demonstrations, and ratings by visiting our website at www.csudh.edu/extension/healthonline and clicking on the course demonstration button.

For student loan information for continuing education students, call The Education Resources Institute (TERI) at (800) 255-8374, extension 2.

Books and Materials
All materials are included with the course fee: Medical Terminology Made Easy with audiotape, current ICD-9 and CPT-4 code books, Book of Medical Abbreviations, medical dictionary, and MediSoft Patient Accounting demo CD.

Instructors
All instructors will be provided by GES. Each student is assigned an instructor for one-on-one assistance.

SCHEDULED CLASS

Administrative Medical Specialist
24 CEUs

Date:	Online
Time:	Self-paced
Meetings:	240 Hours
Location:	Online
Fee:	$1470
Instructor:	Gatlin Education Services
Course No.:	MDX 905 Sec 01
Reg. No.:	35420

For more information:
Call Angeli Logan (310) 243-2425
Email alogan@csudh.edu or
Visit the website
www.csudh.edu/extension/healthonline

HEALTH
CARE

Certificate of Completion
Advanced Coding for the Physician's Office–Online
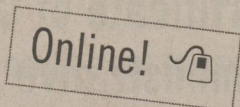
Online!

The Program

This online program is designed to advance the coding skills of front desk personnel— those coding even the most extensive procedures. This program offers complete and accurate instruction, which helps students improve their skills in compliance and reimbursement and acquire the skills necessary to maintain coding accuracy. For individuals seeking to advance in the coding industry, this course provides the knowledge needed to do so. Not only will individuals advance in their knowledge, but will also be more confident in their abilities. As a result, there will be increased accuracy in code selections causing a smoother billing process and timely reimbursement.

What You Will Learn

Complete details in CPT-4, ICD-9-CM (Volumes 1 & 2), and HCPCS coding are covered as well as information on the Correct Coding Initiative (CCI), compliance and reimbursement issues, and E&M guidelines. Code by code details and tips are provided to ensure that in-depth knowledge is acquired.

The American Academy of Professional Coders (AAPC) study guide for the Certified Procedural Coder (CPC) certification exam is included at the end of the course. This course prepares students for the CPC certification exam.

Employment Outlook

Continuous changes in the coding and billing industry have created an incredible demand for individuals trained in advanced coding. This growth is driven by the health care needs of the aging population and the growing number of health care practitioners. As a result, the demand for qualified individuals able to handle the complexity of paper and electronic information is increasing.

Who Should Attend

This certificate is valuable for experienced coding practitioners. This includes:

- Individuals who have completed the Administrative Medical Specialist course and want to advance their coding knowledge
- Individuals seeking to enhance their coding skills specifically for a physician's office setting
- Individuals seeking to enhance their coding skills to make themselves more marketable in the workplace
- Individuals seeking preparation for national industry certification as a Certified Procedural Coder

Eligibility Requirements

This course is not an entry level course and is designed specifically for students with previous coding experience, previous education, or those who have successfully completed the Administrative Medical Specialist course. Students should possess knowledge of Medical Terminology and basic understanding of CPT-4 (CPT), ICD-9-CM (ICD-9) and HCPCS coding principles.

Special Features

This program is offered online to provide a concise web-based training experience for the independent learner. This course is self-paced and is available for immediate registration.

Certificate Requirements

A Certificate of Completion will be awarded upon successful completion of all modules in the program. You must earn 70% on all work submitted to receive the certificate.

Courses

Advanced Coding for the Physician's
Office   MDX 902

The Cost

The cost for the entire program is $1,270. All work must be completed within three months of your registration.

This is course offered cooperatively by California State University, Dominguez Hills and Gatlin Education Services. Due to this format, **fees cannot be refunded**. We encourage you to preview detailed course outlines, demonstrations, and ratings by

visiting our website at www.csudh.edu/extension/healthonline and clicking on the course demonstration button.

For student loan information for continuing education students, call The Education Resources Institute (TERI) at (800) 255-8374, extension 2.

Books and Materials

All books and materials are included. Students are expected to have their own reference books (Current year CPT, HCPCS, and ICD-9-CM coding books).

Instructors

All instructors will be provided by GES. Each student is assigned an instructor for one-on-one assistance.

SCHEDULED CLASS

Advanced Coding for the Physician's Office
8 CEUs

Date:	Jan 3 - Jun 30
Time:	Self-paced
Meetings:	80 Hours
Location:	Online
Fee:	$1,270
Instructor:	Gatlin Education Services
Course No.:	MDX 902 Sec 01
Reg. No.:	35422

For more information:
Call Angeli Logan (310) 243-2425
Email alogan@csudh.edu or
Visit the website
www.csudh.edu/extension/healthonline
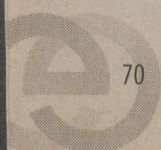
Certificate of Completion
Advanced Hospital Coding and CCS Prep—Online

The Program

This course prepares students for the Certified Coding Specialist (CCS) certification exam offered by American Health Information Management Association (AHIMA). This course utilizes existing knowledge of medical terminology and health care science and is designed for the experienced coding practitioner. Students will heighten their facility coding skills and be prepared for employment testing job performance and successful completion of industry certification exam.

What You Will learn

- This course provides an overview of the payment systems used by health care facilities enabling students to gain an understanding of the impact of their codes. This objective will be obtained by the use of DRG's and APC's.
- The format and content of medical records are discussed, enabling students to find and understand information in a medical record.
- The course provides the coding guidelines used in facility coding for inpatients, ambulatory surgery and outpatient diagnostic patients by reviewing the Official Coding Guidelines in detail.
- This course prepares students for the AHIMA CCS exam. This course provides study tips for the exam and includes the official study guide.

Employment Outlook

Coders of all levels must undergo continuing education to stay current with constantly changing regulations. Certification is increasingly becoming an industry standard, with most hospitals using coders with previous exposure to facility coding or those who are already certified.

Who Should Attend

This certificate is valuable for experienced coding practitioners. This includes:

- Individuals currently coding for a physician's office or working for a billing service who want to learn and develop facility coding skills

- Individuals seeking to enhance their coding skills to make themselves more marketable in the workplace
- Individuals seeking preparation for national industry certification as a Certified Coding Specialist

Eligibility Requirements

This course is not an entry level course and is designed specifically for students with previous coding experience, previous education, or those who have successfully completed the Administrative Specialist course. Students should have a high school diploma/GED and a minimum of 2 years experience with:

- Medical Terminology
- Anatomy, Physiology, & Pathology
- ICD-9-CM coding
- CPT-4 coding

Special Features

This course is offered online to provide a concise web-based training experience for the independent learner. This course is self-paced and is available for immediate registration.

Certificate Requirements

A Certificate of Completion will be awarded upon successful completion of all modules in the program. You must earn 70% on all work submitted to receive the certificate.

Courses

Advanced Coding for the
  Physician's Office   MDX 904

Cost

The cost for the entire program is $1,570. All work must be completed within three months of your registration.

This course is offered cooperatively by California State University, Dominguez Hills and Gatlin Education Services. Due to this format, **fees cannot be refunded**. We encourage you to preview detailed course outlines, demonstrations, and ratings by visiting our website at www.csudh.edu/extension/healthonline and clicking on the course demonstration button.

For student loan information for continuing education students, call The Education Resources Institute (TERI) at (800) 255-8374, extension 2.

Books and Materials Included

Faye Brown's Coding Handbook and Workbook
AHIMA's Clinical Coding Workout: Practice Exercises for Skill Development

Required Books NOT Included

Current ICD-9-CM Volumes 1, 2 & 3
Current CPT codebook
HCPCS codebook

SCHEDULED CLASS

Advanced Hospital Coding and CCS Prep.
8 CEUs

Date:	Jan 3 - Jun 30
Time:	Self-paced
Meetings:	80 Hours
Location:	Online
Fee:	$1,570
Instructor:	Gatlin Education Services
Course No.:	MDX 904 Sec 01
Reg. No.:	35423

For more information:
Call Angeli Logan (310) 243-2425
Email alogan@csudh.edu or
Visit the website
www.csudh.edu/extension/healthonline

71

Certificate of Completion in Medical Transcription —Online

Online!

The Program

This online program provides students with a working knowledge of medical terminology as well as the skills needed to transcribe medical reports. The program is designed to provide students with a beginning knowledge of the transcription of medical records and to provide students with the skills needed to obtain an entry-level position as a medical transcriptionist.

What You Will Learn

Upon successful completion of the course, the student will be able to accomplish the following.

- Describe the importance of the confidential nature of medical reports.
- Describe the content and purpose of the medical reports used.
- Transcribe medical reports using correct report format.
- Transcribe medical reports using correct capitalization, number, punctuation, abbreviation, symbols, and metric measurement rules
- Spell correctly the English and medical terms in addition to the abbreviations, either by memory or by using a dictionary/reference book.
- Define the medical terms and abbreviations presented, either by memory or by using a dictionary/reference book.
- Define the prefixes, combining forms and suffixes presented and use them to build medical terms.
- Identify and/or define the knowledge, skills, abilities, and responsibilities required of medical transcriptionists.
- Understand networking through the professional organization as well as career opportunities.

Employment Outlook

Healthcare is a rapidly growing field, and the demand for quality documentation is increasing. According to the 2002/2003 Occupational Outlook Handbook, Medical Transcription is one of the ten fastest growing occupations in the United States.

Who Should Attend

This certificate if valuable for anyone interested in gaining the education and skills necessary to enter the Medical Transcription field or those interested in changing careers to become a medical transcriptionist.

Eligibility Requirements

No previous medical experience is required; however, students should have:

1. command of a word-processing computer program to include the ability to create documents, proficiency in keyboarding, sending email, printing, and browsing the Internet, and
2. knowledge of English grammar, punctuation and sentence structure
3. excellent editing and proofreading skills

System Requirements

- Windows 98 or later OR Mac OS 9.0 or later
- 32 MB RAM
- 25 MB hard disk space (additional space required to store voice files)
- Display mode set to 800x600 pixels with 256 colors or higher
- Double-speed CD-ROM
- USB port or Serial port

Not for Mac Users. The Hillcrest Beginning Medical Transcription textbook includes a floppy disk that includes templates you will use for transcribing. This diskette is only compatible with PC computers. GES has converted the templates to MS Word format for students who have compatibility issues with the disk, so you will need a word processing program that is compatible with MS Word.

Special Features

This program is offered online to provide a concise web-based training experience for the independent learner. This course is self-paced and is available for immediate registration.

Certificate Requirements

A Certificate of Completion will be awarded upon successful completion of all modules in the program. You must earn 70% on all work submitted to receive the certificate.

Courses

Medical Transcription   MDX 906

Costs

The cost for the entire program is $1,470. All work must be completed within three months of your registration.

This course is offered cooperatively by California State University, Dominguez Hills and Gatlin Education Services. Due to this format, **fees cannot be refunded**. We encourage you to preview detailed course outlines, demonstrations, and ratings by visiting our website at www.csudh.edu/extension/healthonline and clicking on the course demonstration button.

For student loan information for continuing education students, call The Education Resources Institute (TERI) at (800) 255-8374, extension 2.

Books and Materials

Digital transcription equipment and all textbooks are included. Students will receive: Medical Terminology Made Easy (with audio), Book of Medical Abbreviations, Hillcrest Medical Center: Beginning Medical Transcription (with audio), and Stedman's Medical Dictionary (with CD ROM).

Instructors

All instructors will be provided by GES. Each student is assigned an instructor for one-on-one assistance.

SCHEDULED CLASS

Medical Transcription
24 CEUs

Date:	Jan 3 - Jun 30
Time:	Self-paced
Meetings:	240 Hours
Location:	Online
Fee:	$1,470
Instructor:	Gatlin Education Services
Course No.:	MDX 906 Sec 01
Reg. No.:	35421

For more information:
Call Angeli Logan (310) 243-2425
Email alogan@csudh.edu or
Visit the website
www.csudh.edu/extension/healthonline

Certificate in Alcohol and Drug Counseling

The Program
The Certificate Program in Alcohol/Drug Counseling consists of 9 courses designed to prepare individuals for entry into the field at a professional level. The Certificate is widely recognized by alcoholism treatment centers.

Eligibility Requirements
Students may enter the program in either the Fall or Spring Semester. Applicants should have completed at least two years of college or have at least two years of work experience in a health or human service agency. If the applicant is a recovering substance abuser, two years of continuous sobriety is strongly recommended.

Prospective students must complete an application form and supply transcripts and letters of recommendation. Call (310) 243-3782 for more information.

Special Features
CSUDH Extended Education is a Continuing Education PCE Provider (#1675)

Six courses offered in this program are degree applicable. Courses transferable to the Human Services Program and their equivalents are as follows:

ADX 301 is equivalent to PSY 367
ADX 303 is equivalent to SOC 363
ADX 304 is equivalent to PSY 342
ADX 305 + ADX 307 is equivalent to PSY 396
ADX 306 is equivalent to SOC 320
For students who are majoring in Human Services at CSUDH and who wish to complete the requirements for the Certificate, the equivalents are as follows:

PSY 342 is equivalent to ADX 304
PSY 367 is equivalent to ADX 301
SOC 320 is equivalent to ADX 306
SOC 363 is equivalent to ADX 303

Students with the Bachelor of Arts degree in Human Services must complete the following for the Certificate: ADX 300, ADX 302, ADX 308, ADX 305 and ADX 307. If enrolled in both programs at once, Human Services students may use ADX 300, 302, and 308 as electives for the major.

Certificate requirements
Upon satisfactory completion of all eight required courses plus one elective course with a 2.5 grade point average and 300 hours of field work, students will receive a Certificate as recognition of educational achievement and professional status. Students are required to pass each course with a grade of C or better and maintain a 2.5 GPA.

ADX 300, 308, and 309 may be taken on an individual basis without formal entrance into the Certificate Program.

Orientation
Attendance is required for newly admitted students and for those whose applications are being reviewed. The orientation is scheduled for **Thursday, January 13 2005 from 6:30-9:30pm at CSUDH EE 1218.**

Spring Application Submission Deadline
January 7, 2005

Courses
Required Courses
Introduction to Alcoholism	ADX 300
Introduction to Counseling	ADX 301
Counseling the Individual	ADX 302
Perspectives on Drug Abuse: Counseling the Substance Abuser	ADX 303
Group Counseling Techniques	ADX 304
Introductory Practicum	ADX 305
Family Dynamics	ADX 306
Advanced Practicum	ADX 307

Elective Courses (Choose One)
Treatment of Eating Disorders	ADX 308
Cognitive-Behavioral Treatment for Domestic Violence	ADX 309

ADX 300-307 are required. Students may choose either ADX 308 or ADX 309.

Costs
Financial aid is available for qualified applicants who are enrolled in the certificate program. Please contact the Director of Financial Aid at (310) 243-3647 for additional information.

Program Instructors
Jacqueline McDaniel, MA. Counseling Psychology, Licensed Marriage and Family Therapist and Master Addictions Counselor in private practice.

James McDaniel, M.A. Counseling Psychology, Licensed Marriage and Family Therapist, Master Addictions Counselor and Director of a Psychiatric Evaluation Team in Long Beach.

Jean Hendricks, Ph.D., is in private practice in Manhattan Beach.

Mary Cook Lund, MA, clinical psychology, has been treating chemical dependency since 1976.

HEALTH CARE

SCHEDULED CLASSES
Required Courses

Perspectives on Drug Abuse: Counseling the Substance Abuser
3 Ext Units

Prerequisites: ADX 300, ADX 301
This course is an introduction to this major social/psychological problem. Students learn the basic pharmacology of the commonly encountered street drugs and behavioral and physiological consequences of drug abuse. Poly-addiction and treatment modalities are also covered.

Date:	Jan 18 – May 10
Time:	Tue 6:30-9:30pm
Meetings:	16 (No class Mar 29)
Location:	CSUDH EE1217
Fee:	$420
Instructor:	James McDaniel
Course No.:	ADX 303 Sec 01
Reg. No.:	26937

▶ ▶ ▶

Certificate in Alcohol and Drug Counseling

Introductory Practicum
2 Ext Units

Prerequisites: ADX 300, ADX 301
This course introduces the student to the applied counseling experience. They become knowledgeable about community resources, learn documentation techniques, charting, and case studies. Issues related to grief, loss, stress, and counselor burn-out are addressed.

Date:	Jan 18 – May 3
Time:	Tue 6:30-9:30pm
Meetings:	16 (No class 3/29)
Location:	CSUDH EE1221
Fee:	$280
Instructor:	Jacqueline McDaniel
Course No.:	ADX 305 Sec 01
Reg. No.:	26939

Introduction to Counseling Techniques
3 Ext Units

Prerequisite for program
This course introduces the skills and techniques necessary for counseling. Students will learn to use active listening skills and to develop a high empathy level. The course is both theoretical and experiential.

Date:	Jan 19 – May 11
Time:	Wed 6:30-9:30pm
Meetings:	16 (No class 3/30)
Location:	CSUDH EE1206
Fee:	$420
Instructor:	Jean Hendricks
Course No.:	ADX 301 Sec 01
Reg. No.:	26935

Counseling the Individual
3 Ext Units

Prerequisites: ADX 300, ADX 301
This course develops an understanding of the psychological factors in alcoholism and drug abuse and their implications for treatment. Counseling techniques are examined and practiced including assessment, perception and communication skills required for various stages of treatment, prognosis and termination.

Date:	Jan 19 – May 11
Time:	Wed 6:30-9:30pm
Meetings:	16 (No class 3/30)
Location:	CSUDH EE1205
Fee:	$420
Instructor:	Mary Cook Lund
Course No.:	ADX 302 Sec 01
Reg. No.:	26936

Family Dynamics
3 Ext Units

Prerequisites: ADX 300, ADX 301
This course introduces theories of the effects of substance abuse (alcohol and/or drugs) as they relate to the family system. Students gain insight into the identification and solution of problems of the pathologic family and the individual roles and behavior patterns that exist within it.

Date:	Jan 20 – May 12
Time:	Thu 6:30-9:30pm
Meetings:	16 (No class 3/31)
Location:	CSUDH EE1205
Fee:	$420
Instructor:	Mary Cook Lund
Course No.:	ADX 306 Sec 01
Reg. No.:	26938

Introduction to Alcoholism
3 Ext Units

Prerequisite for program
This course provides basic information about alcohol: the physiological, psychological and sociological effects of alcohol abuse; identification of social drinking, problem drinking; etiological theories of alcoholism; defense mechanisms; the counseling relationship and basic treatment issues.

Date:	Jan 24 – May 23
Time:	Mon 6:30-9:30pm
Meetings:	16 (No class 2/21, 3/28)
Location:	CSUDH EE1206
Fee:	$420
Instructor:	Mary Cook Lund
Course No.:	ADX 300 Sec 01
Reg. No.:	26934

ELECTIVE COURSES

Treatment of Eating Disorders
3 Ext Units

An introduction to the treatment of eating disorders such as Anorexia Nervosa, Bulimia, Compulsive Eating, and Obesity. Biological, psychoanalytic, behavioral, psychosocial, and other theoretical perspectives are explored. The history of the interrelationship of alcohol and food as substances sometimes abuse is explored. The course will provide an overview of techniques necessary for counseling individuals with eating problems.

Date:	Jan 20 – May 12
Time:	Thu 6:30-9:30pm
Meetings:	16 (No Class 3/31)
Location:	CSUDH EE1206
Fee:	$420
Instructor:	James McDaniel
Course No.:	ADX 308 Sec 01
Reg. No.:	26940

For more information:
Call Angeli Logan at (310) 243-2425
Email alogan@csudh.edu or
Visit the website
www.csudh.edu/extension/adx.htm

Certificate Award in Medical Insurance Billing

The Program
This program provides instruction and hands-on training in how to decipher medical insurance coding and how to process insurance claims accurately to obtain maximum reimbursement.

Employment Outlook
Medical insurance billing is a stable and lucrative field within the medical industry. The business office of every healthcare provider must provide proper documentation to a number of insurance companies for reimbursement for services. Opportunities for employment of insurance billers include physicians' offices, clinics, hospitals, and medical supply companies. The demand is driven by the growing need for healthcare services of an aging population as well as the need for individuals able to handle the complexities of paper and electronic information.

Who Should Attend
This program is best suited to the person with little or no experience in medical insurance billing who wants to start a home business or perform medical billing services for doctors, hospitals, clinics or medical supply companies.

Eligibility Requirements
This course is open to all individuals interested in learning more about medical insurance billing. Please check prerequisites for individual courses.

Special Features
Classes are offered on Saturdays on campus and at the Franklin Community Center at 850 Inglewood Ave in Redondo Beach.

Certificate requirements`
A certificate is awarded upon successful completion of each course.

Courses
Medical Terminology	NBMB 105
Medical Insurance Billing I	NBMB 101
Medical Insurance Billing II	NBMB 102

Medical Insurance Computer Billing
  NBMB 103

| Applied Billing Techniques | NBMB 109 |

How to
How toHow to Start & Run Your Own
  Medical Billing Service   NBMB 108

Program Instructor
Victoria Morgan FHFMA, MS. She is the Principal for Morgan & Associates Health Care Consulting Firm and has over 20 years of experience in healthcare financial management.

Summer Class Planner
Medical Terminology NBMB 105
Jun 4 – Jun 11   Reg. No. 35416
Medical Insurance Billing I NBMB 101
Jun 18-Jul 16   Reg. No. 35417
Medical Insurance Billing II NBMB 102
Jul 23 – Jul 30   Reg. No. 35418
Medical Insurance Computer Billing
NBMB 103   Aug 6   Reg No. 35419
Applied Billing Techniques
NBMB 109   Aug 13   Reg No. 35426
Starting Your Own Medical Insurance Billing Business
NBMB 108   Aug 13   Reg No. 35425
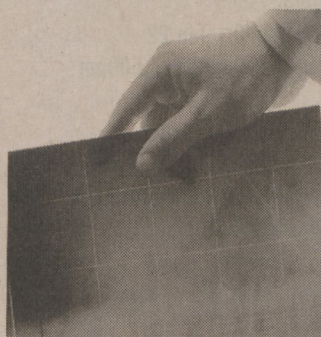
For more information:

Call Angeli Logan (310) 243-2425

Email alogan@csudh.edu or

Visit the website
www.csudh.edu/extendeded

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Certificate Award in Advanced Medical Insurance Billing

The Program

This program is designed to give the student with previous experience and/or training in medical billing a more in-depth understanding of complex issues involved in the medical insurance billing industry.

What You Will Learn

Students will gain practical knowledge to enhance their understanding of medical insurance billing practices as well as learn skills required to operate efficiently in today's medical offices, hospitals and clinics.

Who Should Attend

This program is best suited to the individual with previous experience and/or training in medical insurance billing including:

- Individuals who have completed the Medical Insurance Billing Certificate Program or similar program
- Experienced healthcare personnel seeking to augment and improve their skills in this field

Eligibility Requirements

Individuals who have completed the Medical Insurance Billing I & II classes or similar coursework as well as individuals with at least one year of experience in healthcare financial management.

Certificate requirements

A Certificate of Completion is awarded upon successful completion of three required courses plus one elective course. Those who do not wish to pursue a certificate may take individual courses.

Courses

Required Courses

Adv. Medical Office Billing	NBMB 201
Medical Office Operations & Management	NBMB 202
Regulatory Requirements – HIPPA Compliance & Ethics	NBMB 203

Elective Courses

Facility Billing	NBMB 204
Billing for Skilled Nursing Facilities	NBMB 205

Books & Materials

Books and materials are available in the student bookstore for purchase. Students will use the following textbooks for the entire program:

- ICD-9-CM Coding Book
- CPT-4 Coding Book
- Insurance Handbook for the Medical Office with Student Workbook

Program Instructors

Victoria Morgan FHFMA, MS. She is the Principal for Morgan & Associates Health Care Consulting Firm and has over 20 year of experience in healthcare financial management.

Advanced Medical Office Billing
Noncredit

This course will build upon the topics introduced in Medical Insurance Billing I and II. Course will begin with a review of Procedures and diagnostic coding, including a focus on Evaluation & Management Coding. Advanced topics include detail review of Medicare, Medicaid, 3rd Party Insurance, Worker's Compensation, Blue Cross and Managed Care. Emphasis will include providing payers with "clean claims" and techniques to employ to minimize claims denials. Topics will also include follow-up procedure, collections and utilization of electronic media to improve cash flow and minimize errors.

Date:	Jan 8 – Jan 22
Time:	Sat 9:00am – 3:00pm
Meetings:	3
Location:	Franklin Center 7
Fee:	$280
Instructor:	**Victoria Morgan**, FHFMA, MS
Course No.:	NBMB 201 Sec 01
Reg. No.:	27109

Medical Office Operations & Management
Noncredit

This course provides details concerning the Operations within a Medical Practice. This course will cover topics such as:

- Job Descriptions
- Human Resources
- Office Operations and Best Practices
- Budgeting, Accounting and Cost Analysis

Date:	Feb 12
Time:	Sat 9am– 3pm
Meetings:	1
Location:	Franklin Center 7
Fee:	$95
Instructor:	Victoria Morgan, FHFMA, MS
Course No.:	NBMB 202 Sec 01
Reg. No.:	27106

Facility (Hospital/Non-Physician) Billing
Noncredit

Prerequisites: For students not presently working in healthcare, completion of Medical Insurance Billing I & II and Advanced Medical Office Billing is required.

This course will focus on entitles which bill for facility charges using the UB-92. Specialized billing requirements for Hospital Inpatients, Outpatients, Therapies, and Home Health will be covered. Reimbursement systems such as Diagnostic-Related Groups (DRGs) and Outpatient Prospective Payment System (OPPS or APCs) will be reviewed.

Date:	Mar 5
Time:	Sat 9:00am-3:00pm
Meetings:	1
Location:	Franklin Center 7
Fee:	$95
Instructor:	**Victoria Morgan**
Course No.:	NBMB 104 Sec 01
Reg. No.:	27107

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Certificate Award in Advanced Medical Insurance Billing

Regulatory Requirements – HIPPA, Compliance & Ethics
Noncredit

Prerequisites: For students not presently working in healthcare, completion of Medical Insurance Billing I & II and Advanced Medical Office Billing is required.

This course will focus on the Regulatory Requirements impacting the operation of the Healthcare/Physician Practice. Major topics include:

- Regulatory Agencies
- Fraud & Abuse
- False Claims Act
- Medical Necessity Denialsf
- Compliance programs for Physician Offices
- Compliance Programs for 3rd party billing companies
- Healthcare Insurance Portability & Accountability Act (HIPPA)
- Ethics

Date:	Mar 12 – Mar 19
Time:	Sat 9am – 3pm
Meetings:	2
Location:	Franklin Center 7
Fee:	$190
Instructor:	Victoria Morgan, FHFMA, MS
Course No.:	NBMB 203 Sec 01
Reg. No.:	27104

Billing for Skilled Nursing Facilities
Noncredit

Prerequisites: For students not presently working in healthcare, completion of Medical Insurance Billing I & II and Advanced Medical Office Billing is required.

This course will cover billing requirements for Skilled Nursing Consolidated Billing and Exclusion Billing. Reimbursement system based on RUG Codes will be discussed.

Date:	May 21
Time:	Sat 9am – 3pm
Meetings:	1
Location:	Franklin Center 7
Fee:	$95
Instructor:	Victoria Morgan, FHFMA, MS
Course No.:	NBMB 205 Sec 01
Reg. No.:	27105

Certificate Program in Orthotics

The Program
The Orthotics Department at Rancho Los Amigos Medical Center, in affiliation with California State University, Dominguez Hills, offers a one-year certificate course in orthotics. This program, which is accredited by the Commission for Accreditation of Allied Health Programs (CAAHEP), is designed to train students in the field of orthotics: the profession of designing, fabrication and fitting of orthopedic appliances for the physically handicapped. Students receive a mixture of practical laboratory instruction, classroom didactics, and exposure to patients in a wide variety of clinical situations. Students rotate through various services to acquaint them with the more prevalent pathologies and treatment philosophies.

Eligibility Requirements
This program is designed for applicants who have a bachelor's degree. Applicants must have some experience with hand tools and light duty power equipment. The program begins in July each year and applications must be submitted by December 31 of the preceding year. Enrollment is limited to four students.

For more information, contact:
D. Clark
Rancho Los Amigos Orthotics Department
7450 Leeds St.
Downey, CA 90242
(562) 940-7655

In addition to this program offering, Extended Education also offers a certificate program in Prosthetics as part of Special Sessions.

The **CSUDH Orthotic and Prosthetic Certificate Program** is now located at:
24702 Aliso Viejo Parkway
Aliso Viejo, CA 92656

For more information:
call Kerry Gilbert at the new phone number for Certificate information:
(949) 643-5374
Scott Hornbeak can also be reached at this number.

Prosthetics Certificate Program

School of Health

FACT SHEET

California State fulfills the unmet need for O&P practitioners. The U.S. Department of Education identifies O&P training as a national priority with a practitioner deficit. While only eight institutions nationwide currently offer O&P education, the demand for provider services is expected to increase by 25% for orthotic care and 47% for prosthetic care by 2020.

Who Should Attend

Students who wish to obtain post baccalaureate training in the field of prosthetics.

This program benefits health care professionals, practitioner assistants, O&P technicians, and other professionals seeking to enhance their knowledge of prosthetic evaluation and provision of prosthetic services.

Program Benefits

Evaluation of patients who are in need of artificial limbs (prostheses).

Development of designs appropriate to prosthetic patients.

Fit, fabrication, and follow-up of prosthetic devices.

Understanding of current O&P business and practice management models.

Promotion of professional competency and enhancement of professional practice.

Why California State University?

CSUDH offers a comprehensive clinical and didactic Prosthetics Certificate Program which was reaccredited by NCOPE/CAAHEP in 1999.

CSUDH utilizes experience, faculty, curriculum, and teaching materials developed over a 20 year period of successful training.

Qualifies the student to sit for the American Board for Certification (ABC) Examinations in Prosthetics after completion of the certificate program and completion of one year working in an accredited residency program.

Three nationally recognized faculty members who have been selected by the industry as "Educator of the Year".

Small class size allowing for individualized learning with one-on-one interaction.

Financial aid available.

Excellent professional skills development and team building opportunities with a diverse group of health care professionals.

Advancement of the profession through scholarship, research, and leadership.

Frequently Asked Questions

What are the prerequisites?

Bachelors Degree, preferably in a health related major.

Completion of pre-requisite courses with a grade of "C" or better:

Biology   minimum 3 units
Chemistry   minimum 3 units
Physics   minimum 3 units
Psychology   minimum 3 units
Algebra or higher math
                      minimum 3 units
Human Anatomy & Physiology (with lab)
                      minimum 6 units

Note: Prior working or volunteer experience in the Orthotics and Prosthetics field is an additional selection criterion.

Is enrollment in the program limited?

Yes. Due to the limited laboratory space, only 16 students can be accommodated in each certificate class.

Where is the program located?

The program is located in a new, state of the art laboratory housed by OSSUR, North America, a world leader in prosthetic design and manufacturing.

The clinical laboratory is located in Aliso Viejo, CA, in the center of Orange County.

Do I need to fill out a separate California State University application for the Certificate Program?

No, you apply directly to the O&P program. Applications are available online every January and July.

How long does it take to complete the program?

The Prosthetic Certificate can be completed in 6 months, which includes a required 250 hour clinical rotation.

When are courses offered?

Certificate courses are offered twice a year at our off site clinical laboratory.

Each class of 16 starts in late August and late January every year.

Financial Aid

There are Federal loan programs available.

"At the forefront of health careers."

For more information, Call, 949-643-5374

www.csudh.edu/oandp

For more information:
call Kerry Gilbert for Certificate information:
(949) 643-5374
Scott Hornbeak can also be reached at the above number.
Orthotics and Prosthetics Program CSUDH
(310) 243-2700

Quality

Leader in Quality Assurance Education

CSUDH offers a full range of educational opportunities in Quality ranging from degree programs and certificate programs to seminars on cutting edge topics. Learn how to apply Quality management methods to manufacturing and service enterprises from instructors who are professionals in Quality fields.

Online	On Site	On Campus

Technical Writing Online

page 38

CYBER SECURITY

"Is your computer and communications network vulnerable to security breeches and criminal activity?"
Protect your investments NOW!

Learn what you need to know to get into this exciting field. (See pg. 43)

(310) 243-3741 or 1-877-GO-HILLS

for information or
visit the website:www.csudh.edu/extendeded/
email: eereg@csudh.edu

Quality Assurance Master of Science Online

The Program

Participants in the Master of Science in Quality Assurance receive education in both the technical and administrative foundations of this dynamic field. Graduates will have been trained in current practices and methods required by management for implementing and improving operational performance and customer satisfaction.

In order to help manage and lead today's organization toward the objective of "total quality," an interdisciplinary approach is taken to blend study in management, quality concepts, and statistical tools. The curriculum is designed to meet the needs and interests of the working professional. Included are relevant theoretical and practical course work, independent study, interaction with fellow students and leading learning experience.

An interdisciplinary approach blends study in management with quality concepts. Relevant theoretical and practical course work, independent study, interaction with fellow students, working Quality Assurance professionals and a final project are used to provide a well-rounded learning experience.

A unique feature of the MSQA program is the opportunity students have to customize their program of study to include areas of personal and professional interest.

What You Will Learn

During the course of the program students will acquire knowledge and skills from among the following areas, chosen to appeal to professionals seeking a unique and satisfying interdisciplinary experience:

- Managing a quality organization.
- Planning and implementing a quality assurance program.
- Troubleshooting and solving quality problems both administrative and technical.
- Incorporating quality concepts and human factor techniques in the design of organizational operations.
- Creating and managing supplier control systems.
- Developing and analyzing statistical process control charts.
- Developing and analyzing acceptance sampling plans.
- Design of experiments (analysis of variance techniques).
- Performing quality cost analysis.
- Performing reliability maintainability, and safety systems reviews.
- Performing quality system audits.
- The ISO 9000 Series of Quality System Standards

Who Should Attend

The Master of Science in Quality Assurance (MSQA) is designed to prepare professionals in manufacturing, service, government, and healthcare for career advancement. Professionals in the following fields, among many others, will benefit: quality, manufacturing, engineering, science, management, health care, government, utilities, retail, insurance, telecommunications, banking, finance, education, entertainment, transportation and other service industries.

Quality Assurance is an interdisciplinary profession utilized in all areas of management. The career opportunities in this rapidly growing field are excellent, as the demand for graduate Quality Assurance professionals continues to increase.

Students can emphasize course work in manufacturing, healthcare or service.

Admission Requirements

A candidate must meet CSUDH graduate admission requirements and hold a bachelors degree. The applicant should have completed courses in mathematical statistics, theory of probabilities and principles of computer technology. Students not meeting these requirements need to obtain special permission. Please call (310) 243-3880 for details.

To graduate, thirty-three semester units of graduate work must be completed, with at least 24 units from CSUDH. The courses listed must be completed with at least a 3.0 (B) average, and a final project and/or thesis must be completed. In addition, the Graduate Writing Assessment and all other requirements as described in the current university catalog must be completed.

If this is your first internet class, please contact the MSQA office at (310) 243-3880 before registering. Call (310) 243-3741 to register for MSQA Internet classes. Make sure you give your correct e-mail address when registering. To contact us on the web: http://www.csudh.edu/MSQA

After registering for an Online class, contact msqa@csudh.edu with your e-mail address.

If you are interested in taking courses toward specialized Quality Assurance Certificates or Certification Exam Preparation Courses, please see pages 83-84.

For more information:
visit the web site
http://www.csudh.edu/msqa

SCHEDULED CLASSES

Start date: Jan 11, 2005
Last day to register: Jan 14, 2005
Last day of class: Apr 19, 2005

Mathematics for Quality Assurance
1 Unit

Date:	Mar 1 - Apr 19
Location:	online
Fee:	$160
Instructor:	**Keith Fulton**
Course No.:	QAS 495 Sec 41
Reg. No.:	27254

Advanced Probability/Statistics
3 Units

Requires Graduate Standing

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Victor Nunez, PhD**
Course No.:	QAS 510 Sec 41
Reg. No.:	27255

Quality Function Management & TQM
3 Units

Requires Graduate Standing

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**William Trappen, PhD**
Course No.:	QAS 511-41
Reg. No.:	27256

Quality Assurance Master of Science Online

Reliability
3 Units

Requires Graduate Standing

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Daniel Dunahay**
Course No.:	QAS 512 Sec 41
Reg. No.:	27257

Human Factors In QAS
3 Units

Requires Graduate Standing

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Jim Clauson**
Course No.:	QAS 515 Sec 41
Reg. No.:	27258

Measurement & Testing Techniques
3 Units

Requires Graduate Standing

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Emil Hazarian**
Course No.:	QAS 516 Sec 41
Reg. No.:	27259

Quality Project Management
3 Units

Requires Graduate Standing

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**William Trappen**
Course No.:	QAS 518 Sec 41
Reg. No.:	27260

Supplier Quality Assurance
3 Units

Requires Graduate Standing

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Nannette Monreal**
Course No.:	QAS 526 Sec 41
Reg. No.:	27261

QA for the Service Delivery Process
3 Units

Requires Graduate Standing

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Keith Fulton**
Course No.:	QAS 532 Sec 41
Reg. No.:	27262

Individual Study
3 Units

Must have Academic Coordinator approval before registering for this course

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**William Trappen, PhD**
Course No.:	QAS 594S Sec 41
Reg. No.:	27263

Special Topics: Lean Thinking
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Gerald Verduft**
Course No.:	QAS 595 Sec 41
Reg. No.:	27264

Special Topics: Change Management
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Sharon McFerran**
Course No.:	QAS 595 Sec 42
Reg. No.:	27267

Special Topics: Evaluation & Outcome Analysis
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**William Trappen**
Course No.:	QAS 595 Sec 43
Reg. No.:	27268

Special Topics: Six Sigma
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Teresa Omar**
Course No.:	QAS 595 Sec 44
Reg. No.:	27269

Special Topics: Software QA
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Rhonda Murillo**
Course No.:	QAS 595 Sec 45
Reg. No.:	27270

Directed Research
3 Units

Grad standing & must have Academic Coordinator approval before registering for this course

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**William Trappen**
Course No.:	QAS 598S Sec 41
Reg. No.:	27271

Thesis/Project
3 Units

Grad standing, QAS 598, & must have Academic Coordinator approval before registering for this course

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**William Trappen**
Course No.:	QAS 599 Sec 41
Reg. No.:	27272

Graduate Continuation Course
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**William Trappen**
Course No.:	QAS 600S Sec 41
Reg. No.:	27273

On Site Programs
All MSQA programs available in-house at your site. Contact msqa@csudh.edu

QUALITY

Quality Assurance Bachelor of Science
Quality Assurance Bachelor of Science with Measurement Science Option

The Program
The BSQA program blends studies of the basic sciences, technologies, management principles, quality concepts and statistical tools needed to prepare professionals for careers in Quality Assurance, and enhance the careers of working Quality Assurance professionals. For those students more interested in the technical areas of Quality there is a Measurement Science option.

Online/On Site
The online and on site BSQA programs are designed primarily as upper division transfer programs for students who have completed the majority of their lower division general education courses. The program requires no on-campus attendance. Courses are offered throughout the year on a trimester basis.

What You Will Learn
- Prepares professionals in Quality Assurance for careers in the design, development, manufacture and support of products and service.
- Meets the needs and interests of the Quality Assurance professional through a combination of theoretical and practical course work, independent study, and interaction with fellow students and leading professionals.
- Provides an interdisciplinary approach that blends the basic sciences, technologies, management principles, quality concepts and statistical tools.
- Provides a well-rounded learning experience as well as preparation for advanced studies (e.g. Masters Degree) by means of a broad based curriculum that includes a culminating project and a practical off-campus internship.
- Enables students to customize their programs of study to include areas of personal and professional interest.
- Develops problem-solving skills with a customer-based focus leading to the continuous improvement of process, product and service.

Admission Requirements
- Minimum of 56 units and completion of all general education requirements of the California State University system with a 2.0 GPA
- Completion of one semester of college-level calculus
- TOEFL score of 550 (for students whose primary language of instruction was not English)

On Campus Program
The on-campus BSQA is a four year college program, and general admission requirements for the BSQA at California State University, Dominguez Hills are stated in the current CSUDH catalog.

Spring 2005 Schedule
Start date: Jan 11, 2005
Last day to register: Jan 14, 2005
Last day of class: Apr 19, 2005

Fundamentals of Measurement
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Emil Hazarian**
Course No.:	QAS 220 Sec 41
Reg. No.:	27030

Measurement Uncertainty
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Emil Hazarian**
Course No.:	QAS 340 Sec 41
Reg. No.:	27031

Quality Improvement
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Emil Hazarian**
Course No.:	QAS 427 Sec 41
Reg. No.:	27032

Systems Failure Analysis
3 Units

Date:	Jan 11 - Apr 19
Location:	online
Fee:	$480
Instructor:	**Craig Carpenter**
Course No.:	QAS 445 Sec 41
Reg. No.:	27033

For more information:
www.csudh.edu/bsqa
bsqa@csudh.edu
(310) 243-3880

Certificates of Completion in Quality

The Program
Need certification in Quality Assurance, but don't want to commit to the entire MSQA program? California State University, Dominguez Hills has Quality Assurance certificate programs available in specialized fields of study.

Certificates of Completion
Each student who satisfactorily completes three Master degree level courses and the associated capstone course from the MSQA program will be provided with the following certificate(s):

Certificate in Quality Management
QAS 511 Quality Function Management & TQM
QAS 518 Quality Project Management & Productivity
QAS 526 Supplier Quality Assurance
or
QAS 527 Quality Measurement
NBQA 701 Certified Quality Manager Preparation (capstone)

Certificate in Quality Engineering
QAS 510 Advanced Probability & Statistics
QAS 513 Statistical Quality Control & Sampling
QAS 514 Advanced Experimental Design
NBQA 702 Certified Quality Engineer Preparation (capstone)

Certificate in Quality Auditing
QAS 511 Quality Function Management & TQM
QAS 525 ISO 9000 and the Audit Function
QAS 526 Supplier Quality Assurance
or
QAS 527 Quality Measurement
NBQA 703 Certified Quality Auditor (capstone)

Certificate in Reliability Engineering
QAS 510 Advanced Probability & Statistics
QAS 512 Reliability
QAS 513 Statistical Quality Control & Sampling
NBQA 704 Certified Reliability Engineer Preparation (capstone)

Certificate in Software Quality Engineering
QAS 523 Software Reliability
QAS 510 Advanced Probability & Statistics
QAS 513 Statistical Quality Control & Sampling
NBQA 705 Certified Software Quality Engineer

Certificate in Service Quality Assurance
Students who complete the four required courses for the Master of Quality Assurance -- Service with a cumulative GPA of 3.0 (B) or better will receive a Professional Certificate issued through the California State University, Dominguez Hills Division of Extended Education. Admission to the University is not required, but a bachelor's degree which includes some probability and/or statistics is a requirement. Exceptions to this requirement can be approved by the MSQA program coordinator, at (310) 243-3880.

Courses required for the Certificate in Service Quality Assurance
QAS 511 Quality Function Management & TQM (3)
QAS 530 Statistical Quality for Service Professionals (3)
QAS 531 Customer Satisfaction & Quality Assurance (3)
QAS 532 Q A for the Service Delivery Process (3)

QUALITY

For more information:
www.csudh.edu/msqa
msqa@csudh.edu
(310) 243-3880

ASQ Exam Preparation Quality Capstone Courses

The Program

California State University, Dominguez Hills, in cooperation with the American Society for Quality in Los Angeles, can help you prepare for ASQ exams. This certification is a recognized professional accomplishment bound to enhance your career and personal marketability. Capstone courses provide a complete overview of the body of knowledge prescribed by ASQ and CSU Dominguez Hills for each discipline. These courses prepare a student for certification by ASQ or registration as a Professional Quality Engineer, PE, by the state of California. These courses also serve as a final review for a series of four courses that result in a certificate of competence in a specialized area of Quality.

Each student will receive a certificate of completion following successful completion of a capstone course. ASQLA will award 0.1 Re-certification Units (RU's) per hour of classroom instruction to those students who successfully complete each course.

Cost of each course is $350.

NBQA 701 Certified Quality Manager (CQM) Exam Preparation

This course provides the student with an in-depth overview of the American Society for Quality (ASQ) Body of Knowledge surrounding the profession of Quality Manager. It is designed to address each aspect in the detail needed to refresh the memory of the Quality Manager aspiring to achieve certification.

NBQA 702 Certified Quality Engineer (CQE) Exam Preparation

This course serves as a review of the ten major elements of the American Society for Quality (ASQ) Certified Quality Engineer examination.

NBQA 703 Certified Quality Auditor (CQA) Exam Preparation

This course serves as a review of the five major elements of the American Society for Quality (ASQ) Certified Quality Auditor examination, including:

- General Knowledge, Conduct, Ethics & Audit Administration
- Audit Preparation
- Audit Performance
- Audit Reporting, Corrective Action, Follow-up & Closure
- Auditing Tools & Techniques

NBQA 704 Certified Reliability Engineer (CRE) Exam Preparation

This course provides the student with all of the fundamental and some of the advanced theories of reliability engineering. The course is designed to assist the student in passing the ASQ Certified Reliability Engineer (CRE) examination.

NBQA 705 Certified Software Quality Engineer Preparation Capstone

The course provides the student with a nine week overview of the American Society for Quality (ASQ) Body of Knowledge (BOK) surrounding the profession of Software Quality Engineer. This course is not intended as primary instruction in this subject. It is designed to refresh the memory of the Software Quality Engineer aspiring to achieve ASQ Certified Software Quality Engineer (ASQ/CSQE) status. This is ultimately achieved by taking and successfully passing the certification exam offered by ASQ's examination schedule. The ninth and final unit of this class is scheduled for completion during the week of the ASQ certification exam.

Exam Prep Course Title		Start Date	Last Day to Register	End Date
NBQA 701-41 Certified Quality Manager Exam Prep	CRN 27015	Jan 4	Jan 7	Mar 1
NBQA 702-41 Certified Quality Engineer Exam Prep	CRN 27017	Mar 29	Apr 1	May 17
NBQA 703-41 Certified Quality Auditor Exam Prep	CRN 27018	Mar 29	Apr 1	May 17
NBQA 704-41 Certified Reliability Engineer Exam Prep	CRN 27019	Jan 4	Jan 7	Mar 1
NBQA 705-41 Certified Software Quality Engineer Exam	CRN 27020	Mar 22	Mar 25	May 17

Capstone Courses are offered only on the Internet.

Further information
may be located at www.csudh.edu/msqa

For further information regarding course descriptions, class schedules, registration, and other information, please call the MSQA office at (310) 243-3880 or e-mail us at msqa@ csudh.edu.
Visit our website at www.csudh.edu/msqa

Physical Education, Administration Option
Master of Arts in Education

The Program

This is a graduate program for physical education teachers who are interested in furthering their education and professional development.

What You Will Learn

Graduates of this program will receive a Master of Arts in Education with an emphasis in Physical Education Administration. The Physical Education Administration option is designed to provide advanced studies in physical education, as well as knowledge and understanding of the basic foundations and theories of educational administration. The curriculum objectives promote a blending of theory and practice to assist students who seek advancement within their chosen field in education, public service, or the private sector. Graduates from this program will meet requirements necessary for teaching physical education at the community college level, as well as meeting requirements for various school administrative positions.

The Master of Arts in Education, Physical Education Administration Option is structured as a differential tuition program, with graduates completing a total of 30 units. Students will complete 18 units (graduate education curriculum) under state support and 12 units (physical education courses) through Special Sessions. Students will be enrolled as regular university students for the extent of the program, but will pay the current Special Sessions fees for the 12 physical education units.

Degree Requirements

The following courses (A-C) constitute the program of study for the Master of Arts in Education: Physical Education Administration Option. Students enrolling in these courses must have a degree in Physical Education, Kinesiology, Exercise Science, or Human Performance or have completed the prerequisite courses (outlined in part II below). All students receiving this degree must successfully complete these courses.

Courses

A. Graduate Education Common Core Requirements. Classes taken under state support.

Research Methods in Education   GED 500
Seminar in Learning & Development
                                 GED 501
Socio-Cultural Issues in Education
                                 GED 503

B. Graduate Education Required Courses. Classes taken under state support.

Law & Ethics in Public Education EAD 506
Supervision of Instruction   EAD 570
School Management & Finance   EAD 571

C. Physical Education Required Courses. Classes taken through Special Sessions.

Seminar in Contemporary Issues, Topics, and
   Trends in Physical Education   KIN 500
Seminar in Curriculum Development in
   Physical Education   KIN 514
Public Relations & Development in Physical
   Education & Athletics   KIN 516
Field Work in Physical Education
   Administration   KIN 593S

Program Prerequisites

Students who have not completed a degree in Physical Education, Kinesiology, Exercise Science or Human Performance must complete all of the following courses before enrolling in 500 level physical education courses.

Human Anatomy & Physiology   BIO 250
Human Anatomy & Physiology Lab
                                 BIO 251
Tests and Measurements   KIN 300
Kinesiology   KIN 301
Exercise Physiology   KIN 303
Physical Education in the Elementary School
                                 KIN 425
Teaching Effectiveness in Secondary Physical
   Education   KIN 448

For more information:
contact Dr. Mike Ernst, Graduate Program Coordinator, (310) 243-3659 or email mernst@csudh.edu or visit the web site http://www.csudh.edu/extendeded

Sports & Recreation

SCHEDULED CLASSES

Curriculum Development in Physical Education

3 Units

Prerequisite: Graduate Standing
Analysis of current trends, issues, and problems in Physical Education academic and athletics programs; examination and analysis of literature and research finding. Three hours of seminar per week.

Date:	Feb 1 - May 17
Time:	Tue 4-6:45pm
Meetings:	16
Location:	CSUDH EE 1202
Fee:	$480
Instructor:	**Mike Ernst**
Course No.:	KIN 514 Sec 71
Reg. No.:	27315

Fieldwork in Physical Education and Athletic Administration

3 Units

Prerequisite: Graduate Standing
Supervised field experiences at the school level to include actual job performance in both supervision and administrative in Physical Education or Athletics. Students will demonstrate competencies required by the Educational Administration approved program. CR/NC grading.

Date:	Feb 1 - May 20
Time:	Tue 4-5:30pm
Meetings:	1st day only in SAC 1116, other dates TBA
Location:	CSUDH SAC 1116
Fee:	$480
Instructor:	**Carole Casten**
Course No.:	KIN 593S Sec 71
Reg. No.:	27232

SPORTS
& REC

Sport & Fitness Psychology Certificate

Take one course or the whole certificate to acquire tools to perform your job more effectively or expand your present job skill set. Parent coaches will learn how to build cooperative teams. High school coaches can use these courses towards a teaching credential. Fitness instructors can increase their employability. Athletes will advance their careers.

Best of all, you can do all of this anywhere, anytime via our online courses.

Courses

The Sport and Fitness Psychology Certificate Program consists of 5 courses of 3 units each.

The Five Courses

PSY 480: Sport Psychology
An in-depth analysis and application of psychological principles and research in motivation, psychophysiology, personality, cognition, and emotion in sport settings.

PSY 481: Applied Sport and Fitness Psychology
Scientific research results in the field of psychology are used to illustrate how participation in sports and physical activity can facilitate psychological development and physical well-being.

PSY 482: Psychology of Coaching and Team-Building
Group processes, team-building techniques, leadership skills, and interpersonal communication skills will be applied to the enhancement of team sports performance and individual well-being.

PSY 483: Contemporary Issues in Sport and Fitness Psychology
Psychological theories will be applied to the identification and treatment of problems people who participate in sports may have as well as applied to the promotion of mental health.

PSY 484: Internship in Sport and Fitness Psychology
Supervised application of psychological principles applied to sports and fitness to promote performance and optimal well-being. A special feature of this program is the opportunity to work with professional

teams at the Home Depot Center or Staples Center in Los Angeles through a cooperative arrangement with the Anschultz Entertainment Group.

Faculty

Beverly B. Palmer, Ph.D.
Professor, Department of Psychology, California State University, Dominguez Hills. Dr. Palmer is an expert in creating online instructional programs that are maximally interactive and engaging. In addition to receiving the Outstanding Professor award at California State University, Dominguez Hills, Dr. Palmer has a private practice as a clinical psychologist in Torrance, California, where she helps athletes achieve optimal performance and helps corporate administrators apply the principles of team-building to a variety of situations.
contact: bpalmer@csudh.edu

Mark Cartiglia, Ph.D. Instructor, Department of Psychology, California State University, Fullerton

Besides teaching at California State University, Fullerton, Dr. Cartiglia also teaches an online course at North Central University. His areas of interest include psychological testing and sport psychology.
contact: cartiglia@fullerton.edu

Ruben Barajas, M.A. Executive Director, The Scott Newman Center, Torrance, California

Mr. Barajas has developed the programs at the Scott Newman Center, which provides a national community outreach/drug prevention program through a summer camp for adult women and their children. Since 1988 Ruben has competed in over 50 triathlons.
Contact: reuben@scottnewmancenter.org

SCHEDULED CLASSES

Sport Psychology
3 Units

An in-depth analysis and application of psychological principles and research in motivation, psychophysiology, personality, cognition, and emotion in sport settings.

Date:	Jan 24 - May 13
Location:	Online
Fees:	$480
Instructor:	**Mark Cartiglia**
Course No.:	PSY 480 Sec 41
Reg. No.:	27317

For more information:
Contact Beverly Palmer at bpalmer@csudh.edu or
Visit the website
http://www.csudh.edu/extendeded/ sportpsychology.htm

Certificate of Completion in Sports Turf Maintenance

The Program

This program provides participants with foundational knowledge and skills needed for employment or advancement in sports turf maintenance and related industries. Students will receive an overview of key areas needed for proper sports field maintenance.

What You Will Learn

Through lectures and activities students gain practical knowledge and skills needed to support sports turf managers in maintaining sports fields found in schools, universities, public parks and sports stadiums.

Employment Outlook

The growing popularity of sports played on turf grass such as soccer, football, baseball and golf continues to attract new audiences. As a result, participation and attendance is also on the rise for all levels of play at schools, parks, universities and athletic stadiums. As a result, there is a growing job market for individuals who are able to maintain high quality turf that looks good and is safe for play.

Who Should Attend

- Individuals interested in pursuing employment and/or advancement in sports turf management
- Landscape maintenance workers groundskeepers, and greenskeepers
- Youth sports coordinators and coaches

Certificate Requirements

A certificate of completion will be awarded upon successful completion of six required courses.

COURSES

Required Courses

Turf Grass Science Basics	NMST 101
Soils and its Impact on Sports Turf	
	NMST 102
Fertilizers	NMST 103
Pest Management Practices for Sports Fields	NMST 104
Sports Turf Irrigation	NMST 105
Sports Turf Management	NMST 106

Electives

Introduction to Sports Turf Management	NMST 108

ADVISORY BOARD MEMBERS

Kent Kurtz PhD, Professor, Horticulture/Plant & Soil Science, CSU Pomona

Kyle Waters, Director of Sports Turf & Grounds, Home Depot Center

Lee Miller, Public Works Superintendent, City of Long Beach

Ron Prettyman, Athletics Director, CSU Dominguez Hills

Steve Dugas, Manager/Landscape Services CSU Fullerton

Terry Lortz, Superintendent of Golf, City of Long Beach

Theresa Maceyka, Park Maintenance Supervisor, City of Long Beach

ABOUT THE INSTRUCTOR

Kelly Parkins, MS, Parkins & Associates Consulting. She is a California State Certified Pesticide Trainer, Qualified Applicator and Pest Control Advisor. Her expertise in golf and sports turf management includes developing and assessing maintenance practices, serving as a horticultural and pest management advisor, and conducting training.

SCHEDULED CLASSES

Turf Grass Science Basics

Noncredit

Students will be introduced to the names and types of turf grasses and learn about the factors that influence its growth. Topics will include a discussion of regional climatic zones in the United States and the types of turf grass that can best adapt to each region.

Date:	Apr 12 – Apr 14
Time:	Tue & Thu 5-8pm
Meetings:	2
Location:	CSUDH EE1205
Fee:	$60
Instructor:	TBA
Course No.:	NMST 101 Sec 01
Reg. No.:	27058

Soils and is Impact on Sports Turf

Noncredit

The practical aspects of soils as they relate to sports fields will be covered. Students will learn about soil types and how the physical properties of soils affects turf grass growth.

Date:	Apr 19 – Apr 21
Time:	Tue & Thu 5-8pm
Meetings:	2
Location:	CSUDH EE 1210
Fee:	$60
Instructor:	**Kelly Parkins**, MS
Course No.:	NMST 102 Sec 01
Reg. No.:	27061

Fertilizers

Noncredit

This course will cover the main components of fertilizers, basic requirements for plant growth and development, and basic application techniques. Students will also learn how to perform basic calculations needed for mixing and applying fertilizers on the field.

Date:	Apr 26 – Apr 28
Time:	Tue & Thu 5-8pm
Meetings:	2
Location:	CSUDH EE1206
Fee:	$60
Instructor:	TBA
Course No.:	NMST 103 Sec 01
Reg. No.:	27062

Pest Management Practices for Sports Fields

Noncredit

The practical strategies and safety practices for controlling and/or preventing weeds, disease, and insects in turfgrass will be introduced. Students will learn about environmental and safety considerations including regulatory agencies governing pesticide usage, licensing requirements for applicators, and labeling.

Date:	May 3 – May 5
Time:	Tue & Thu 5-8pm
Meetings:	2
Location:	CSUDH EE1210
Fee:	$60
Instructor:	**Kelly Parkins**, MS
Course No.:	NMST 104 Sec 01
Reg. No.:	27064

Certificate of Completion in Sports Turf Maintenance

Sports Turf Irrigation

Noncredit

This course teaches the basics of sports turf irrigation systems and the basic relationship between soil, water and turfgrass. It will also introduce basic system components employed for efficient operation.

Date:	May 10 – May 12
Time:	Tue & Thu 5-8pm
Meetings:	2
Location:	CSUDH EE1206
Fee:	$60
Instructor:	TBA
Course No.:	NMST 105 Sec 01
Reg. No.:	27065

Sports Turf Management

Noncredit

This course will provide a broad overview of the basic management principles and practices required for establishing and maintaining specific turfgrass systems used in a variety of sports fields.

Date:	May 17 – May 19
Time:	Tue & Thu 5-8pm
Meetings:	2
Location:	CSUDH EE1206
Fee:	$60
Instructor:	TBA
Course No.:	NMST 106 Sec 01
Reg. No.:	27066

For more information:

Call Angeli Logan and 310-243-2425

Email alogan@csudh.edu or

Visit the website

www.csudh.edu/extendeded/sportsturf.htm

Introduction to Sports Turf Management Industry

Noncredit

This course introduces the sports turf industry and provides participants with an overview of the nature of the work, career possibilities, salary expectations, employer expectations as well as industry organizations for professional development.

Session I

Date:	Jan 27
Time:	Thu 5-8pm
Meetings:	1
Location:	CSUDH EE
Fee:	$25
Instructor:	TBA
Course No.:	NMST 100 Sec 01
Reg. No.:	27406

Session II

Date:	Mar 24
Time:	Thu 5-8pm
Meetings:	1
Location:	CSUDH EE
Fee:	$25
Instructor:	TBA
Course No.:	NMST 100 Sec 01
Reg. No.:	27407

Academic Programs

Grant Writing

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Open University

Open University is a program that permits members of the community to take regular University classes offered on the California State University, Dominguez Hills campus without going through the formal admissions process. Essentially, it "opens University" courses to the general public.

Open University can help you update your professional skills or simply allow you to rediscover the joys of exploring new frontiers of learning. Open University makes it possible for you to begin or continue your education for any purpose you may have. Open University is for you if you

- Missed the deadline for admission to the regular resident program
- Want to examine a particular field before actually enrolling in a degree program
- Want to update your professional training
- Are not able to attend on a continuous basis
- Have been disqualified or are otherwise ineligible for admission and need to raise your GPA

For more information
310-243-3741

www.csudh.edu/extendeded

DEGREE PROGRAMS

Humanities (HUX) Master of Arts

30 Years of Achievement in Distance Learning through Correspondence Study

The Program

This Master of Arts in Humanities program provides advanced disciplinary and interdisciplinary study of the Humanities: History, Literature, Music, Art History, and Philosophy. Correspondence courses, guided by expert faculty, engage distance learners around the world. Students compare major themes in literature, art, philosophy, history and music; evaluate key figures and their works; and research significant historical epochs in diverse cultures.

This 30-unit graduate degree program is fully accredited. Students may take 5 years to complete the program. The cost is $175.00 per unit.

What You Will Learn

- Practice in-depth critical appreciation of key works in the Humanities
- Skillfully apply research methods and analytical writing
- Use frameworks and theory to examine events and cultural products from western and nonwestern societies
- Engage in study that promotes reflection and exchange of ideas

Special Features – The Program Design

- All course requirements completed off campus
- Year-round course scheduling in three trimesters
- Most courses conducted via correspondence with online option for some courses
- Course guides designed by CSUDH professors.
- Opportunities for mentored independent research courses
- Disciplinary, Interdisciplinary, and Creative Study concentrations available

Degree Requirements

- Phase I Core Courses: 3 to 5 Defining Courses focusing on individual disciplines and representative writers, approaches, and works
- Phase II Options: Single Discipline, Interdisciplinary, or Creative Study concentrations for approved applicants
- Phase III Capstone Experience: Formal thesis or project

"I feel that the Master's Degree in Humanities has broadened my perspective and my ability to make sense of information."
Andrew Cox, HUX Graduate and winner of the CSUDH Outstanding Thesis of the Year, 2000

For more information or a HUX M.A. information packet and application, contact:

Humanities External Master's Degree
California State University, Dominguez Hills
1000 East Victoria Street
SAC 2-2126
Carson, CA 90747

Email: huxonline@csudh.edu

Voice:
(310) 243-3743

Monday-Friday 8am-5pm
(Pacific Time)

FAX:
(310) 516-4399
24 hours/day, 7 days/week

All program information is available on the website.

For more information:

email: HUXOnline@csudh.edu

website: http://www.csudh.edu/hux/

Master of Arts in Negotiation, Conflict Resolution and Peacebuilding*–Distance Learning

Online! ⌐
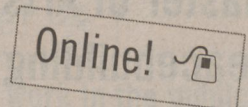
The Program

The Master of Arts in Negotiation Conflict Resolution and Peacebuilding Program

(MA/NCRP 30 units) involves a comprehensive study of the practical skills, methods, theory, and research required to be an effective negotiator, conflict resolver and peacebuilder. The degree addresses needs of beginning and mid-career professionals in government, business, and non-profit organizations, and those interested in a career change.

Admission

Admission Application Deadline: May 1 for Fall. Students are admitted on a cohort basis. Completed applications and supporting documentation must be received no later than May 1 for admission to the following Fall semester. The requirements for admissions are as follows:

- GPA of 3.20 or above (using a 4-point scale) in any major during the last 60 semester units or 90 quarter units
- Degree from an accredited college or university
- Students whose primary language is not English must meet the University TOEFL requirement
- Each applicant must submit a 500 word personal statement describing:

1. The applicant's background relative to the area of study
2. Reason for seeking the degree
3. How the applicant plans to use the degree once obtained

- Three letters of reference are also required, specifically addressing the applicant's suitability for a degree in the area of negotiation and conflict management

Applications should be requested from:
Division of Extended Education
California State University Dominguez Hills
1000 E. Victoria Street
Carson, CA 90747 USA
NCM Program EE1431
Or
Send your mailing address to:
negotiation@csudh.edu

Special Features -- Distance Learning with a Difference

The degree can be completed without coming to the campus by anyone anywhere in the world who has Internet access. Any student with a PC Pentium II and reliable access to the Internet should be able to attend class online.

Classes are both synchronous and asynchronous. Current platform subject to change. Students will be notified. Synchronous involves a live, interactive lecture that is accessed through the internet. Students also have the option to review broadcast lectures at a later time by accessing them through the archive. Asynchronous involves completing assignments posted at the course website on or off line at your convenience. Communication with instructors during class is either by toll-free telephone lines (in the U.S. and Canada) or by Instant Messaging using the Internet.

Additional features include home pages for students and instructors, chat and discussion rooms, electronic submission and return of papers. Access to personal course records is individual and secure at all times. Students can complete the course of study in two years or they have up to five years to complete the program. Students must maintain continuous enrollment in the NCR program.

Degree Requirements

Courses are broadcast via Internet webcast 6:00 pm to 9:00 pm Pacific Standard Time (PST) on specified days. Courses are archived for later viewing for those out of the PST zone. Currently, the program consists of the following courses:

A. Required Courses (15 units)
to be taken in the order listed (the sequence of NCR 504, 507, 508 may be altered by consent of the program coordinator)

1. Negotiation Area of Emphasis
Theories of Conflict (3)   NCR 504

Seminar: Research Design and
  Interpretation (3)   NCR 507
Communication and Conflict (3) NCR 508
Negotiation Tactics (3)   NCR 522
Alternative Dispute Resolution
  Processes (3)**   NCR 544

2. Mediation Area of Emphasis
Theories of Conflict (3)   NCR 504
Seminar: Research Design and
  Interpretation (3)   NCR 507
Communication and Conflict (3) NCR 508
Negotiation Tactics (3)   NCR 522
Mediation (3)**   NCR 525

3. Arbitration Area of Emphasis
Theories of Conflict (3)   NCR 504
Seminar: Research Design
  and Interpretation (3)   NCR 507
Communication and Conflict (3) NCR 508.
Negotiation Tactics (3)   NCR 522.
Arbitration (3)**   NCR 527.

B. Elective Courses (9-12 units,
depending on whether 6 or 3 units are completed for the Capstone requirement) to be taken from the following (as they become available) to bring the total to 30***

Internship in Conflict Resolution (3)
          NCR 529
Online Dispute Resolution (3) NCR 530
Divorce and Family Mediation (3)
          NCR 531
Dispute Resolution Clinical Studies (3)
          NCR 532
Labor Conflict (3)   NCR 533
Organizational Conflict (3)   NCR 535
Dispute Resolution for Sports (3) NCR 536
International Conflict (3)   NCR 537
Seminar: Public Policy Conflict (3)
          NCR 538
Seminar: Community Conflict (3)
          NCR 540
Restorative Justice (3)   NCR 541
Collaborative Law (3)   NCR 542
Reducing School Violence through
  Conflict Resolution (3)   NCR 543
Intercultural Conflict Resolution (3)
          NCR 545
Cross-cultural Family Values
  and Behavior (3)   MFT 580
Legal and Ethical Aspects of
  Counseling (3)   MFT 584

▶ ▶ ▶

DEGREE
PROGRAMS

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Master of Arts in Negotiation, Conflict Resolution and Peacebuilding*–Distance Learning

**(When this is not a required course for the designated area of emphasis it may be taken as an elective)

***(NCR 525, 527, or 544, as applicable, may be added to this list of elective courses when not required for the respective area of emphasis)

C. Graduate Writing Assessment Requirement (GWAR)

must be met upon admission through either (i) prior graduation from a California State University campus other than Dominguez Hills in 1984 or later, (ii) a score of eight (8) on the Graduate Writing Examination (GWE), or (iii) passing another examination (like our GWE) that is certified as meeting the requirement by the CSUDH GWAR Coordinator. Otherwise, students will be required to enroll in the Graduate Writing Course (presently NCR 595.01) as their first course and without credit toward the 30-unit minimum for the master's degree. A grade of "B" will be required to "pass" this course.

D. Capstone (Culminating Event) Requirement

1. NCR 591 (3 units) is the Capstone course for those electing to take the comprehensive examination as their culminating event. Students will be limited to two (2) attempts to pass the comprehensive examination. Once election of the comprehensive examination as the culminating event has been made, students will not be permitted to change their election to a thesis or project.

2. The revised degree required core curriculum consists of NCR 504, 507, 508, 522, and either 525, 527, or 544. If a thesis or project is elected as the culminating event, then NCR 598 and 599 will be required (but together may not exceed a total of 6 units). If the comprehensive examination is elected as the culminating event, NCR 598 and 599 will not be required but 591 will be substituted. (Once election of the thesis or project as the culminating event has been made, students will not be permitted

to change their election to the thesis or project.)

3. After calculating these adjustments, any remaining units required to reach 30 may be satisfied by electives from the available courses set forth in section B above.

COST

Current fees are $225 per unit (*subject to change*). Additional expenses (at current rates, "*subject to change*"):
$35 examination fee, a $35 diploma fee, books estimated at $750 total, and personal Internet Service Provider fees.

Scheduled Classes

Seminar: Research Design & Intrepretation
3 Units

Date:	Jan 10 - Mar 14
Location:	Online :🖰
Fee:	$675
Instructor:	**Denise Williams**
Course No.:	BEH 507 Sec 41
Reg. No.:	27097

Special Topics: Ethics of Conflict Resolution
3 Units

Prerequisites: BEH 504, BEH 507, BEH 508, BEH 522 and BEH 544 or BEH 525 or BEH 527.

Date:	Mar 18 - May 20
Location:	Online 🖰
Fee:	$675
Instructor:	**Nancy Erbe**
Course No.:	NCR 595 Sec 42
Reg. No.:	27103

Reducing School Violence
3 Units

Prerequisites: BEH 504, BEH 507, BEH 508, BEH 522 and BEH 544 or BEH 525 or BEH 527.

Date:	Mar 17 - May 19
Location:	Online 🖰
Fee:	$675
Instructor:	**Denise Williams**
Course No.:	NCR 543 Sec 41
Reg. No.:	27102

Mediation
3 Units

Prerequisites: BEH 504, BEH 507, BEH 508, and BEH 522.
Theory and skills including requirements for certification under the California Dispute Resolution Programs Act, especially agreement procedures, case development, consensus building, issue framing and prioritizing, orientations toward conflict, and record keeping.

Date:	Jan 12 - Mar 16
Location:	Online 🖰
Fee:	$675
Instructor:	**Maria Simpson**
Course No.:	NCR 525 Sec 41
Reg. No.:	27101

NCR Graduate Continuation Course
0 Units

Before you enroll in the NCR Graduate Program call (310) 243-2162 or email negotiation@csudh.edu

Course No.:	NCR 600S Sec 71
Reg. No.:	25967

Communication and Conflict
3 Units

Prerequisite: BEH 504
Emphasizes human communication in context of conflict. Addresses challenges to effective communication caused by interpersonal, intrapersonal, intergroup or intragroup conflict, and role of communication in resolving such conflicts. Concentrates on methods of communication most effective in dealing with differences.

Date:	Mar 21 - May 23
Location:	Online 🖰
Fee:	$675
Instructor:	**Denise Williams**
Course No.:	NCR 508 Sec 41
Reg. No.:	27099

Communication and Conflict Co-Requisite
0 Units

Corequisites: BEH 508

Date:	Mar 21 - May 23
Location:	Online 🖰
Fee:	$0
Instructor:	**Denise Williams**
Course No.:	NCR 508A Sec 41
Reg. No.:	27100

Master of Public Administration MPA Online

Online!

The Online MPA Program is Designed to Meet the Needs of adult learners who work in the public, nonprofit and private sectors

The Program

The Master of Public Administration (MPA) program is designed to provide a quality graduate professional education for individuals entering or currently employed in public service and non-profit professions.

What You Will Learn

The MPA program prepares students for careers as professional managers of public sector or non-profit organizations as well as for research, consulting, and teaching careers. The MPA curriculum is developed on a theoretical foundation for the practice of effective public management in a wide range of public service functional areas at all levels of government.

The MPA Online Program is offered in four (4) terms or sessions each year. Students can enroll and begin studies in any of the four terms. The 36-unit MPA curriculum consists of core and elective courses (3 credit units each) offered in a twelve (12) week schedule.

Special Features

Program Delivery System

All Online MPA courses are offered online through an Internet based delivery system. After meeting prerequisite requirements, students may complete all other program requirements within one year by taking three (3) courses per session during a four session timeframe. A second alternative is for a student to take two (2) courses for six sessions.

Eligibility Requirements

Applicants for admission to the MPA Online Program must meet the California State University Dominguez Hills admission requirements for post-baccalaureate or graduate study and the graduate admission requirements of the Department of Public Administration. Applicants will be considered for admission if they satisfy the following:

- Hold an acceptable baccalaureate degree from a regionally accredited college or university,
- Are in good standing at the last institution attended,
- Have achieved a minimum undergraduate grade point average of at least 3.0 in the last 60 semester (90 quarter) upper division units,
- Attain a minimum score of 550 on the test of English as a foreign language (TOEFL) (required only of students who have received all, or a significant portion, of their education in a language other than English).

Students admitted with classified status who do not have prior public administration related coursework or who have less than two years public agency administration experience may be required to complete from one to three undergraduate courses.

Costs

Tuition for all MPA Online courses is $900 (U.S.) per three unit course. Course fees are the same for both resident and international students. All fees are subject to change.

Accreditation

The Master of Public Administration Program is accredited by the National Association of Schools of Public Affairs and Public Administration.

Applications for the MPA Online program are available on the MPA Online web-page www.mpaonline.csudh.edu. The website provides information on the application procedure, requirements, fees, and deadlines.

Application and Registration Deadlines

Contact the MPA Online Program Office at (310) 243-3917 or email mpaonline@csudh.edu

For more information:

call Ken Poertner

(310) 243-3165, or

Malaika Horne, Program Assistant

(310) 243-3917

email eereg@csudh.edu or

visit the web site

http://mpaonline.csudh.edu/

DEGREE PROGRAMS

Bachelor of Science in Applied Studies

In Partnership with Coastline Community College Department of Interdisciplinary Studies

The Program

The Bachelor of Science in Applied Studies provides a flexible baccalaureate completion program primarily designed for holders of community college associate degrees (A.A.) or certificates who are seeking to advance in their occupational fields.

Goals

- To provide majors with the foundation necessary to facilitate occupational achievement and leadership by bridging technical skills, knowledge and background with management, administration, and communication skills
- To assist majors in achieving leadership in their respective fields by providing focused studies in appropriate disciplines for occupational leadership and providing breadth of knowledge through social sciences, natural sciences, and humanities
- To enable majors to obtain key transferable skills for the workplace in the areas of critical reasoning, problem solving, and clear communication
- To provide a degree completion program that combines quality and efficiency by emphasizing flexible delivery, convenient scheduling and continuous faculty advising

Benefits

- Transfer up to 18 units of technical coursework not typically transferable in other bachelors programs
- Satisfy individual educational and career goals
- Enhance professional status by completing a bachelor's degree and preparing for leadership positions in chosen occupation
- Acquire problem-solving skills through a curriculum that emphasizes analytical thinking, effective communication skills, and application of management and leadership theories
- Attend courses in formats and at times and locations convenient to you
- Earn a quality degree in an affordable manner

Admission Requirements

Applicants will qualify for admission to CSU, Dominguez Hills' Applied Studies Program if they have completed 56 transferable semester college units, have a grade point average of "C" (2.0) or better, and have completed the four (4) general education basic skills courses with grades of "C" or better: freshman composition, college math, critical reasoning/logic, and speech. Maximum number of units accepted from a community college is 70 semester units. (See the APS website for steps to apply at www.csudh.edu/apscoast or call for a fact sheet at 1-877-GOHILLS)

Special Features

The curriculum enables students to receive upper division instruction leading to a baccalaureate degree from California State University without leaving the community college setting. CSU faculty will travel to the convenient Coastline Garden Grove Center to conduct evening courses for working adults. Applied Studies is designed to incorporate up to 18 units of coursework in applied skills from the technical associate degree into a flexible course of study to accommodate individual career paths toward occupational leadership. Through intensive advising and participation in APS 395 and 490, specially designed courses focused on occupational leadership theory and practice, students will be guided through an interdisciplinary curriculum that blends skills and perspectives from liberal arts, social sciences and technical fields.

Degree Requirements

A. General Education

Remaining General Education requirements and the Graduation Writing Requirement

B. Liberal Arts Component (18 upper division units)

Upper division units from the College of Arts and Sciences, including the nine-unit upper division general education breadth requirements:

Key Concepts: Success & Values in the United States (3 units)   HUM 310

Natural Process and Human Welfare: Environmental Geology (3 units)   SMT 312

Cultural Pluralism: Cultural Diversity in Southern California (3 units)   SBS 318

Three additional upper division liberal arts courses (9 units)

C. Ethos of the Liberal Studies and the Role of Work (3 units)   APS 395

D. Applied Component (18 upper division units)

The following courses or other courses by advisement:

Management Theory (3 units)   MGT 310

Organizational Behavior (3 units)   MGT 312

Human Resource Management (3 units)   MGT 313

Administration of Financial Resources (3 units)   PUB 302

Industrial and Organizational Psychology (3 units)   PSY 372

Contracts and Negotiations (3 units)   LBR 411

E. Capstone Seminar (3 units)

Seminar in Occupational Leadership (3 units)   APS 490

F. Electives (to total 120 units for the B.S.)

For more information:
contact Lynn Hutcheson, Director Special Sessions.
Tel: (310) 243-3972
email lhutcheson@csudh.edu
fax: (310) 516.3753
http://www.csudh.edu/apscoast
CSUDH College of Extended & International Education:
877-GO HILLS (877-464-4557)

Mediated Instruction & Distance Learning

Degree Programs

Certificate Programs

Anytime/Anywhere Courses

D = DHTV-- South Bay, Harbor Cities, and Santa Monica

C = Statewide via CCCSAT

L = L@36-- Cable Channel 36 through out the City of Los Angeles

I = Live Internet Broadcast

TV Classes are broadcast live

from specially equipped classrooms on the campus to provide a truly interactive learning experiences. Students have an 800 number they can use to call in and speak to the instructor during the broadcast. The broadcasts can be seen on a variety of television systems.

TV classes can be seen on Time-Warner Cable Television in the South Bay (channel 6 in Torrance, Hawthorne, Lawndale, Gardena and El Segundo) on L@36, (the Los Angeles City Cable Television Education Interconnect Channel) and CityTV Channel 16 in Santa Monica.

Be sure to check your local cable listings for the location of DHTV in your area.

All of the classes are also broadcast on the Internet. For more information about viewing classes on the Internet, visit our website at http://dominguezonline.csudh.edu or call (310) 243-2288.

What is DHTV?

DHTV is the program delivery service of CSU Dominguez Hills. In addition to broadcasts of for-credit classes, DHTV provides several hours of live, informational programming to media outlets around the world.

TV Classes are broadcast live from specially equipped classrooms on the campus to provide a truly interactive learning experience. Students have an 800 number they can use to call in and speak to the instructor during the broadcast. The broadcasts can be seen on a variety of television systems.

TV classes can be seen on Time-Warner Cable Television in the South Bay (channel 6 in Torrance, Hawthorne, Lawndale, Gardena and El Segundo).

Cable television viewers in the city of Los Angeles can watch classes on L@36, the interconnected city-wide education network. Classes can also be seen on CityTV Channel 16 in Santa Monica.

All of the classes are also broadcast on the Internet. For more information about viewing classes on the Internet, visit our website at

http://dominguezonline.csudh.edu

or call (310) 243-2288.

Internet Classes

Internet classes are conducted entirely online, via the World Wide Web. Online activities include lectures, assignments, research, class discussions, student-instructor communication, online "field trips," and guest speakers.

Students will need a computer, a modem (minimum 56 kbps) and an Internet provider with Netscape, Explorer 4.0 or higher. For more information see Computer Skills and Technical Requirements for Online Classes on the Distance Learning Web Page:

http://dominguezonline.csudh.edu

Although students enrolled in Internet classes may be asked to find a proctor in their community to administer an examination, they will not have to come to campus to complete the course. Some of the Internet classes can be used as electives or to complete requirements for an undergraduate degree.

Many CSUDH internet classes are conducted via the easy-to-use

Blackboard software

Visit the Blackboard website: http://toro.csudh.edu

Mediated Instruction & Distance Learning

Young Scholar Program

The Young Scholar Program provides high school and Community College students an opportunity to enroll in 2 distance learning courses and earn up to 6 units of college credit for $3.50. Credits will be recorded on a transcript at Cal State Dominguez Hills and are fully transferable to other colleges and universities.

PHY 195 Astronomy will be broadcast live on Mondays and Wednesdays from 3- 4pm beginning February 7, 2005 and continuing through the week of May 16, 2005.

PHY 195 will be taught by Dr. Bruce Betts and offered in cooperation with the Planetary Society (www.planetary.org). This course will give students an introduction to astronomy with an emphasis on planetary science and can be used as a lower division elective at the university.

THE 100 Television, Film and Theatre will be broadcast live on Tuesdays and Thursdays from 3-4pm beginning February 8, 2005 and continuing through the week of May 16, 2003. This course will give students an overview of theatre from earliest times and an understanding of the elements which are required to produce a play or film. **THE 100** can be used to satisfy one of the lower division general education requirements at the university. **THE 100** can also be used to fulfill one of the entrance requirements to the California State University and University of California systems.

Both courses will be taught using a combination of TV/Internet broadcasts and a course website. Students who cannot view the live class will have access to archived video files of the webcasts.

Classes can be seen on **L@36** which serves cable television subscribers in the City of Los Angeles, **Channel 6** in the South Bay, City View **Channel 16** in Santa Monica/Malibu, **Channel 64** in Pasadena and a number of other cable television systems in southern California. Television viewers will be given a toll-free number they can use to speak with the instructor during the live broadcast. Students will also be able to see the broadcast and send email to the instructor on the Internet. Internet viewers will need at least a PC Pentium II or a G4 Mac with 128 MGs of RAM and a robust, reliable connection to the Internet. Students can click here to download the software and preview the university's webcasting application.

Students who wish to enroll in **PHY 195** and/or **THE 100** will need to fill out an application with the signature of a parent and a counselor or principal.

Each student must also identify an adult at the school site who will serve as his or her sponsor. The sponsor will be asked to verify assignments and proctor examinations.
If you are interested in learning more about these courses or would like an application, call the Center for Mediated Instruction and Distance Learning at (310) 243-2288 and ask to speak with **Joy Jones** EdD, Administrator of the Young Scholar Program.

Open University

Open University is a program that permits members of the community to take regular University classes offered on the California State University, Dominguez Hills campus without going through the formal admissions process. Essentially, it "opens University" courses to the general public.

Open University can help you update your professional skills or simply allow you to rediscover the joys of exploring new frontiers of learning. Open University makes it possible for you to begin or continue your education for any purpose you may have. Open University is for you if you

- Missed the deadline for admission to the regular resident program
- Want to examine a particular field before actually enrolling in a degree program
- Want to update your professional training
- Are not able to attend on a continuous basis
- Have been disqualified or are otherwise ineligible for admission and need to raise your GPA

For more information
310-243-3741

www.csudh.edu/extendeded

Mediated Instruction & Distance Learning

General Education Courses

IDS 336 Jazz in the Modern Era
Dates: Feb 1-May 10
Time: Tue 7-10pm
Episodes: 14
Transmitted: LIVE / MICROWAVE

POL 495 Politics of the Middle East
Dates: Feb 5 - May 7
Time: Sat 12-3pm
Episodes: 12
Not Airing: Feb 19 & Mar 26
Transmitted: LIVE / MICROWAVE

IDS 326 Gardens of California
Dates: Feb 6 - May 8
Time: Sun 12-3pm
Episodes: 12
Not Airing: Feb 20 & Mar 27
Transmitted: LIVE / MICROWAVE

Young Scholars Program

PHY 195 Introduction to Astronomy
Dates: Feb 7 - May 11
Time: Mon/Wed 3-4pm
Episodes: 28
Transmitted: LIVE / MICROWAVE

THE 100 Introduction to Theater, TV & Film
Dates: Feb 8 - May 12
Time: Tues/Thurs 3-4pm
Episodes: 28
Transmitted: LIVE / MICROWAVE

Teacher Education

TED 407 LanguageLearning
Dates: Jan 22- May 7
Time: Sat 9-11am
Episodes: 14
Not Airing: Feb 19 & Mar 26
Transmitted: LIVE / MICROWAVE

TED 405 Mainstreaming Children with Special Needs
Dates: Jan 23- May 8
Time: Sun 9-11am
Episodes: 14
Not Airing: Feb 20 & Mar 27
Transmitted: LIVE / MICROWAVE

Special Programming

The President's Notebook
Dates: Feb 6 - May 8
Time: Sun 11-11:30am
Episodes: 12
Not Airing: Feb 20 & Mar 27
Transmitted: LIVE / MICROWAVE

OLLIonline
Dates: Feb 9 - May 11
Time: Wed 1-2pm
Episodes: 14
Transmitted: LIVE / MICROWAVE

DISTANCE
LEARN

CALNET
Distance Learning Programming
CSU Dominguez Hills • CSU Fullerton • CSU Long Beach • CSU Los Angeles • Cal Poly Pomona

One Call: 5 Universities

What is CALNET Distance Learning?
- You call one number to register, and gain information on the class
- You save commuting time and expenses by taking classes at home or at locations near home or work
- You can take a class you need at another CSU if it is not offered locally

Who can enroll?
If you are a registered student at any of the participating CSU campuses you may enroll in the classes offered. You will need to meet the prerequisites as described in your university catalog. You will receive credit on your home campus.

What kind of equipment do I need?
If you are taking online courses, you need access to a computer. If you are taking courses over TV, you need access to TeleTV Call 887-4TeleTV for more information. In the future, there will be other forms of delivery.

What classes will be offered this Fall?
There will be a variety of upper-division classes available. Call the individual universities for their schedule.

CSUDH
Call for Schedule
(310) 243-3741

CSUF
Call for Schedule

Cal Poly Pomona
Call for Schedule

CSULA
Call for Schedule

CSULB
Call for Schedule

And there's room to grow!
Here's what's in your future when you take advantage of easy-access classes by CALNET:
- More ways to access classes
- More classes offered in this format
- Combinations of distance and on-campus programs

Where do I begin?
Call 1-888-5CALNET

Interested?
Answers are as close as your phone or internet connection:
www.calnet.edu • tel: 1-888-5calnet

Law for Life: The Paralegal Certificate Course®
An Intensive Two-Part Program for Professionals

Online! 🔖
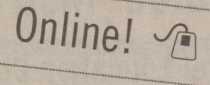
The Program
This intensive, nationally acclaimed program is designed for beginning as well as advanced legal workers.

What You Will Learn
Students will be trained to assist trial attorneys, interview witnesses, investigate complex fact patterns, research the law, and assist in preparing cases for courtroom litigation. The instruction is practice-oriented and relates to those areas of the law in which legal assistants are most in demand. There are no prerequisites, but students will be expected to complete a significant amount of homework for each weekend session. This program will help students increase their office's efficiency, productivity, and billable hours as well as learn new marketable job skills. Successful graduates of both Part I and II will be awarded a Certificate of Completion from CSU Dominguez Hills. To receive a Certificate, students must pass twelve quizzes and successfully complete five legal document writing assignments. Certificates will be mailed to successful graduates within 4 to 6 weeks of completion of Part I and II of the course. **All classes are online.**

This Certificate provides an individual with the recognition that he or she has achieved the level of professional knowledge and competency necessary to work within the legal field, and it is designed to satisfy the requirements of California Business Professionals Code §6450.

Costs
Textbooks: Part I: California Rules of Court: Introduction to Paralegalism, 5th edition, by William Statsky. Basics of Legal Document Preparation, by Robert Cummins, Paralegal Procedures and Practices, and A Paralegal Primer, 2nd edition, by Scott and Lisa Hatch, which are available for approximately $200 from the Center for Legal Studies.
Part II: Students will use the same required texts from Part I and the following West Nutshell series books: Krause's Family Law in a Nutshell, 3rd edition, and Schaber and Rohwer's Contracts in a Nutshell, 4th

edition, for an approximate cost of $65.

Fees for this program include:
- Handouts and a voluntary internship for those students finishing in the top 25% of the class who desire legal experience
- Two weeks of WESTLAW access

Financial Aid
Student loans may be available through TERI Continuing Education at 1-800-255-TERI or through Key Career Loan at 1-800-KEY-LEND.

SCHEDULED CLASSES

Paralegal Certificate Course Part I
Noncredit
Subject matter to be covered in Part I includes:
- Legal Terminology, Documents, Ethics, and the Litigation Process
- Introduction to the Evidentiary Predicate
- Identifying Relevant Authority
- Introduction to Legal Research
- Legal Research Practice
- Legal Writing, Appellate Procedure, and Law Office Administration
- An Introduction to Domestic Relations, Wills and Trusts
- Introduction to Corporations, Partnerships, Contracts and Bankruptcy

Date:	Jan 10 - Feb 25
Location:	Online 🔖
Fee:	$989
Instructor:	Center for Legal Studies
Course No.:	NBLG 201 Sec 01
Reg. No.:	26826

Paralegal Certificate Part II
Noncredit

Date:	Jan 10 - Feb 25
Location:	Online 🔖
Fees:	$1,350
Instructor:	Center for Legal Studies
Course No.:	NBLG 202 Sec 01
Reg. No.:	26827

Paralegal Certificate Course Part I
Noncredit

Subject matter to be covered in Part II includes:
- Advanced Legal Research
- Advanced WESTLAW Training
- Advanced Legal Writing
- Advanced Legal Document Preparation
- Constitutional Law and Civil Liberties
- Contracts and the Uniform Commercial Code
- Family Law
- Mediation and Other Forms of ADR
- Probate, Wills and Trusts
- Estate Planning
- Business Law Practice
- Bankruptcy Law Practice
- Entertainment Law and Paralegal Internships Online

Date:	Mar 7 - Apr 22
Location:	Online 🔖
Fee:	$989
Instructor:	Center for Legal Studies
Course No.:	NBLG 202 Sec 02
Reg. No.:	26828

Paralegal Certificate Part II
Noncredit

Date:	Mar 7 - Apr 22
Location:	Online 🔖
Fees:	$1,350
Instructor:	Center for Legal Studies
Course No.:	NBLG 202 Sec 02
Reg. No.:	26829

For more information:
call (310) 243-3741,
email eereg@csudh.edu
visit the web sites
http://www.csudh.edu/extendeded
http://www.legalstudies.com
or call the Center for Legal Studies at
1-800-522-7737

The American Language & Culture Program (ESL, ESP & VESL)

English Language Courses for Beginning, Intermediate and Advanced International Students

The American Language and Culture Program at California State University, Dominguez Hills has courses for international students, business people and new residents who wish to improve their English language skills. Maximum enrollment in most classes is limited to 15 students to ensure sufficient student practice and attention from the teacher.

Work-Site Programs (WSP)

ALCP can offer English language and culture programs at the work-site for both native and non-native speakers of English. Programs can be developed for a wide range of work needs: on-the-line employees who need basic communication skills and orientation to an English-speaking work environment; executives who need high-level communication skills to negotiate business and operate in social environments or other special situations. English-for-Special-Purposes (ESP) programs are often offered in industries such as hospitality, tourism and travel, medical, import/export, banking and manufacturing. ESP programs can include safety English, industry-specific terminology and jargon, company-specific terminology and jargon, writing skills (forms, memos, reports), oral communication/pronunciation, asking questions, giving/receiving directions, clarifying, expressing opinions, and expressing safety concepts. Classes can be offered on-line.

Intensive English Program (IEP)

ALCP offers an eight-week intensive English language program six times a year for students with academic or professional goals, including passing the TOEFL for entrance into an American university. The 20-25-hour per week IEP (9am-1pm daily) offers a coordinated program of conversation, grammar, writing, reading/vocabulary, pronunciation and listening. Students from all over the world enroll in this multi-level program and can continue to improve their skills by advancing from session to session. Qualified students from outside the U.S. are eligible for a student visa.

Individual courses may also be taken. A certificate of achievement is awarded after successful completion of at least one session.

Listening & Conversation

This class offers extensive individual student practice in both speaking and listening. Students learn to use authentic language in situations related to work, school, leisure and social life. Classroom assignments utilize pair work, small-group discussions and information-sharing activities. Face-to-face discussions simulate real-life social interaction, encouraging the use of eye contact and accurate intonation. Furthermore, each student is given the opportunity to participate in a variety of in-class activities using tapes, videos, and guest speakers. Each listening exercise allows students to progress from controlled listening activities to more complex ones. Conversation Skills offers extensive individual student practice in speaking. Students learn to use authentic language in situations related to work, school, leisure and social life. They are encouraged to express their thoughts and ideas, plus their wants and needs, in classroom situations that make extensive use of pair work, small-group discussions, and information-sharing activities. These face-to-face discussions simulate real-life social interaction, encouraging the use of eye contact, exclamations, questions, accurate intonation and emotional tone.

Writing

Writing Skills emphasizes the process of writing and highlights the various strategies writers can use in the process. The class teaches such organizational patterns as generalizing, describing, defining, talking about differences and similarities, and expressing cause and result. Although the focus is on content-based writing, other language skills are integrated, and practice writing is combined with speaking and listening activities. In order to gather data for their writing, students share ideas, opinions, and suggestions in pair, small group, and whole-class discussions. These brainstorming activities lead to teacher and peer analyses of student essays where the focus is on topic sentences, supporting facts, discourse markers, and concluding sentences.

Grammar

The Grammar class presents the important grammatical structures in English through a process of observing, describing and using the structures in written and spoken language. Controlled and open-ended exercises and tasks are practiced in class to help the students increase their mastery over the forms. Special attention is given to grammar points that are most difficult for students. Additionally, the ways in which grammar is tested in the TOEFL are examined and practice TOEFL exercises are done.

Reading & Vocabulary

The focus of Reading & Vocabulary is to help students increase their vocabulary within the context of meaningful, high-interest readings. Each student will learn the skills needed to find the meanings of unfamiliar words and then incorporate them into active, everyday use. Reading and vocabulary skills will be practiced through an integrated approach that uses a variety of topics, genres, moods and styles. Interesting subjects will be read and then examined through paired discussions, small group work and whole-class activities.

- TOEFL Preparation
- Language Lab, Internet Café & e-mail
- WWW and Internet Access
- Pronunciation and Accent Reduction
- Sports, Activities, Field Trips, Movies & Music

ESL

For more information:
call Tajauta Ortega (310) 243-3830,
email alcp@csudh.edu or
visit the web site
http://www.csudh.edu/alcp

The American Language & Culture Program (ESL, ESP & VESL)

2005 Schedule

SESSION	TESTING & ORIENTATION	*CLASS DATES	**TUITION
Spring			
A	Jan 3 - 4	Jan 5 - Feb 25	$1,600 per session
B	Feb 28 & Mar 1	Mar 2 - Apr 22	$1,600 per session
Summer	**Orientation**	**Class Dates**	**Tuition**
A	May 2 - 3	May 4- Jun 24	$1,600 per session
B	Jun 27-28	Jun 29 - Aug19	$1,600 per session
Fall	**Orientation**	**Class Dates**	**Tuition**
A	Aug 22 - 23	Aug 24 - Oct 14	$1,600 per session
B	Oct 17 - 18	Oct 19 - Dec 9	$1,600 per session

Resident aliens, H-1b and green card holders: ask about our special discounted fees!

* Students may begin their studies on any of the testing and orientation days.
* * $100 An additional discount is given for pre-payment of two consecutive 8-week sessions (after the initial 2 session minimum)

English Language Courses

For beginning, intermediate and advanced international students, youth programs and on site work programs
Call (310) 243-3830 for more information or visit us on the web: www.csudh.edu/alcp

Intensive English and Work Site Programs

Intensive English language programs for individuals and industry to help them meet their professional goals. Programs are focused to address specific corporate needs including business communications, health and safety issues, and other important topics.
Programs are available for domestic and international groups, and a Certificate of Achievement is awarded upon completion of the program.

TO APPLY SEND:
1. Completed Application Form. See ALCP brochure or Web-Site.
2. $55 U.S. Application Fee written to: CSUDH. Non-refundable. Cash cannot be accepted.
3. Financial Verification. If you are requesting an I-20 in order to enter the U.S. on an F-1 Student Visa for full-time study only. The financial verification is usually a bank statement, which must verify a minimum of $7,000 U.S. available for the student's studies.
4. Additional Costs: Health Insurance (required), textbooks, food, housing, transportation, miscellaneous.

For more information on ALCP/ESL classes:
call Tajauta Ortega (310) 243-3830,
Fax: (310) 516-4418
email alcp@csudh.edu or
visit the web site
http://www.csudh.edu/alcp
Registration: Tel. (310) 243-3830

Omnilore - Learning in Retirement

Over 50 ("seasoned")? Like to stretch your mind? Enjoy intellectual discussions? Omnilore, an affiliate of ALIROW and Elder Hostel Institutes, may be just the thing for you.

Courses of general interest, including fitness, workshops in fine arts & humanities, travel, and recreation are offered year round.

Peer Learning Provides Intellectual Stimulation

Omnilore is a challenging, collegiate-level experience, where members make brief presentations, followed by engaging group discussions. There are no professors, tests or grades. The learning process is remarkable, especially since members often select topics about which they are curious, but have not explored in depth previously. Omnilore membership is open to all who can enjoy the challenge of shared learning in an informal environment.

Meetings are held at the Franklin Community Center, and parking is easy and free. The Omnilore program consists of three trimesters. During each trimester about 15 study/discussion subjects are offered.

Each group of 8-16 members focuses on a chosen subject, and meets twice a month for eight two-hour sessions. Members can choose one or several study/discussion groups per trimester.

Other optional activities include luncheon meetings, field trips and social events.

Discussion groups meet year-round, Monday-Friday either in the morning or afternoon in Room 7 & 8 of the Franklin Community Center. The Franklin Center is located at 850 Inglewood Avenue in Redondo Beach.

Spring Membership Fee:
To register starting in January for Spring and Summer Trimester, the fees are as follows:

$ 60 per individual	CRN 35427
$100 per couple	CRN 35428

A Note About Membership Fees:
The charge for an annual membership (September—August) is $90 for individuals or $150 per couple. However, fees are pro-rated so that those joining in January register for the spring and summer trimesters (January-August) pay $60 individual/$100 couple, and those joining in the June register for only the summer trimester (June-August) $30 individual/$50 couple.

There are currently 212 enthusiastic Omnilore compatriots, mostly living in the South Bay. Omnilore is actively seeking new members from a diversity of backgrounds.

If you are interested in learning more, please call (310) 540-6011 and leave a message requesting more information, or write to:

Omnilore
P.O. Box 7000-236
Redondo Beach, CA 90277
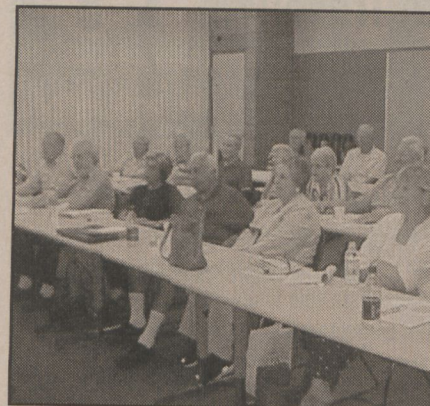
PERSONAL DEV

See also **Ollionline,** a television and web-based learning in retirement community.
page 103

For more information:
visit the web site
http://www.csudh.edu/omnilore.htm

Learn, Don't Yearn.... to Travel!

Experience the joy of discovering ancient, modern and unexpected places or special trips that are unlike conventional tours.

Unique features of these travel/study programs include:

📖 Escorts,local guides and in-country specialists who share their insights about the contemporary, natural and historical aspects of the destination visited.

📖 National and local guides chosen for their knowledge, efficiency, enthusiasm, and fluency in English.

📖 Comfortably-paced itineraries and small groups (average size is 14) which allow flexibility for you to revisit a particular site that has sparked your interest. First class accommodations and local transport allow you to combine a comfortable vacation with learning.

📖 Contact with local people and their lifestyles through specially arranged small group luncheons in the relaxed and hospitable atmosphere of their own homes.

📖 View a slide/lecture presentation by the Curator of the Pyramids of Giza at the foot of the great pyramids in Egypt.

📖 Learn about animal behavior and the interrelationship of "land, people and animals" from a wildlife researcher at her camp at the foot of Mt. Kilimanjaro in East Africa.

📖 In Morocco, hear a lecture by King Hassan's personal interpreter and have lunch in the homes of Moroccan families in the ancient Medina of Fez.

What are you waiting for?

See the exciting trips in the following column!

Spring 2005 Travel Study Programs

These Learning Vacations for Adults balance visits to "shouldn't miss" sites with experiences not available on conventional tours.

WINTER/SPRING/SUMMER 2005 LEARNING VACATIONS FOR ADULTS

LEARNING VACATIONS FOR ADULTS

Experience the joy of discovering ancient, modern, and unexpected places on special trips that are unlike conventional tours.

Unique features of these Learning Vacations for Adults include:

- Escorts, local guides and in-country specialists who share their insights about the contemporary, natural and historical aspects of the destinations visited.

- National and local guides chosen for their knowledge, efficiency, enthusiasm, and fluency in English.

- Comfortably paced itineraries and small groups (average size is 14 participants)which allows flexibility for you to revisit a particular site that has sparked your interest. First class accommodations and local transport allow you to combine a comfortable vacation with learning.

- Contact with local people and their lifestyles through specially arranged small group luncheons in the relaxed and hospitable atmosphere of their own homes.

April 21 - May 5, May 19 - June 2, July 7 - 21 **IRELAND**	April 14 - 25, May 9 - 30, June 23 - July 4 **GREECE**	June 11 - 26, July 9 - 24, Aug 20 - Sept 4 **PERU**
April 23 - May 7, July 9 - 23 **ITALY**	Jan 23 - Feb 9, May 15 - June 1 **AUSTRALIA**	March 5 - 19, April 9 - 23 **MOROCCO**
April 8 - 21, June 3 - 16 **SPAIN**	May 18 - June 2, July 13 - 28 **C. EUROPE**	April 23 - May 7, June 25 - July 9 **TURKEY**
Departures May - September **ALASKA**	Departures March - October **CHINA**	Departures December - March **ANTARCTICA**
January 16 - 28, Feb. 13 - 25, March 13 - 25, June 19 - July 1 **EGYPT**		January 11 - 26, June 7 - 22, August 2 - 17 **KENYA**
May 31 - June 16, July 14 - 30, August 29 - September 14 **RUSSIA**		Jan 21 - Feb 1, Feb 25 - March 8, March 25 - April 5 **COSTA RICA**
January 9 - 22, March 13 - 26, July 17 - 30 **GALAPAGOS ISLANDS**		January 8 - 14, Feb 12 - 18, March 5 - 11 **BELIZE**

For Complete Itineraries and Prices, Write or Call:

college of extended & international education
california state university
dominguez hills
1000 east victoria street
carson, california 90747
(310) 243-3741

OLLIonline - Learning in Retirement

Enjoy the benefits of lifelong learning. Use your time in retirement to broaden your knowledge, network with others, and enjoy your mind!

OLLI online

Spring 2005 OLLIonline Lifelong Learning Series

"History of American Film" An Interactive Television Broadcast.
Drawing from an array of examples in American cinema starting with silent films, this lecture series will explore motion pictures in the context of culture and history. Lectures will include excerpts from films that influenced American society and contributed to the development of American motion pictures. Discussion topics to include popular genres (such as Western, film noir, detective, theatrical/musical), artistry, directorial style, and the social significance of cinema.

Date: Wed Feb 9- May 11
Time: Wed 1-2pm
Location: televised or online
            www.OLLIonline.tv

Where can I watch the OLLIonline television series?

You can watch OLLIonline on the following channels:
- City of Los Angeles, Channel 36 (LA36)
- El Segundo, Gardena, Hawthorne, Lawndale, and Torrance, Channel 6
- Pasadena, Channel 56

Acknowledgements

The Bernard Osher Foundation
The Omnilore Society
To contact us by phone
Call us at **(310) 243-3782**, and ask to be added to the OLLIonline mailing list.
By Internet
Visit our website at **www.OLLIonline.tv**, and send us an e-mail to be put on our mailing list.

Are you a retired person who has always liked learning? Have you always been

OSHER LIFELONG LEARNING INSTITUTE
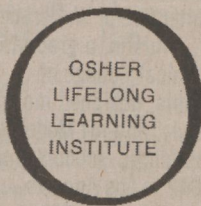
fascinated by lectures from experts and discussing ideas? Would you like to belong to a learning community without leaving your home or local senior center?

California State University Dominguez Hills will bring to you, in your home or senior center, an opportunity to participate in a learning community. The name of this program is OLLIonline, and it is both a television series and an online Web community for like-minded retired people.

CSUDH Extended Education has supported learning in retirement since 1990 with its sponsorship of the South Bay Omnilore Society. Also, Extended Education brings its expertise in distance learning to the project.

THE FACTS ABOUT OLLIONLINE:
Who can participate?

The program is designed for retired individuals over 50 years of age but everyone is welcome.

What does "OLLIonline" stand for?

OLLIonline stands for **O**sher **L**ifelong **L**earning **I**nstitute online, a lifelong learning experience involving television and Web-based programs.

Why is OLLIonline being broadcast?

OLLIonline is broadcast with a generous grant from the Osher Lifelong Learning

Institute (OLLI) to promote lifelong learning among homebound seniors, and individuals who are seeking intellectual activities and engagement with like-minded adults.

When can I watch OLLIonline?

Wednesdays from 1 p.m. to 2 p.m. in the afternoon, starting February 9, 2005.

How can I participate in OLLIonline activities?

By Television— shows will be televised live, and you will be able to call in or email to ask the experts questions, and participate in our weekly quiz show!

By Computer—visit the website **www.ollionline.tv** for opportunities to chat, discuss topics and find additional information.

What are the benefits of OLLIonline?

- Watch live televised programs from the comfort of your home, or in a group setting
- Share ideas with a community of like minded learners
- Continue your life long learning journey
- Keep your mind vital and engaged

About the Osher Lifelong Learning Institute (OLLI) -

The Bernard Osher foundation is a charitable foundation established in 1977 by Bernard Osher, a businessman and community leader. The Osher Lifelong Learning Institute at CSUDH, whose education programs target mature students, is one of 48 such institutes found on campuses from Hawaii in the West to Maine in the East.

PERSONAL DEV

University Art Gallery

A Multiplicity of Vision: The Society of Layerists
February 3 – March 8, 2005

Opening reception: February 3, 2005, 6-8 p.m. A conversation with the artists on February 3, 7:00 p.m.

The Society of Layerists in Multi-Media (SLMM) was founded in 1982, and focuses on the layering of visual imagery. This exhibition will feature sixty works of art by members of the California chapter. Highlights include Pat Cox's poetic assemblages, Dori Pendergrass' luminous paintings, Jean Warren's subtle watercolors, Carleen I. Hearn's glowing paper vessels and Juliet Wood's lush painterly images.

An Architectural Stylist: W. Horace Austin and Eclecticism in California
April 6 - 28, 2005

Opening reception: April 6, 6 to 8 p.m. Gallery tour by Dr. Louise Ivers, Professor, CSU Dominguez Hills, 7 p.m.

Curated by Dr. Ivers, exhibition will feature original perspective renderings, historic artifacts, and both period and contemporary photographs of the architecture of W. Horace Austin, AIA, 1881-1942. Austin, a graduate of the Pennsylvania Technical College of Architecture in Philadelphia, designed many neoclassical, Spanish style, and Art Moderne civic and commercial buildings, schools, and houses from 1904 to 1942 in Los Angeles and Orange Counties, as well as in other areas of California. An illustrated catalogue with an introduction by Dr. Ivers will be available.

Annual Student Art Exhibition: B.A. Graduates
May 19 - 26, 2005

Opening reception and awards ceremony: May 19, 6:00 – 8:00 p.m.

An exhibition highlighting works of art in various media by graduates in Studio Art and Design.

For more information:
call Kathy Zimmerer (310) 243-3334

The Department of Theater Arts

Tickets: $10- general admission
$8- students & senior citizens
Box Office: (310) 243-3589

A Doll's House
By Henrik Ibsen
Adaptation by Frank McGuinness
Directed by Sydell Weiner

Nora Helmer, wife and mother of three, appears to be living a comfortable life. But as her economic dependence on her husband's strict control becomes clear, Nora sees that leaving may be the only true course of action. Frank McGuinness' new version of the Ibsen classic opened on Broadway in 1997 where it won four Tony Awards and was hailed as a masterpiece of contemporary theatre.

March 11, 12, 18 & 19 at 8pm

March 13 & 20 at 2pm

Edison Studio Theatre

Lend Me A Tenor
By Ken Ludwig
Directed by Peter Rodney

This outrageous comedy involves a series of crazy mishaps with an aspiring singer, a disabled opera star and an ambitious theatre manager on one hysterical opening night in Cleveland, Ohio 1934. A sensational hit of London's West End and Broadway, Ken Ludwig's hilarious play is guaranteed to keep you roaring with laughter as you follow the antics of these misguided thespians.

April 22, 23, 29 & 30 at 8pm

May 1 at 2pm

University Theatre

Cal State Dominguez Hills Toros

2005 Softball Schedule

Date	Opponent	Location	Time
Thu., Feb. 3	@ Grand Canyon	Phoenix, AZ	TBA
Fri., Feb. 4	@ Grand Canyon	Phoenix, AZ	TBA
Fri., Feb. 11	@ GCU Tourn.	Phoenix, AZ	TBA
Sat., Feb. 12	@ GCU Tourn.	Phoenix, AZ	TBA
Sun., Feb. 13	@ GCU Tourn.	Phoenix, AZ	TBA
Fri., Feb. 18	*Cal State San Bernardino	Toro Diamond	1 p.m.
Sat., Feb. 19	*UC San Diego	Toro Diamond	12 noon
Fri., Feb. 25	*@ Sonoma State	Rohnert Park, CA	1 p.m.
Sat., Feb. 26	*@ San Francisco State	San Francisco, CA	12 noon
Mon., Feb. 28	Concordia	Toro Diamond	1 p.m.
Fri., March 4	*Cal State Stanislaus	Toro Diamond	1 p.m.
Sat., March 5	*Chico State	Toro Diamond	12 noon
Wed., March 9	@ Vanguard	Costa Mesa, CA	1:30 p.m.
Sat., March 12	*Cal State Bakersfield	Toro Diamond	12 noon
Thur., March 17	Concordia (CA)	Toro Diamond	1 p.m.
Wed., March 23	Northwest Nazarene	Toro Diamond	1 p.m.
Fri., March 25	*@ Chico State	Chico, CA	1 p.m.
Sat., March 26	*@ Cal State Stanislaus	Turlock, CA	12 noon
Fri., April 1	@ CS Stanislaus Tourn.	Turlock, CA	TBA
Sat., April 2	@ CS Stanislaus Tourn.	Turlock, CA	TBA
Sun., April 3	@ CS Stanislaus Tourn.	Turlock, CA	TBA
Fri., April 8	*@ UC SanDiego	La Jolla, CA	1 p.m.
Sat., April 9	*@ CS San Bernardino	San Bernardino, CA	12 noon
Fri., April 15	*San Francisco State	Toro Diamond	1 p.m.
Sat., April 16	*Sonoma State	Toro Diamond	11 a.m.
Fri., April 22	@ CS Bakersfield Tourn.	Bakersfield, CA	TBA
Sat., April 23	@ CS Bakersfield Tourn.	Bakersfield, CA	TBA
Sun., April 24	@ CS Bakersfield Tourn.	Bakersfield, CA	TBA
Sat., April 30	*@ CS Bakersfield	Bakersfield, CA	12 noon
Wed., May 4	Biola	Toro Diamond	1 p.m.
Fri., May 6	Grand Canyon	Toro Diamond	1 p.m.
Thur.-Sun., 5/12-15		West Regionals	TBA
Tue.-Sun., 5/17-22		World Series	TBA

Home doubleheaders in bold on Toro Diamond.

* CCAA contests.

All times local to game site. Dates and time subject to change.

2005 Baseball Schedule

Date	Opponent	Location	Time
Tue., Feb. 1	Vanguard University	Toro Field	2 p.m.
Fri., Feb. 4	*Cal State San Bernardino	Toro Field	2 p.m.
Sat., Feb. 5	*Cal State San Bernardino (DH)	Toro Field	11 a.m.
Sun., Feb. 6	ALUMNI	Toro Field	12 noon
Tue., Feb. 8	@ Vanguard University	Costa Mesa, CA	2 p.m.
Fri., Feb. 11	@ Grand Canyon	Phoenix, AZ	7 p.m.
Sat., Feb. 12	@ Grand Canyon (DH)	Phoenix, AZ	12 noon
Tue., Feb. 15	@ Concordia (CA)	Irvine, CA	2 p.m.
Fri., Feb. 18	*@ UC San Diego	La Jolla, CA	2 p.m.
Sat., Feb. 19	*@ UC San Diego (DH)	La Jolla, CA	11 a.m.
Tue., Feb. 22	@ Azusa Pacific University	Azusa, CA	5 p.m.
Fri., Feb. 25	*Sonoma State	Toro Field	2 p.m.
Sat., Feb. 26	*Sonoma State (DH)	Toro Field	11 a.m.
Sun., Feb. 27	*Sonoma State	Toro Field	11 a.m.
Tue., March 1	Azusa Pacific University	Toro Field	2 p.m.
Fri., March 4	*@ Cal Poly Pomona	Pomona, CA	2 p.m.
Sat., March 5	*@ Cal Poly Pomona (DH)	Pomona, A	11 a.m.
Thur., March 10	*Cal State L.A.	Toro Field	2 p.m.
Fri., March 11	*Cal State L.A.	Toro Field	2 p.m.
Sat., March 12	*Cal State L.A.	Toro Field	11 a.m.
Tue., March 15	Concordia University (CA)	Toro Field	2 p.m.
Fri., March 18	*@ San Francisco State	San Francisco, CA	2 p.m.
Sat., March 19	*@ San Francisco State	San Francisco, CA	11 a.m.
Sun., March 20	*@ San Francisco State	San Francisco, CA	11 a.m.
Fri., March 25	*Cal Poly Pomona	Toro Field	2 p.m.
Sat., March 26	*Cal Poly Pomona (DH)	Toro Field	11 a.m.
Tue., March 29	@ Cal Baptist University	Riverside, CA	2 p.m.
Fri., April 1	Hawaii Pacific (DH)	Toro Field	12 noon
Sat., April 2	Hawaii Pacific (DH)	Toro Field	12 noon
Sun., April 3	Hawaii Pacific	Toro Field	12 noon
Fri., April 8	*@ Cal State Stanislaus	Turlock, CA	2 p.m.
Sat., April 9	*@ Cal State Stanislaus	Turlock, CA	11 a.m.
Sun., April 10	*@ Cal State Stanislaus	Turlock, CA	11 a.m.
Wed., April 13	Cal Baptist University	Toro Field	2 p.m.
Fri., April 15	*@ Cal State San Bernardino	San Bernardino, CA	2:30 p.m.
Sat., April 16	*@ Cal State San Bernardino (DH)		San Brdo, CA 12 noon
Fri., April 22	*UC San Diego	Toro Field	2 p.m.
Sat., April 23	*UC San Diego (DH)	Toro Field	11 a.m.
Fri., April 29	*Chico State	Toro Field	2 p.m.
Sat., April 30	*Chico State (DH)	Toro Field	11 a.m.
Sun., May 1	*Chico State	Toro Field	11 a.m.
Thur., May 5	*@ Cal State L.A.	Los Angeles, CA	2 p.m.
Fri., May 6	*@ Cal State L.A.	Los Angeles, CA	2 p.m.
Sat., May 7	*@ Cal State L.A.	Los Angeles, CA	12 noon

* CCAA games

Home games in bold on Toro Field.

All times local to game site. Dates and time subject to change.

Bobrow Test Preparation Courses

The Program

The Bobrow Test Preparation system originated at California State University, Northridge, by request of the student body in 1973. Since then, it has assisted more than 500,000 students in preparing for college and graduate entrance examinations. By request only, these programs are now offered at 30 universities, colleges and law schools. The programs are constantly updated for the most recent forms of the exams. Fees paid for these test preparation courses do not include payment and registration for the actual exam. For information on registration for the exams, call the CSUDH Testing Office at (310) 243-3909.

Program Instructors

The staff is comprised of math and reading specialists and other expert instructors who are fully credentialed and have advanced degrees.

SCHEDULED CLASSES

GRE Review

(Graduate Record Exam – General Test.)

Learn how to maximize your test-taking potential! This workshop emphasizes analyzing and reviewing each of the sections: Quantitative Reasoning; Verbal Reasoning (antonyms, analogies, sentence completion and reading comprehension); and the new Analytical Writing Assessment. A short review of mathematics is also included. For test information and application call (800) 473-2255 or visit www.gre.org.

Date:	Mar 5 – Apr 2
Time:	Sat 9am-1pm
Meetings:	4 (No class 3/26)
Location:	CSUDH EE1206
Fee:	$295
Course No.:	NXGR 101 Sec 01
Reg. No.:	26698

GMAT

(Graduate Management Admission Test)

Effective preparation for the GMA is important!

This course provides you with expert instruction, introduces test-taking strategies, and offers timed-practice testing. Areas covered are: Math Ability/Problem Solving (including a short review of algebra and geometry), Data Sufficiency, Reading Comprehension, Sentence Correction, Critical Reasoning, and the Analytical Writing Assessment.   Call ETS for test application at (800) 462-8669 www.mba.com

Date:	Mar 19 – Apr 16
Time:	Sat 9am-3pm
Meetings:	4 (No class Mar 26)
Location:	CSUDH EE1210
Fee:	$325
Course No.:	NXGM 101 Sec 01
Reg. No.:	26700

CBEST

(California Basic Educational Skills Test)

Let our outstanding teachers give you the edge to pass this very important exam!
A special emphasis will be placed on a review of mathematics and applying math skills to CBEST question types. The Essay Section will also be carefully reviewed followed by a short review of the Reading Comprehension Section including skills necessary to help potential teachers understand, interpret and analyze passages. For test application and information call NES (916) 928-4001 or www.cbest.nesinc.com.

Session I

Date:	Jan 22 – Feb 5
Time:	Sat 9am-3pm
Meetings:	3
Location:	CSUDH EE1206
Fee:	$255
Course No.:	NXCB 101 Sec 01
Reg. No.:	26701

Session II

Date:	Mar 12 – Apr 2
Time:	Sat 9am-3pm
Meetings:	3 (No Class 3/26)
Location:	CSUDH EE1205
Fee:	$255
Course No.:	NXCB 101 Sec 02
Reg. No.:	26720

Session III

Date:	May 21 – Jun 11
Time:	Sat 9am-3pm
Meetings:	3 (No Class 5/28)
Location:	CSUDH EE1206
Fee:	$255
Course No.:	NXCB 101 Sec 02
Reg. No.:	35006

CSET Multiple Subjects Exam

(California Subjects Exam for Teachers)

Get the edge in preparing for the CSET!
The CSET: Multiple Subjects test preparation workshop will review the test format and analyze the question types. Strategies and techniques for the multiple-choice and constructed-response questions will be discussed with short reviews in selected areas. This program is designed to help students apply their knowledge to meet exam requirements in each of the exam subtests including: Subtest I-History/Social Science and Literature/Language Arts/Reading, Subtest II-Science and Math, Subtest III-Visual and Performing Arts, Physical Education and Human Development. This class is not meant as a substitute for course work in these areas. For information about test application and administration call (916) 928-4003 or visit www.cset.nesinc.com.

Session I

Date:	Mar 5 – Mar 13
Time:	Sat & Sun 9am-4pm
Meetings:	3 (No Class 3/12)
Location:	CSUDH EE1205
Fee:	$325
Course No.:	NXCS 101 Sec 01
Reg. No.:	26702

Test Preparation Courses

RICA
(Reading Instruction Competence Assessment)

1 CEU

The workshop is designed to help potential school teachers prepare for the RICA written examination. This workshop, designed and taught by CSUDH instructors, includes studying and test taking strategies, information about the test and a review of the content areas. Materials are included.

Fees paid for test preparation classes do not include fees for actual examination.

Session I

Date:	Sat Jan 22 & Sat Feb 5
Time:	9am – 3pm
Meetings:	2
Location:	EE 1213
Fee:	$199
Instructor:	TBA
Course No.:	TEX 922 Sec 02
Reg. No.:	25808

Session II

Date:	Sat Mar 19 & Apr 2
Time:	9am – 3pm
Meetings:	2
Location:	EE1213
Fee:	$199
Instructor:	TBA
Course No.:	TEX 922 Sec 04
Reg. No.:	25810

For more information
Call Babette Wald (310) 243-3730
Email bwald@csudh.edu or
www.csudh.edu/extendeded/testprep.htm

Open University

Open University is a program that permits members of the community to take regular University classes offered on the California State University, Dominguez Hills campus without going through the formal admissions process. Essentially, it "opens University" courses to the general public.

Open University can help you update your professional skills or simply allow you to rediscover the joys of exploring new frontiers of learning. Open University makes it possible for you to begin or continue your education for any purpose you may have. Open University is for you if you

- Missed the deadline for admission to the regular resident program
- Want to examine a particular field before actually enrolling in a degree program
- Want to update your professional training
- Are not able to attend on a continuous basis
- Have been disqualified or are otherwise ineligible for admission and need to raise your GPA

For more information
310-243-3741

www.csudh.edu/extendeded

TEST PREP

Registration Information

Who May Register

Extension classes are open to the public. You do not need a college degree or to be registered in a degree program at the University. Please note, however, that registration in the College of Extended & International Education does not constitute admission to California State University, Dominguez Hills.

Six Ways to Register

Register By Mail: Complete the Registration Form on the inside back cover of this bulletin and mail it to:

CSU Dominguez Hills
Registration Office, EE 1100
1000 East Victoria Street
Carson, CA 90747

Include your check, money order or credit card information; do not send cash.

By Phone: You may register by phone with your VISA/ MasterCard/ Discover by calling (310) 243-3741, Monday through Thursday 8am - 8pm; Friday 8am - 5pm and 8am-1:30pm on Saturdays.

By Fax: FAX your completed Summer Registration Form (inside back cover) and your credit card information to (310) 516-3971.

In Person: You can register in person at the College of Extended & International Education Registration Office located on the CSU Dominguez Hills campus, EE 1100. The Office accepts checks, money orders, Visa, MasterCard and Discover Card. Hours are 8am-8pm Monday-Thursday, 8am-5pm Friday and 8am-1:30pm Saturdays.

ToroWeb: College of Extended & International Education students who have previously taken a class at Dominguez Hills can register via ToroWeb: https://toroweb.csudh.edu Click on "Extended Education" to register.

TOROS Touchtone: You may register by Toro Touchtone—see instructions on page 00.

Early Registration

Reasons to Enroll Early in Extension Courses
- It's a fact—all classes need a minimum number of students. Enroll early to make sure that classes you want can be held.
- Many of the most popular classes fill quickly. Be sure that you have a place in the class you want by enrolling early.
- There are several easy ways to enroll early; when you do, you will be mailed confirmation receipt to take to the first class meeting.

Fee Payment

Students are required to pay in full for their courses at the time of registration. The fees for courses are listed in this bulletin. Please note that there is an additional $30 per unit charge for TV courses. The fees are the same for residents and nonresidents. Payment may be made by check, money order, or Visa, Mastercard or Discover card payable to CSUDH in the exact amount required. Registration will not be considered complete until all fees are paid. Fees and refunds are subject to change.

Confirmation/Receipts

You are considered officially enrolled when your registration fees are paid and your registration form has been received. You should receive a confirmation letter within two weeks after we have received your registration and fees. This letter is your receipt for fees paid. Please read the letter carefully because any changes in the course meeting time or place will be indicated in the letter. Changes which occur after the confirmation is mailed will be posted on the door of the scheduled classroom. If you do not receive a confirmation letter, REPORT TO THE FIRST CLASS MEETING. The instructor will have a roster and, if your registration is complete, your name will be on the roster. If it is not on the roster, contact the College of Extended & International Education's office at your earliest convenience.

Returned Checks

There is a $25.00 service charge for checks returned for any reason.

Refund of Fees

You must file appropriate forms in the College of Extended & International Education Office in order to receive a refund. Students must officially drop their courses. For credit courses, students must file the appropriate "drop" and "request for refund" forms in the Office of College of Extended & International Education. The effective date of the refund is the day the forms are received by the Office of the College of Extended & International Education . To receive a refund of fees for any course, you must notify of College of Extended & International Education between the hours of 9am and 4pm at least two working days before the course begins. You will be asked to send a written request for a refund of fees to our office. If you need to withdraw on or after the day of the first class meeting, notify the Extended Education office immediately. Refunds are granted in accordance with the State refund schedule.

- If a course is cancelled, the entire course fee will be refunded
- If you withdraw prior to the first class meeting, 100 percent of the course fee will be refunded (less a $10 processing fee for credit courses)
- If you withdraw after the first class and before the first 25 per cent of the course has elapsed, 65 percent of the total fee will be refunded
- After 25 percent of the course time has elapsed, no refund will be made
- Courses of four meetings or less, or four weeks or less, no refund will be made

Do not put a stop payment on a check to withdraw from a course. This results in a financial obligation to the University for the course fee; you will be assessed a $25.00 dishonored check fee plus an additional $25 late registration charge.

Official Withdrawal from Credit Courses

Courses less than 1 week

Prior to the first class meeting a student may withdraw and no grade is assigned; the enrollment does not appear on the student's permanent transcript. An administrative grade of "W" will be assigned if a student withdraws at any time during the course.

One Week Courses

During the first day of the week a student may withdraw and no grade is assigned; the enrollment does not appear on the student's permanent transcript. An administrative grade of "W" will be assigned if a student withdraws at any time after the first day of the week.

Two Week Courses

During the first three days of the first week a student may withdraw and no grade is assigned; the enrollment does not appear on the student's permanent transcript. An administrative grade of "W" will be assigned if a student withdraws at any time after the first three days of the week.

Three Week Courses

During the first week a student may withdraw and no grade is assigned; the enrollment does not appear on the student's permanent transcript. Prior to the last two days of the session a student may withdraw with a "W". During the last two days of the session a student may withdraw with a "W" for serious and compelling reasons only.

Four and Five Week Courses

During the first week a student may withdraw and no grade is assigned; the enrollment does not appear on the student's permanent transcript. Prior to the last four days of the session a student may withdraw with a "W". During the last four days of the session a student may withdraw with a "W" for serious and compelling reasons only.

Six, Seven, and Eight Week Courses

During the first two weeks a student may withdraw and no grade is assigned; the enrollment does not appear on the student's permanent transcript. Prior to the last week of the session a student may withdraw with a "W" . During the last week of the session a student may withdraw with a "W" for serious and compelling reasons only.

Courses of more than Eight Weeks

For courses longer than eight weeks, refer to the withdrawal policy in the University catalog.

Withdrawal from classes during final exam week (last week of session) is not permitted, except in such cases as accident or serious illness where circumstances causing the withdrawal are clearly beyond the student's control, and the assignment of a grade of Incomplete is not practical. Such requests require a Petition with the signature and approval of of the instructor and Dean of Extended Education. The form is available in the Extended Education Registration Office and must be filed in the Extended Education with documentation by the last day of the session in which the student was enrolled.

A student who does not officially withdraw shall receive "F" or "WU" grades for all courses on his/her official record.

Schedule Changes

Although care is taken to ensure the accuracy of all information in this Bulletin, there may be unintended errors and changes or deletions without notification. In situations when our office has sufficient advance notice, we will make every attempt to notify pre-enrolled students about changes in class dates, time, or location.

Class Cancellation

Occasionally an extension class must be cancelled because of insufficient pre-enrollments. If a decision to cancel is made, we will make every effort to notify by telephone all persons who have pre-enrolled, and their fees will be refunded from the University. When you pre-enroll, therefore, please give us a daytime telephone number and email address so that you will not be inconvenienced if the class must be cancelled.

Change of Address

If you are receiving several copies of the College of Extended & International Education Bulletin, or have recently moved, please cut the mailing label from the back cover of this catalog and print corrections clearly. If you are receiving the bulletin at different addresses, please indicate which address you would prefer. Send the complete mailing label with corrections to:

College of Extended & International Education , CSU Dominguez Hills, Carson, CA 90747-0005.

Open University

Students not admitted to the University may enroll in regular CSUDH classes through a program called Open University. To enroll in a course you need the consent of the instructor and you must have completed any prerequisites for the course. You will earn special sessions credit that may be used toward a degree at our campus or most other colleges or universities. Course fees are $160 per semester unit ($480 for a three-unit class). Please note that there is an additional $30 per unit charge for TV courses.

To register for Open University classes, follow the instructions below:

1. Pick up an Open University registration form from the College of Extended & International Education Registration Office (located on the west side of the CSUDH campus, EE 1100, in the Extended Education Complex).
2. Complete the student information on the registration form, including the course information.
3. If you have been assigned a CSUDH student identification number, please be sure to indicate it on the form.
4. Take the Open University registration form to the first session of each course and ask the instructor to sign the form, permitting you to enroll. All enrollments through Open University are on a space-available basis. Remember, all prerequisites for a course must be completed before you will be permitted to enroll.
5. Bring the signed and completed registration form to the College of Extended & International Education Registraton Office and pay the required fees. Payment may be by check, money order or VISA, Discover or MasterCard draft, payable to CSUDH in the exact amount required. Registration will not be complete until all fees are paid. You must complete registration by September 18, 2004. For a complete schedule of classes, please call (310) 243-3741.

High School Students

Qualified high school students who will enter the junior or senior year in Fall 2004 can register for Summer Sessions lower division (100 level) courses with a letter of recommendation from the school principal or counselor and written authorization from the parents. Address letters to the Dean of the College of Extended & International Education, California State University, Dominguez Hills. Students pay regular summer fees, and the course credit they earn may be applicable to a degree from CSUDH or another institution.

Young Scholars

The Young Scholars program offers high school juniors and seniors with a "B" average or better the opportunity to take up to two distance learning fee-waiver courses from the University, earning 3 units of college credit for each class. At only $3.50 per class, the program is not focused on bringing in income as much as it is geared towards outreach efforts for potential future Toros.

Standards

Degree credit courses in the College of Extended & International Education adhere to the academic standards of the University. All activities usually associated with regular University course work are integral parts of the degree credit instruction program.

It is our aim, through course review, planning, and the selection of quality, experienced College of Extended & International Education faculty, to provide you with meaningful learning experiences. We realize, however, that on rare occasions your expectations and the course do not match. Should this occur; let us know. It is through your feedback that we are able to make changes and adjustments for future courses.

TOROS Touchtone

11 Steps to Register

Step 1 ▶ Call **T.O.R.O.S.** @ (310) 243-2000

Step 2 ▶ Press 1 for registration information.

Step 3 ▶ Press 1 to register for classes.

Step 4 ▶ Enter your 9-digit Student I.D. Number (Social Security Number).

Step 5 ▶ Enter PIN (personal I.D. number). Your PIN Number is your birth date (MMD-DYY). Example: 041272 (April 12, 1972).

Step 6 ▶ Press 1 to register or drop classes, or 2 to review your schedule or 9 to return to main menu.

Step 7 ▶ If you entered 1 in Step 6, select one of the following options:

  ■ Press 1 to add (go to step 8) or,

  ■ Press 2 to drop.

  ■ Press 3 to make your entries permanent

  (REQUIRED FOR ALL REGISTRATIONS AND DROPS).

  ■ Press 4 to check course availability.

  ■ Press 5 to list (review) your current schedule.

  ■ Press 9 to return to main menu.

Step 8 ▶ Enter Course Reference Numbers from your registration worksheet. T.O.R.O.S. will announce the course and section. T.O.R.O.S. will prompt you to enter additional course reference numbers, or enter * and # to end this option and return to the previous menu (1 to add, 2 to drop, 3 to make your entries permanent and pay by credit card, etc.).

Step 9 ▶ If the course is full, Press 1 to Check for Open Sections or 2 to Waitlist.

Step 10 ▶ When you have entered all your Course Reference Numbers, press the * key followed by the # key to return to step 7. Press 3 to make your entries permanent. Do not hang up without completing this step. Failure to make your entries permanent will result in the cancellation of your registration and in losing all your entries. Stay on the line until the system completes this step and confirms the courses you are enrolled in. Once completed, press 1.

Step 11 ▶ If you have finished adding classes, press the * key and the number 6 to go back to the main menu.

> YOU MUST NOW PAY FOR YOUR COURSES BY CREDIT CARD. FAILURE TO PAY IN FULL FOR YOUR COURSES WILL RESULT IN THE IMMEDIATE CANCELLATION OF ALL YOUR COURSE ENTRIES.

To proceed, press 2.

  ■ To end this call at any time, press the * key followed by the 9 key.

  ■ To return to the selections you heard at the beginning of the call, press the * followed by the 6 key.

  ■ To have a prompt or selection repeated, press the * key followed by the 7 key.

  ■ For menu help, press the * key followed by the 4 key at any time.

Helpline

If you need assistance, call (310) 243-3741 during the following hours:

Mon–Thu	8am-8pm
Friday	8am-5pm
Sat	8am-1:30pm

Academic Information

Transcripts

A student may obtain an official transcript of his/her record by completing a Request for Transcript form, available from the Records and Registration Office (Welch Hall, Suite 290). A fee of $4 is charged for each transcript. Additional copies of transcripts prepared at the same time (up to 10) are $2 each. (310) 243-3621.

Extended Education Grading Procedures

Unless a course is offered for a grade of credit/noncredit only, all extension credit courses are offered for letter grades. However, an undergraduate student in an extension credit class offered for a letter grade may choose to be graded on a credit/noncredit basis by informing the instructor in writing at the beginning of the class. For Special Sessions classes, follow University procedures.

Grade Reports

Grade reports will be sent approximately three weeks after the class ends. Official transcripts with current grades will not be available for at least five weeks after the end of the course. To learn your grade for any graded class, including Extension, Special Sessions, Summer Sessions and Winter Session, call (310) 516-4308.

Grades

For Academic Programs, student performance in each course is reported at the end of the session by one of the following grades (with grade points earned):

GRADE	GRADE POINTS
A	4.0
A-	3.7
B+	3.3
B	3.0
B-	2.7
C+	2.3
C	2.0
C-	1.7
D+	1.3
D	1.0
F	0

The following grades are to be used for approved courses only:

I (Incomplete authorized--not counted in GPA)

IC (Incomplete charged)

WU (Withdrawal Unauthorized)

W (Withdrawal--not counted in GPA)

AU (Audit--not counted in GPA, no units allowed)

CR Credit (not counted in grade average, but units allowed).

CR* (Credit in sub-collegiate course, no units)

NC No Credit (not counted in GPA, no units allowed).

RP (Report in Progress-- credit is deferred until completion of course)

*** (Graduate Continuation Course)

RD (Report Delayed)

Extended Education Courses

Academic credit is awarded for successful completion of formally recognized institutional extension courses. A maximum of 24 units of extension credit may be applied toward a baccalaureate degree and up to 6 units toward a master's degree, subject to departmental approval.

Special Sessions

Resident academic credit is given for Special Sessions classes through Extended Education. Registration is open to both matriculated students and to the community. For the course numbering system, see below.

Continuing Education Units (CEUs)

Some extension workshops and courses award Continuing Education Units (CEUs). The CEU is nationally recognized for relicensure, promotion or career advancement. One CEU equals ten hours of participation in lecture. CEUs are not degree-applicable. A cumulative permanent transcript of all CEU study undertaken is provided to extension students upon written request. Course numbering is 900-999. CEU grades are for credit or no credit only (CR/NC).

Noncredit

Many of the short courses, workshops and seminars in this bulletin are noncredit. These are designed to respond to the various educational interests and needs of those living and working in the University's service area.

Course Numbering System

The course numbering system for the University is based upon three-digit numbers as follows:

000-099 Sub-collegiate courses, not for baccalaureate credit.

100-199 Lower division courses, normally taken in the freshman year.

200-299 Lower division courses, normally taken in the sophomore year.

300-399 Upper division courses, normally taken in the junior year.

400-499 Upper division courses, normally taken in the senior year.

500-599 Graduate courses, normally limited to graduate students.

Policies

Nondiscrimination Policy

The College of Extended & International Education is an equal opportunity/affirmative action institution and does not discriminate on the basis of race, color, religion, national origin, sex, sexual preference, age, disability or veteran status. This policy is applicable to employment and student admissions, and to all educational programs and activities.

Privacy Information

The University complies with Federal and State Laws concerning privacy rights of students. These rights are summarized in the University catalog. Questions about privacy rights may be directed to the Dean of Extended Education at (310) 243-3737 or the Vice President of Student Affairs at (310) 243-3784.

Immigration Requirements for Licensure

On August 27, 1996, Governor Pete Wilson issued Executive Order W-135-96 which requested that the CSU and other state agencies implement "as expeditiously as reasonably practicable" the provision of The Personal Responsibility and Work Opportunity Reconciliation Act (PRAWORA) of 1996 (P.L.104-193). The Act, also known as the Welfare Reform Act, included provisions to eliminate eligibility for federal and state public benefits for certain categories of lawful immigrants as well as benefits for all illegal immigrants.

Students who will require a professional or commercial license provided by a local, state, or federal government agency in order to engage in an occupation for which the CSU may be training them must meet the immigration requirements of the Personal Responsibility and Work Opportunity Reconciliation Act to achieve licensure. Information concerning the regulation is available from the Vice President of Student Affairs, (310) 243-3784.

Use of Social Security Number

Students are required to provide the University with their correct social security numbers (individual taxpayer identification numbers) pursuant to the authority contained in Section 41201, Title 5, California Code of Regulations, and Section 6109 of the Internal Revenue Code. The University uses the social security number to identify records pertaining to the student and, if needed, to collect debts owed the University. Also, the Internal Revenue Service requires the University to file information returns that include the student's social security number and other information such as the amount paid for qualified tuition, related expenses, and interest on educational loans. That information is used to help determine whether a student, or a person claiming a student as a dependent, may take a credit or deduction to reduce federal income taxes. Students who do not have a social security number at the time of enrollment will be required to obtain a social security number and submit it to the University within sixty days. Failure to furnish a correct social security number may result in the imposition of a penalty by the Internal Revenue Service.

Important Tax Credit Information

If you are enrolled in an eligible degree or certificate program or are taking courses to acquire or improve job skills, you may qualify for a Hope Scholarship or Lifetime Learning Tax Credit.

The Hope Scholarship Tax Credit

The Hope Scholarship tax credit is available only to students in their first two years of postsecondary education who are enrolled at least half-time in an eligible program. The tax credits are based on the amount of qualified tuition and fees, less grants and other tax-free educational assistance and the taxpayer's modified adjusted gross income. Hope credits apply to fees paid after December 31, 1997.

The Lifetime Learning Tax Credit

The Lifetime Learning tax credit is available to students at all educational and enrollment levels who are enrolled at an eligible educational institution. As with the Hope Scholarship tax credit, this opportunity is based on the amount of qualified tuition and fees, less grants and other tax-free educational assistance and the taxpayer's modified adjusted gross income. The Lifetime Learning credit applies to fees paid after June 30, 1998.

Americans with Disabilities Act

It is the policy of California State University Dominguez Hills to comply with the Section 504 Regulations [now, Americans with Disabilities Act] adopted by the Department of Health, Education and Welfare. Accordingly, any student at California State University Dominguez Hills who believes that there has been a violation of the Regulations is encouraged to discuss the matter with the Dean of University College* and the campus Handicapped Regulations Coordinator and/or the Handicapped Services Coordinator** and such persons as may be identified by the Handicapped Regulations Coordinator in order to resolve the matter in a prompt and equitable manner.

Sexual Harassment Policy

It is the policy of California State University, Dominguez Hills, that the campus maintain a working and learning environment free from sexual harassment of its students, employees, and those who apply for student or employee status. All should be aware that California State University , Dominguez Hills is concerned and will take action to eliminate sexual harassment. Sexual harassment includes such behavior as sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature directed towards an employee, student, or applicant when one or more o the following circumstances are present:
• Submission to or toleration of the conduct is an explicit or implicit term or condition of appointment, employment, admission or academic evaluation:
• Submission to rejection of such conduct is used as a basis for a personnel decision or an academic evaluation:
The conduct has the purpose of effect of interfering with an employee's work performance, or creating an intimidating,
▸ ▸ ▸

Sexual Harassment Policy

(Sexual Harassment Policy continued)
hostile, offensive or otherwise adverse learning environment, or adversely affecting any student.

In determining whether conduct actually constitutes sexual harassment, the circumstances surrounding the conduct will be carefully considered. However, where the facts support the allegations, all appropriate measures including disciplinary action will be taken. For more detailed information on this policy see website at www.csudh.edu/pms/printable/99-02.htm.

Campus Smoking Policy

California State University, Dominguez Hills has a responsibility to its students and employees to provide a safe and healthful learning and working environment. The University recognizes the harmful effects of involuntary contact with smoke. It also recognizes the need to preserve the reasonable individual rights of smokers as long as doing so does not interfere with the right of the non-smoker to a smoke-free environment.

The following policy shall be effective immediately:

Smoking is prohibited in all campus buildings; including offices, work areas, classrooms, lecture halls, laboratories, libraries, theaters, practice rooms, listening rooms, gymnasiums, kitchens, hallways, stairwells, elevators, eating areas and restrooms. Certain areas external to buildings which do not have adequate ventilation (e.g. patios, stairways and walkways) may also be designated as non-smoking areas by the Director of Environmental Health and Safety.

Smoking is prohibited in all State automobiles, vans and trucks.

Members of the campus community who willfully violate the University smoking policy will be subject to disciplinary action through recognized administrative channels and/or in accord with the applicable collective bargaining agreement.

Appropriate signs designating no smoking and smoking areas shall be posted. At least one copy of this policy shall be posted in each campus building.

Services

Computer Labs

Student identification cards are available at the Extended Education Office. These entitle enrolled students to full use of the CSUDH Computer Labs.

Library Services

Student identification cards will entitle those enrolled in credit courses to use of the CSUDH Library.

Textbooks

Unless otherwise noted, textbooks may be purchased at the University Bookstore, (310) 243-3829. The Bookstore hours during regular semesters are Mon-Thu 8am-7:30pm, Fri 8am-4pm, Sat 10am-2pm. Call for January Intersession and Summer Sessions hours. Registration fees do not include textbooks unless noted.

Loker Student Union

Hours are 7:30am to 8pm Monday through Thursday, from 7:30am to 2pm Friday, and from 8am to 2pm on Saturday. Breakfast is served from 8am - 10:30am. Other food areas open at 10am. There is no food service on Sundays. Food vending machines are available on the first floors of the Social and Behavioral Sciences building and the Educational Resources Center. They are available Saturdays, 7:30am -2pm. For further information, call (310) 243-3814.

Grab & Go

Food Outlet in Welch Hall
In an effort to provide an additional food service venue on campus, a "grab-and-go" outlet is on the first floor of Welch Hall on the south side of the building. Offerings include: coffee, pastries, sandwiches, salads, snacks, soft drinks and similar items. The name of the venue is "Grab 'n GO TOROS." Hours of operation are expected to be 7:30 AM to 8 PM on Monday - Thursday; 8 AM to 2 PM on Friday and Saturday.

Parking

Redondo Beach Community Center (RBCC): Free parking.
Franklin Community Center (FCC): Free parking in lot and on Fisk and Inglewood Avenues.
Inglewood One-Stop Center: Free Parking in City Hall lot.
CSUDH: Parking permits are required for all on-campus classes. They are available from the machines at the entrance to each parking lot and cost $2.50 per day or $72 per semester. No charge for parking on Sundays. (Bring dollars and/or quarters for the machines).

REGISTR/
ADMIN

CAMPUS MAP

PARKING LOT 2

Parking Lot 1 ▶

EAST ACADEMIC COMPLEX

INFORMATION KIOSK

SMALL COLLEGE COMPLEX

SCHOOL OF EDUCATION

SOCIAL AND BEHAVIORAL SCIENCE

NATURAL SCIENCE AND MATHEMATICS

SOUTH ACADEMIC COMPLEX 1

SOUTH ACADEMIC COMPLEX 2

SOUTH ACADEMIC COMPLEX 3

THE CALIFORNIA ACADEMY OF MATHEMATICS AND SCIENCE

VICTORIA STREET

LOWER UNIVERSITY STUDENT UNION

CAIN EDUCATIONAL RESOURCES CENTER

GYMNASIUM

POOL

HUGHES EDUCATION & ATHLETIC CENTER

Parking Lot 4
(use University Drive entrance)

JAMES L. WELCH HALL

STUDENT HEALTH CENTER

UNIVERSITY THEATRE

SCULPTURE GARDEN

LaCORTE HALL

FIELD HOUSE

TAMCLIFF

PARKING LOT 3

EXTENDED EDUCATION

PARKING LOT 6/7

TENNIS COURTS

PARKING LOT 13

MULTIPURPOSE/ SOCCER FIELD

NATIONAL TRAINING CENTER SPORTS COMPLEX

N ◀

MAPS

INGLEWOOD ONE STOP
CAREER & EDUCATION CENTER
110 S. LA BREA

SAN DIEGO FWY (405)

QUEEN ST.

X

SOUTH LA BREA AVE.

W. MANCHESTER BLVD.

405 TO MANCHESTER BLVD. (EAST)
GO 1.8 MILES AND TURN LEFT (NORTH) ON LA BREA
ONE STOP IS 110 S. LA BREA
(CORNER OF SOUTH LA BREA AND QUEEN STREET)

SUMMER
COLLEGE OF EXTENDED
& INTERNATIONAL
EDUCATION

JUNE 2005

Call (310) 243-3741 or
1-877-GO HILLS
for more information or
visit the website:
www.csudh.edu/extendeded/
email: eereg@csudh.edu

(405) San Diego Freeway

North

Artesia Blvd

Map Not to Scale

Ralston Lane

Hermosa Beach

Coast
Christian
School

7 | 8 | 9

Franklin
Center

Inglewood Avenue

11 | 12

Franklin
Park

Hawthorne Blvd

South 405

Redondo Beach

Parking

Salvation
Army
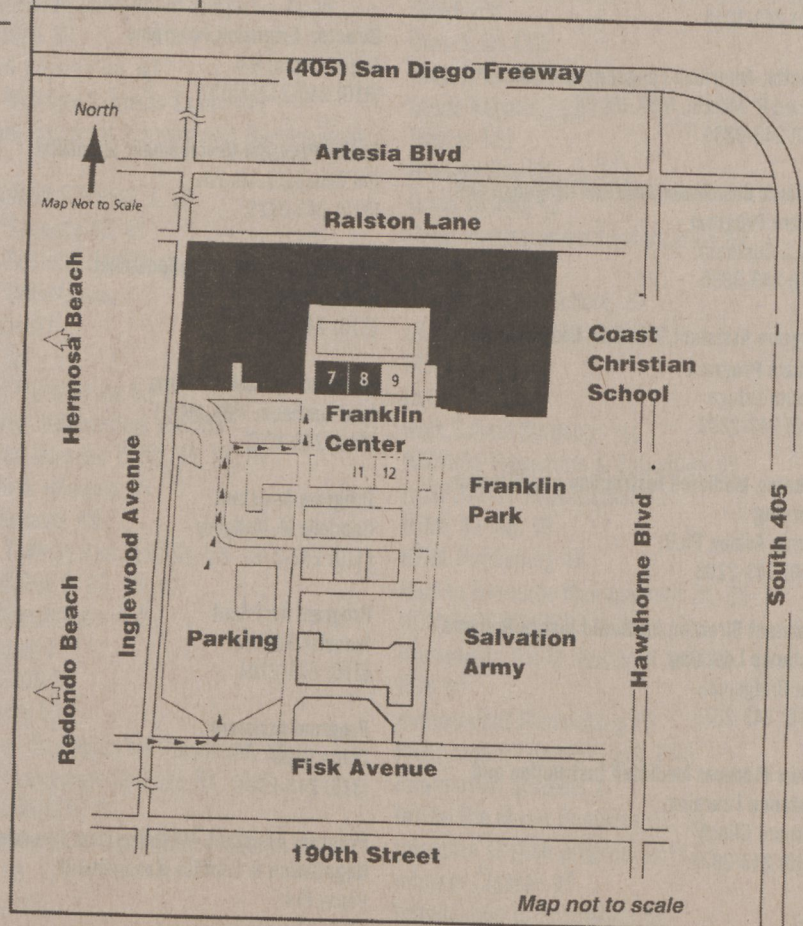
Franklin Community Center
850 Inglewood Avenue
Redondo Beach

Fisk Avenue

190th Street

(Parking is free in lot or on street)

Map not to scale

Extended Education Staff

Dean, Extended Education
Margaret Gordon, Ph.D.
(310) 243-3737

Associate Dean
Joanne Zitelli, Ph.D.
(310) 243-3737

Facilities Coordinator and Executve Assistant to the Dean
Teresa J. Stevens
(310) 243-3737/2012

Financial Manager
Brenda Blow
(310) 243-2422

Secretary to the Dean
Louisa DiBernardo
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Program Development Specialist
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Program Assistant
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Program Assistant
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Keith Otterberg
(310) 243-3069

Director, Operations
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(310) 243-3741/5304

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(310) 243-3741/5305

Payroll Technician
Deidre Fisher
(310) 243-3741/3041

Registration Clerk
Gayle Heifetz
(310) 243-3741

Registration Clerk
Michelle Bacalso
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Loretta Edwards
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Program Assistant, Humanities External Degree Program
Nicole Ballard
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Program Assistant, Humanities External Degree Program
Lisa Ayres
(310) 243-3743

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Register by Phone (310) 243-3741 • Register by Fax (310) 516-3971 • eereg@csudh.edu • http://www.csudh.edu/extendeded/

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Notes

Class	Start Date	Reg.No.

California State University, Dominguez Hills
University Extension Registration Form
EXTENDED EDUCATION PROGRAMS

Date of Application_____ Social Security No:_____ Birthdate_____

month/day/year

Name _____

Last   *First*   *Middle Initial*

Address _____

Street   *City*   *State*   *Zip*

Telephone _____

Day   *Evening*   *Fax*   ***Email***

New address?   yes ☐ no ☐   male ☐   female ☐

Have you been enrolled at CSUDH before?   yes ☐   no ☐   Date last enrolled_____

Employer_____

Company Name

Course Information

Reg. No.	DEPT	SECTION	TERM (e.g. Spr 05)	COURSE TITLE	UNITS	FEE

Total Fee Submitted $_____

Payment Method

☐ Check/Money Order. Make check payable to CSUDH Extension
☐ I authorize the use of my VISA/MC/Discover (circle one)

Account Number _____ Exp Date _____

Cardholder's Name _____ Cardholder's Signature _____

Refund Policy

Refunds are granted in accordance with the State refund schedule. Refunds are not automatic; you must file appropriate forms in the Extended Education Office in order to receive a refund. Refunds take a minimum of six to eight weeks for processing. To receive a refund of fees for a non-credit class or a class offering continuing education, extension credit or professional units, you must notify the Division of Extended Education between the hours of 8:00am and 8:00pm Monday through Thursday, from 8:00am to 5pm on Fridays and from 8:00am to 1:30pm on Saturdays, at least two working days before the course begins. You will be asked to send a written request for a refund to our office.

6 WAYS TO REGISTER

Mail to CSU Dominguez Hills, Extended Education, EE 1100, 1000 East Victoria Street, Carson, CA 90747

Stop by the College of Extended & International Education on Campus 1000 East Victoria Street, Carson, CA.

Register by Toros **TOUCHTONE** (310) 243-2000

BY Voice PHONE: You may register by phone with your VISA, Discover or MasterCard by calling (310) 243-3741.

FAX to Extended Education, (310) 516-3971

By ToroWeb http://cs105.csudh.edu

For more information, call the Office of Extended Education, (310) 243-3741 or visit the web site: www.csudh.edu/extendeded/

11/04

California State University
Dominguez Hills
COLLEGE OF EXTENDED & INTERNATIONAL EDUCATION

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For More Information: 877-GO-HILLS
eereg@csudh.edu
www.csudh.edu/extendeded

Serving Los Angeles and the
South Bay for over 40 years