



IN 25 YEARS WE'VE MADE 25 MILLION PEOPLE MORE VALUABLE

Offering complete solutions for all your learning needs

- **The Mentored Learning Approach**
See page 3
- **Register today for the *NEW* Customer Service Track!**
See page 6
- **Adobe Creative Suite 3 classes now available!**
See pages 24-30
- **Improve security and accessibility with Microsoft Windows Vista and SharePoint!** *See pages 11-12*

Visit our website at www.nhmichigan.com



A message from the President



Dear Students,

New Horizons of Michigan, the most successful and largest franchise in the New Horizons worldwide network, has recently acquired the New Horizons of Chicago and New Horizons of Cleveland locations.

What does this mean for our clients? A stronger regional network of certified instructors, course offerings and customer service opportunities.

We are also excited to announce that New Horizons of Michigan now offers Mentored Learning – a blended learning solution that combines recorded audio and video lecture, simulation and live lab exercises, and online tutorials combined with the expertise of New Horizons mentors. To find out more about Mentored Learning, please contact an Account Executive.

Thank you for your continued support.

Marc Layne - President

New Horizons of Michigan, Chicago & Cleveland

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New at New Horizons!

Earn College Credit at New Horizons!

For years, New Horizons has offered our students Continuing Education Units (CEUs) as an International Association of Continuing Education and Training (IACET) Authorized Provider. These CEUs are often accepted by colleges and universities as course credit toward a degree program.

In addition to earning CEUs for each completed course, New Horizons students are now able to take advantage of our academic alliance with American Public University System (APUS). APUS is accredited both regionally (by the North Central Association) and nationally (by the Distance Education and Training Council). APUS provides distance learning education to more than 20,000 students in 130 countries.

New Horizons' alliance with APUS allows students to earn college credit for their training at New Horizons – both past and present. Students may wish to earn college credit from APUS for a number of reasons, including:

- Pursuit of an associate, bachelor's or master's degree at APU
- Transfer credits to another university they are currently attending or wish to attend in the future
- Tuition reimbursement from their companies



Some of the courses approved for credit transfer include:

- Excel 2003 (Levels 1-3); Word 2003 (Levels 1-3); Outlook 2003 (Levels 1-3); Windows XP (Levels 1 and 2)
- Introduction to Cisco Networking Devices (INTRO); Interconnecting Cisco Networking Devices (ICND)
- A+; Network+; Security+
- Various Microsoft Technical Courses



American Public University System
 American Military University | American Public University



For a complete list of approved courses, visit our website: www.nhmichigan.com

For more information about American Public University System and its credit transfer program, contact an Account Executive.

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Mentored



Learning

The Mentored Learning Approach

When students arrive at their center of choice, they are assigned their own networked workstation containing two monitors. This environment allows for simultaneous access to the lecture delivered via recorded audio and video, and a simulated production environment. The video format of the lecture allows the student to fully control the pace of the lecture with the ability to pause, fast forward and rewind the lecture. The student can review a portion of the training if needed, skip over content they already know and pause the lecture to practice the newly learned skill in the production environment to reinforce their newly attained knowledge.

Focused Learning

Skill sets are assessed prior to training to identify the gap between the individual's current level of knowledge and required level of knowledge. The learning path can then be customized to specifically fill that knowledge gap.

One-on-One Mentoring

Certified Instructors are present to provide ongoing coaching, support and guidance throughout the individual's learning cycle. Mentors can answer questions and provide additional instruction when needed to help increase the student's comprehension and retention of the course material.

Flexible Scheduling

Flexible course schedules allow the student to determine when they attend training. The training schedule can be built around a work schedule so productivity in the workplace is maintained.

Learn from the Leader

With 25 years of experience, more than 280 training centers in over 56 countries and over 2,000 instructors, New Horizons is the world leader in computer training.



Fields of Study

- Databases
- Developer
- Hardware
- Information Security
- Internet
- Microsoft.NET
- Microsoft Exchange Server
- Microsoft Office
- Microsoft Windows -Technical
- Microsoft Other - Technical
- Microsoft Application Architecture
- Microsoft SMS
- Microsoft SQL
- Networking

Sessions Running Daily. . .

Monday - Friday

8:30am-12:00pm



1:00pm-4:30pm



5:30pm-9:00pm

Begin Mentored Learning Today!

New Horizons will develop a customized and focused learning plan for each student, which will translate into increased efficiencies and improved productivity for any corporation. Contact your Account Executive today to get started, or visit us online at www.nhmichigan.com.

Call your local center for session availability.

Project Management Training

Whether you are in IT or just require project management knowledge to get the job done, let New Horizons help you develop the skills necessary to succeed. New Horizons offers a series of project management courses that focus on improving the efficiency and effectiveness of managing projects.

New Horizons also helps prepare you for project management certifications including:

- **PMI Project Management Professional (PMP)**
- **PMI Certified Associate for Project Management (CAPM)**
- **CompTIA Project+**



New Horizons can also assist certified project managers with their ongoing learning requirements through PDUs.*

*The PDU (Professional Development Unit) is the measuring unit used by PMI to quantify approved learning and professional service activities. Typically, one PDU is earned for every one hour spent in a planned, structured learning experience or activity. Fractions of PDUs may be reported in 0.25 increments following one full hour.

Project Management Development Track - \$2,500

Whether you're a Certified Project Manager or new to Project Management, once-a-month classes will help you meet professional development requirements and improve your skill-set.

Courses included in this track:

- Advanced Interpersonal Communication
- Change Management
- Effective Presentations
- Negotiating
- Organizational Skills
- Project Communication Management
- Project Risk Management
- Project Scope Management
- Project Teams
- Quality Management
- Team Participation



Project Management Institute

Applying Project Management Methodology and Exam Prep - 32.5 PDUs* / \$2,000 ★

This course introduces the participants to the principles and processes of project management based on the Project Management Institute's (PMI's) proven body of knowledge (PMBOK 3rd Edition). This course prepares students for the Project Management Professional (PMP) or Certified Associate in Project Management (CAPM) exams.

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	TROY	8am-4pm
	24-28	M-F	KZOO	8am-4pm
Oct	8-12	M-F	LIV	8am-4pm
	15-19	M-F	EL	8am-4pm
Nov	5-9	M-F	GR	8am-4pm
	12-16	M-F	LIV	8am-4pm
Dec	3-7	M-F	TROY	8am-4pm
	10-14	M-F	LIV	8am-4pm

CompTIA

Project+ - 19.5 PDUs* (Exam # PKO-002) / \$1,200

Students will learn universal project management principles, including important people skills such as: conflict resolution, negotiation, communication, team building/leadership, and setting and managing expectations.

Month:	Date:	Day:	Location:	Time:
Sep	4-6	T-Th	TROY	8am-4pm
	4-25	T, Th	OLL	2pm-5pm
Nov	12-14	M-W	TROY	8am-4pm



Project Management Business Skills

Advanced Interpersonal Communication - 6.5 PDUs* / \$250

Learn to develop effective communication skills that build positive interactions with others through understanding communication styles and relationship building.

Month:	Date:	Day:	Location:	Time:
Sep	7	F	LIV	8am-4pm
	27	Th	LIV	8am-4pm
Nov	26	M	LIV	8am-4pm
	30	F	LIV	8am-4pm
Dec	3	M	EL	8am-4pm
	4	T	GR	8am-4pm
	7	F	TROY	8am-4pm

Change Management - 6.5 PDUs* / \$250

Learn the processes of change, obstacles of change and managing change.

Month:	Date:	Day:	Location:	Time:
Sep	17	M	EL	8am-4pm
	20	Th	GR	8am-4pm
Oct	1	M	EL	8am-4pm
	30	T	LIV	8am-4pm
Dec	11	T	LIV	8am-4pm
	14	F	TROY	8am-4pm

★ Also offered in the Mentored Learning classroom!

Project Communications Management - 6.5 PDUs* / \$250

Learn how to improve the efficiency and effectiveness of all project-related communications, from initial planning through closure. Participants will apply all course principles to a work-related case study taken directly from their work environment. This course is designed for all project managers and project team leaders.

Month:	Date:	Day:	Location:	Time:
Sep	21	F	TROY	8am-4pm
Dec	18	T	LIV	8am-4pm

Project Management for Senior Managers - 6.5 PDUs* / \$250

This course introduces the senior managers, department managers and other key stakeholders to the principles and processes of project management. Based on the Project Management Institute's (PMI's) proven body of knowledge, the course introduces participants to common terms, concepts, tools, techniques, documents and processes.

Month:	Date:	Day:	Location:	Time:
Sep	20	Th	TROY	8am-4pm

Project Management Fundamentals - 6.5 PDUs* / \$250

Examines the phases of the Project Management life cycle and a Project Manager's role in each phase.

Month:	Date:	Day:	Location:	Time:
Sep	17	M	TROY	8am-4pm
Oct	5	F	LIV	8am-4pm
Nov	1	Th	LIV	8am-4pm
	15	Th	TROY	8am-4pm
Dec	10	M	LIV	8am-4pm
	12	W	EL	8am-4pm

Project Management Training

Project Risk Management - 6.5 PDUs* / \$250

Enables students to enhance their knowledge through thorough investigation of risk methodologies.

Month:	Date:	Day:	Location:	Time:
Sep	28	F	LIV	8am-4pm
Oct	5	F	TROY	8am-4pm
	31	W	EL	8am-4pm

Project Scope Management - 6.5 PDUs* / \$250

Learn to more effectively define project scope, requirements, and deliverables. Substantially reduce re-work, cost and changes in the project.

Month:	Date:	Day:	Location:	Time:
Sep	7	F	TROY	8am-4pm
Dec	17	M	EL	8am-4pm

Project Teams - 6.5 PDUs* / \$250

Learn the fundamentals of Project Teams including how to participate, communicate and build a Project Team.

Month:	Date:	Day:	Location:	Time:
Sep	20	Th	LIV	8am-4pm



Team Participation / \$250

Learn how to effectively organize and work within a team environment.

Month:	Date:	Day:	Location:	Time:
Dec	28	F	LIV	8am-4pm

Quality Management / \$250

Students will learn how to understand the quality management process and identify ways to improve the quality of your organizations product and/or service.

Month:	Date:	Day:	Location:	Time:
Oct	18	Th	GR	8am-4pm
	26	F	LIV	8am-4pm
Nov	2	F	TROY	8am-4pm
	19	M	EL	8am-4pm

PC Desktop Applications

Project 2003 - Level 1 - 6.5 PDUs* / \$250 ★

This course is designed for individuals who use MS Office Project Professional 2003. You'll learn to create and modify a project plan file containing tasks, resources and assignments.

(Prereq: An understanding of project management concepts.)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	LIV	8am-4pm
	13	Th	GR	8am-4pm
	19	W	EL	8am-4pm
	25	T	TROY	8am-4pm
Oct	9	T	KZOO	8am-4pm
	10	W	LIV	8am-4pm
Nov	29	M	LIV	8am-4pm
	13	T	TROY	8am-4pm
Dec	28	W	GR	8am-4pm
	12	W	KZOO	8am-4pm
	13	Th	LIV	8am-4pm

Project 2003 - Level 2 - 6.5 PDUs* / \$250 ★

(Prereq: Project 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	26	W	TROY	8am-4pm
Oct	10	W	GR	8am-4pm
	11	Th	LIV	8am-4pm
	17	W	KZOO	8am-4pm
	22	M	EL	8am-4pm
Nov	14	W	TROY	8am-4pm
Dec	13	Th	LIV	8am-4pm
	18	T	KZOO	8am-4pm
	19	W	GR	8am-4pm

Microsoft
GOLD CERTIFIED
Partner

Learning Solutions

★ Also offered in the Mentored Learning classroom!

Project 2003 Professional - 6.5 PDUs* / \$250

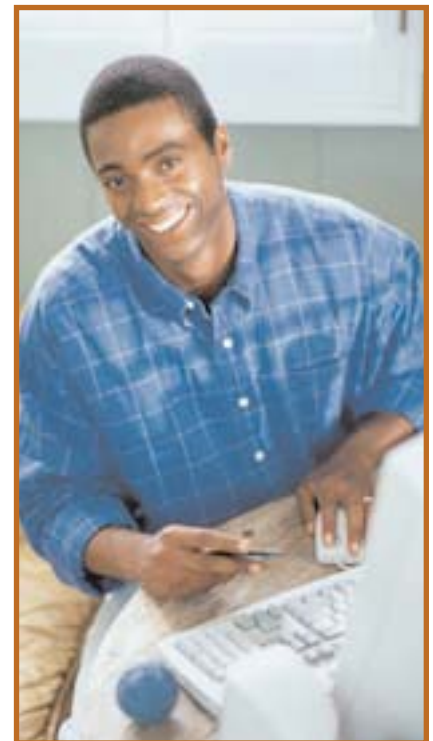
Learn to create and communicate project information within the framework of an Enterprise Project Management environment.

(Prereq: Project Management Fundamentals, Project 2003 - Levels 1 and 2.)

Month:	Date:	Day:	Location:	Time:
Oct	24	W	LIV	8am-4pm

Available Upon Request

- Project 2000 - Levels 1 & 2
- Project 2002 - Levels 1 & 2
- (2732) Planning, Deploying and Managing an Enterprise Project Management Solution - 32.5 PDUs*



Business Skills

Master the critical skills that propel dynamic careers and grow successful businesses. Today's emerging business professionals must have a complete and balanced skill-set to be productive within their organizations and competitive in the marketplace. But if you don't have the time to spend in multi-day courses, New Horizons has the solution: **Business Skills Training.** You can choose from an extensive list of single-day, entry-level seminar style courses, that will give you the practical skills you'll use every day to get ahead in business.

BUILD VALUABLE BUSINESS SKILLS IN CLASSES LIKE THESE:

Communication

- > Advanced Interpersonal Communication
- > Coaching
- > Conducting Meetings
- > Cross-Cultural Business Communication
- > Effective Business Writing
- > Effective Presentations
- > Fundamentals of Communication
- > Grammar Essentials
- > Negotiating
- > Organizational Communication

Customer Service

- > Call Center
- > Customer Relationship Management
- > Excellence in Service - Basic
- > Fundamentals of Customer Service

General Business

- > Basic Keyboarding Skills
- > Business Ethics
- > Business Etiquette
- > Career Development

General Business (Cont.)

- > Creativity and Innovation
- > Diversity
- > Effective Time Management
- > E-Mail Etiquette
- > Fundamentals of Selling
- > Organizational Behavior
- > Organizational Learning
- > Organizational Skills
- > Sales Skills - Basic
- > Security Awareness Program
- > Sexual Harassment Awareness for Employees
- > Sexual Harassment Awareness for Supervisors

Management

- > Appraising Performance
- > Budgeting
- > Business Problem Solving
- > Change Management
- > Correcting Performance Problems
- > Employee Performance

Management (Cont.)

- > Frontline Leadership
- > Interviewing Skills
- > Managerial Leadership
- > Managing Business Risk
- > Managing Performance
- > Mentoring
- > Motivating Your Employees
- > Moving from Technical Professional to Manager
- > Strategic Decision Making

Project Management

- > Project Communications Management
- > Project Management for Senior Managers
- > Project Management Fundamentals
- > Project Scope Management
- > Project Risk Management
- > Project Teams
- > Quality Management
- > Team Participation
- > Virtual Teams

Customer Service Track - \$1,995

Poor customer service causes your customers to go elsewhere. Provide your staff with effective customer service skills to retain your customers using today's technology and service methods. Classes are one day in length and held over a three month period to eliminate concern over missing meetings and deadlines due to lengthy class schedules.

Courses included in this track:

- | | | |
|--|------------------------------------|------------------|
| • Advanced Interpersonal Communication | • Excellence in Service - Basic | • Word - Level 1 |
| • Excel - Level 1 | • Excellence in Service - Advanced | • Word - Level 2 |
| • Excel - Level 2 | • Fundamentals of Communication | • Word - Level 3 |
| • Excel - Level 3 | • Organizational Skills | |



No Cancel Guarantee!

Leadership Development Track - \$2,500

Perfect for all managers looking to enhance their skill-set. Classes are one day in length and held once a month to eliminate concern over missing meetings and deadlines due to lengthy class schedules.

Courses included in this track:

- | | | |
|--|-----------------------------------|--------------------------|
| • Advanced Interpersonal Communication | • Correcting Performance Problems | • Managing Business Risk |
| • Business Problem Solving | • Employee Performance | • Managing Performance |
| • Change Management | • Frontline Leadership | • Organizational Skills |
| • Coaching | • Managerial Leadership | |



No Cancel Guarantee!

For a complete listing of all available Business Skills courses visit www.nhmichigan.com

•EL-East Lansing •FL-Flint •GR-Grand Rapids •KZOO-Kalamazoo •LIV-Livonia •OLL-Online LIVE

Business Skills

Advanced Interpersonal Communication - 6.5 PDUs* / \$250

Learn to develop effective communication skills that build positive interactions with others through understanding communication styles and relationship building.

Month:	Date:	Day:	Location:	Time:
Sep	7	F	LIV	8am-4pm
	27	Th	LIV	8am-4pm
Nov	26	M	LIV	8am-4pm
	30	F	LIV	8am-4pm
Dec	3	M	EL	8am-4pm
	4	T	GR	8am-4pm
	7	F	TROY	8am-4pm

Business Problem Solving / \$250

Understand the fundamentals of problem solving, develop critical thinking skills, and learn how to utilize problem solving techniques in a team environment.

Month:	Date:	Day:	Location:	Time:
Oct	18	Th	LIV	8am-4pm
Nov	6	T	GR	8am-4pm

Change Management - 6.5 PDUs* / \$250

Learn the processes of change, obstacles to change and managing change.

Month:	Date:	Day:	Location:	Time:
Sep	17	M	EL	8am-4pm
	20	Th	GR	8am-4pm
Oct	1	M	EL	8am-4pm
	30	T	LIV	8am-4pm
Dec	11	T	LIV	8am-4pm
	14	F	TROY	8am-4pm

Coaching / \$250

Learn how to develop a coaching style and strategy that motivates employees effectively.

Month:	Date:	Day:	Location:	Time:
Oct	2	T	GR	8am-4pm
	11	Th	LIV	8am-4pm

Correcting Performance Problems / \$250

Learn how to counsel and discipline employees who are poor performers or who are displaying unacceptable behavior in attendance, performance, and conduct.

Month:	Date:	Day:	Location:	Time:
Sep	10	M	EL	8am-4pm
Nov	9	F	TROY	8am-4pm

Customer Relationship Management / \$250

Develop customer loyalty and incorporate an effective and cost-efficient customer relationship program.

Month:	Date:	Day:	Location:	Time:
Nov	6	T	LIV	8am-4pm

If you are interested in a course not scheduled, please contact an Account Executive.



Effective Business Writing / \$250

Learn how to use writing to effectively communicate information.

Month:	Date:	Day:	Location:	Time:
Sep	24	M	LIV	8am-4pm
Nov	30	F	TROY	8am-4pm

Effective Presentations / \$250

Learn to build a presentation, develop an introduction, capture audience attention, organize the body of the presentation, use transitions, and conclude the presentation.

Month:	Date:	Day:	Location:	Time:
Oct	15	M	EL	8am-4pm
Nov	15	Th	GR	8am-4pm

Effective Time Management / \$250

Learn how to understand time, how to create a time management plan, effective time utilization and how to be productive.

Month:	Date:	Day:	Location:	Time:
Oct	17	W	LIV	8am-4pm
	29	M	EL	8am-4pm

Employee Performance / \$250

Learn to identify and manage difficult employees, monitor their behavior, develop clear and effective communications, techniques, give and receive feedback, identify workplace conflicts and present resolutions.

Month:	Date:	Day:	Location:	Time:
Sep	14	F	TROY	8am-4pm
Nov	13	T	LIV	8am-4pm

Excellence in Service - Basic / \$250

Identify customer types, set customer expectations and maintain a positive attitude when working with customers.

Month:	Date:	Day:	Location:	Time:
Sep	25	T	LIV	8am-4pm
Oct	22	M	GR	8am-4pm
	30	T	EL	8am-4pm

Excellence in Service - Advanced / \$250

Learn how to develop and monitor service standards to support exceptional customer service; build customer service teams; understand your customers and how they measure service; and how to develop customer loyalty.

Month:	Date:	Day:	Location:	Time:
Oct	16	T	LIV	8am-4pm
Nov	6	T	EL	8am-4pm
	12	M	GR	8am-4pm

Frontline Leadership / \$250

Learn how to build a progressive environment in a learning organization by building effective leadership skills that inspire employees to innovate and create.

Month:	Date:	Day:	Location:	Time:
Sep	4	T	GR	8am-4pm
Oct	10	W	LIV	8am-4pm

Fundamentals of Communication / \$250

Learn the basic principles of business communication, including guidelines and best practices for effectively communicating in the workplace.

Month:	Date:	Day:	Location:	Time:
Oct	1	M	GR	8am-4pm
	4	Th	LIV	8am-4pm
	16	T	EL	8am-4pm

Grammar Essentials / \$250

Improve your business writing skills by understanding grammar rules and proper sentence structure.

Month:	Date:	Day:	Location:	Time:
Sep	20	Th	LIV	8am-4pm
Nov	16	F	TROY	8am-4pm

Managerial Leadership / \$250

Learn how to develop skills to effectively motivate, empower, and lead people.

Month:	Date:	Day:	Location:	Time:
Sep	11	T	LIV	8am-4pm
Oct	12	F	TROY	8am-4pm
Nov	19	M	LIV	8am-4pm

Managing Business Risk - NEW / \$250

Learn how to differentiate between traditional and contemporary risk management, identify the factors influencing a risk management model, identify and assess the various types of risks, create and implement a strategic risk management plan.

Month:	Date:	Day:	Location:	Time:
Nov	5	M	EL	8am-4pm

Managing Performance / \$250

Learn how to identify performance management and understand the importance of creating a performance management plan.

Month:	Date:	Day:	Location:	Time:
Sep	12	W	LIV	8am-4pm

*The PDU (Professional Development Unit) is the measuring unit used by PMI to quantify approved learning and professional service activities. Typically, one PDU is earned for every one hour spent in a planned, structured learning experience or activity. Fractions of PDUs may be reported in 0.25 increments following one full hour.

Business Skills/IT Business Skills

Organizational Skills / \$250

Learn how to effectively manage information and time to make the best use of the stream of information that flows through the work environment.

Month:	Date:	Day:	Location:	Time:
Oct	2	T	LIV	8am-4pm
Nov	9	F	EL	8am-4pm
Dec	7	F	LIV	8am-4pm
	20	Th	GR	8am-4pm
	21	F	TROY	8am-4pm

Project Communications Management - 6.5 PDU's* / \$250

Learn how to improve the efficiency and effectiveness of all project-related communications, from initial planning through closure. Participants will apply all course principles to a work-related case study taken directly from their work environment. This course is designed for all project managers and project team leaders.

Month:	Date:	Day:	Location:	Time:
Sep	21	F	TROY	8am-4pm
Dec	18	T	LIV	8am-4pm

Project Management for Senior Managers - 6.5 PDU's* / \$250

This course introduces the senior managers, department managers and other key stakeholders to the principles and processes of project management. Based on the Project Management Institute's (PMI) proven body of knowledge, the course introduces participants to common terms, concepts, tools, techniques, documents and processes.

Month:	Date:	Day:	Location:	Time:
Sep	20	Th	TROY	8am-4pm

Project Management Fundamentals - 6.5 PDU's* / \$250

Examines the phases of the Project Management life cycle and a Project Manager's role in each phase.

Month:	Date:	Day:	Location:	Time:
Sep	17	M	TROY	8am-4pm
Oct	5	F	LIV	8am-4pm
Nov	1	Th	LIV	8am-4pm
	15	Th	TROY	8am-4pm
Dec	10	M	LIV	8am-4pm
	12	W	EL	8am-4pm

Project Risk Management - 6.5 PDU's* / \$250

Enables students to enhance their knowledge through thorough investigation of risk methodologies.

Month:	Date:	Day:	Location:	Time:
Sep	28	F	LIV	8am-4pm
Oct	5	F	TROY	8am-4pm
	31	W	EL	8am-4pm

Project Scope Management - 6.5 PDU's* / \$250

Learn to more effectively define project scope, requirements, and deliverables. Substantially reduce re-work, cost and changes in the project.

Month:	Date:	Day:	Location:	Time:
Sep	7	F	TROY	8am-4pm
Dec	17	M	EL	8am-4pm

Project Teams - 6.5 PDU's* / \$250

Learn the fundamentals of Project Teams including how to participate, communicate and build a Project Team.

Month:	Date:	Day:	Location:	Time:
Sep	20	Th	LIV	8am-4pm

Quality Management / \$250

Students will learn how to understand the quality management process and identify ways to improve the quality of your organizations product and/or service.

Month:	Date:	Day:	Location:	Time:
Oct	18	Th	GR	8am-4pm
	26	F	LIV	8am-4pm
Nov	2	F	TROY	8am-4pm
	19	M	EL	8am-4pm

Sales Skills - Basic / \$250

Learn sales strategies to improve sales and client relationships.

Month:	Date:	Day:	Location:	Time:
Oct	22	M	LIV	8am-4pm



Team Participation / \$250

Learn how to effectively organize and work within a team environment.

Month:	Date:	Day:	Location:	Time:
Dec	28	F	LIV	8am-4pm

IT Business Skills

Information Technology Infrastructure Library (ITIL)

The ITIL is the most widely accepted approach to IT Service Management in the world. New Horizons offers students a top-down, business driven approach to the management of IT that specifically addresses the strategic business value generated by the IT organization and the need to deliver a high quality IT service.

★ Also offered in the Mentored Learning classroom!

Infrastructure Library (ITIL) Foundations

ITIL Service Management Essentials ★ (Exam #EXO-100) / \$1,100

Provides a comprehensive, consistent and coherent set of best practices focused on the management of IT service processes while promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems.

(Prereq: None)

Month:	Date:	Day:	Location:	Time:
Sep	27-28	Th-F	TROY	8am-4pm
Oct	1-5	M-F	OLL	6pm-9pm
	8-9	M-T	EL	8am-4pm
	29-30	M-T	GR	8am-4pm
Nov	5-6	M-T	TROY	8am-4pm
	5-9	M-F	OLL	6pm-9pm



Infrastructure Library (ITIL) Practitioner

ITIL Practitioner Release and Control (Exam-ITIL Practitioner-IPRC*) / \$3,000

In this course, students will learn additional skills in planning, monitoring, reporting and optimizing in relation to the processes of Change Management, Configuration Management, and Release Management in an IT Service organization.

(Prereq: ITIL Service Management Essentials or Foundation Certificate.)

Month:	Date:	Day:	Location:	Time:
Nov	12-16	M-F	GR	8am-4pm

ITIL Practitioner Support and Restore (Exam-ITIL Practitioner-IPSR*) / \$3,000

This course will provide students with practical guidance on the design and implementation of integrated end-to-end Incident Management and Problem Management processes, as well as the role and implementation of the Service Desk based on proven industry best practice guidelines.

(Prereq: Foundation Certificate and working experience in an IT Service Management environment.)

Month:	Date:	Day:	Location:	Time:
Dec	3-7	M-F	GR	8am-4pm

*PRACTITIONER EXAMS WILL BE CONDUCTED ON THE LAST DAY OF CLASS.

•EL-East Lansing •FL-Flint •GR-Grand Rapids •KZOO-Kalamazoo •LIV-Livonia •OLL-Online LIVE

Microsoft Technical Certification Paths

MCDST (2 Core Exams Required)

• Core Exams (2 Required)

Exam 70-271: Maintaining and Troubleshooting Microsoft Windows XP for Desktop Support Technicians (2261)

Exam 70-272: Maintaining and Troubleshooting Applications on a Microsoft Windows XP Platform for Desktop Support Technician (2262)

MCSA Server 2003 (3 Core Exams and 1 Elective Exam Required)

• Networking System Core Exams (2 Required)

Exam 70-290: Managing and Maintaining a Microsoft Windows Server 2003 Environment (2273 or 2274 & 2275 or 2208)

Exam 70-291: Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (2276 & 2277 or 2208)

• Client Operating System Core Exam (1 Required)

Exam 70-270: Installing, Configuring and Administering Microsoft Windows XP Professional (2272 or 2285)

Exam 70-210: Installing, Configuring, and Administering Microsoft Windows 2000 Professional (2151 & 2152)

• Elective Exam (1 Required)

Exam 70-227: Installing, Configuring and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition (2159)

Exam 70-228: Installing, Configuring and Administering Microsoft SQL Server 2000 Enterprise Edition (2072)

Exam 70-284: Implementing and Managing Microsoft Exchange Server 2003 (2400 & 2011)

Exam 70-350: Implementing Microsoft Internet Security and Acceleration Server 2004 (2824)

Exam 70-299: Implementing and Administering Security in a Microsoft Windows Server 2003 Network (2823)

MCSE Server 2003 (6 Core Exams and 1 Elective Exam Required)

• Networking System Core Exams (4 Required)

Exam 70-290: Managing and Maintaining a Microsoft Windows Server 2003 Environment (2274 & 2275 or 2208 or 2273)

Exam 70-291: Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (2276 & 2277 or 2208)

Exam 70-293: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (2278)

Exam 70-294: Planning, Implementing and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (2279)

• Client Operating System Core Exam (1 Required)

Exam 70-270: Installing, Configuring and Administering Microsoft Windows XP Professional (2272 or 2285)

Exam 70-210: Installing, Configuring, and Administering Microsoft Windows 2000 Professional (2151 & 2152)

• Design Core Exam (1 Required)

Exam 70-297: Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure (2282)

Exam 70-298: Designing Security for a Microsoft Windows Server 2003 Network (2830)

• Elective Exam (1 Required)

Exam 70-227: Installing, Configuring and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition (2159)

Exam 70-228: Installing, Configuring and Administering Microsoft SQL Server 2000 Enterprise Edition (2072)

Exam 70-229: Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition (2071 & 2073)

Exam 70-284: Implementing and Managing Microsoft Exchange Server 2003 (2400 & 2011)

Exam 70-297: Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure (2282)

Exam 70-298: Designing Security for a Microsoft Windows Server 2003 Network (2830)

Exam 70-281: Planning, Deploying, and Managing an Enterprise Project Management Solution (2732)

Exam 70-299: Implementing and Administering Security in a Microsoft Windows Server 2003 Network (2823)

Exam 70-350: Implementing Microsoft Internet Security and Acceleration Server 2004 (2824)



Learning Solutions

The New Generation of Microsoft Certifications

The new generation of Microsoft certifications allows you to achieve certification on one or many technologies and build upon that foundation skill-set to achieve professional credentials. These professional credentials validate your ability to utilize Microsoft technologies to perform specific job functions.

The certification paths below outline the many possibilities available. The options and combinations will continue to grow as Microsoft releases new technologies.

Microsoft[®]
CERTIFIED

*Technology
Specialist*

The Technology Series certifications enable professionals to target specific technologies and distinguish themselves by demonstrating in-depth knowledge and expertise in the broad range of specialized technologies. Microsoft Technology Specialists are consistently capable of implementing, building, troubleshooting, and debugging a particular Microsoft technology.

The Technology Series certifications:

- Typically consist of one to three exams.
- Are focused on a key Microsoft product or technology.
- Do not include job-role skills.
- Will be retired when mainstream product support for the particular technology expires.

Microsoft[®]
CERTIFIED

IT Professional

Microsoft[®]
CERTIFIED

*Professional
Developer*

Professional Series credentials validate a comprehensive set of skills required to be successful on the job. These skills include design, project management, operations management, and planning, and they are contextual to the job role. By validating a more comprehensive set of skills, these credentials give candidates and their hiring managers a reliable indicator of on-the-job performance.

The Professional Series certifications:

- Typically consist of one to three exams.
- Have one or more prerequisites from the Technology Series.
- Are focused on a single job role.
- Require recertification to maintain active status.

Microsoft[®]
CERTIFIED

Architect

The Microsoft Certified Architect Program identifies top industry experts in IT architecture. These prestigious professionals have a minimum of 10 years of advanced IT industry experience, have three or more years of experience as a practicing architect, possess strong technical and managerial skills, and form an elite community. Unlike other industry certifications, this credential was built and is granted by the architect community. Candidates must pass a rigorous review by the Review Board, which consists of previously certified peer architects.

The Architect Series certifications:

- Have a rigorous and competitive entry process.
- Require the candidate to work closely with a mentor who is a Microsoft Certified Architect.
- Culminate in an oral review in front of previously certified architects.
- Requires recertification.

For more information, visit the Microsoft website at
www.microsoft.com/learning/mcp/newgen

Microsoft Technical Training

Windows Vista

(5105) Deploying Windows Vista Business Desktops - (MCP Exam #N/A) / \$1,500

Learn the skills to successfully deploy MS Windows Vista business desktops throughout your organization.
(Prereq: Experience with Windows client systems, group policy, disk imaging and Systems Management Server.)

Month:	Date:	Day:	Location:	Time:
Sep	17-19	M-W	LIV	8am-4pm
	24-26	M-W	EL	8am-4pm
Oct	8-10	M-W	TROY	8am-4pm
	15-17	M-W	GR	8am-4pm
	22-24	M-W	LIV	8am-4pm
Nov	26-28	M-W	LIV	8am-4pm
Dec	10-12	M-W	TROY	8am-4pm
	17-19	M-W	GR	8am-4pm

(5115) Installing and Configuring the Windows Vista Operating System (MCP Exam #70-620) / \$1,500

Provides students with the knowledge and skills to install and configure Windows Vista desktops.
(Prereq: Familiar with PC hardware and devices, basic TCP/IP knowledge, windows and Active Directory.)

Month:	Date:	Day:	Location:	Time:
Sep	24-26	M-W	LIV	8am-4pm
Oct	1-3	M-W	EL	8am-4pm
	29-31	M-W	LIV	8am-4pm
Nov	5-7	M-W	GR	8am-4pm
	7-9	W-F	TROY	8am-4pm
Dec	3-5	M-W	LIV	8am-4pm

(5116) Configuring Windows Vista Mobile Computing and Applications (MCP Exam #70-620) - NEW / \$1,000

Provides students with the knowledge and skills to successfully configure mobile computers and applications that run Windows Vista.
(Prereq: Completion of course 5115, computer hardware knowledge, experience with TCP/IP, mapping network file shares, running commands from a command window and reviewing BIOS settings.)

Month:	Date:	Day:	Location:	Time:
Sep	27-28	Th-F	LIV	8am-4pm
Oct	4-5	Th-F	EL	8am-4pm
Nov	1-2	Th-F	LIV	8am-4pm
	8-9	Th-F	GR	8am-4pm
Dec	6-7	Th-F	LIV	8am-4pm

Microsoft Software Assurance

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(5118) Maintaining and Troubleshooting Windows Vista Computers (MCP Exam #N/A) - NEW / \$1,500

Provides students with the knowledge and skills to successfully maintain and troubleshoot Windows Vista computers.
(Prereq: Experience supporting previous versions of the Windows operating system. Familiarity with an IT helpdesk ticketing system, researching online and local knowledge bases, and running commands from a command window. Must have knowledge of computer hardware and devices, basic TCP/IP, Windows and Active Directory.)

Month:	Date:	Day:	Location:	Time:
Sep	5-7	W-F	LIV	8am-4pm
Oct	24-26	M-W	TROY	8am-4pm
	8-10	M-W	GR	8am-4pm
Nov	17-19	W-F	LIV	8am-4pm
	12-14	M-W	EL	8am-4pm
Dec	14-16	W-F	LIV	8am-4pm
	10-12	M-W	GR	8am-4pm

(5119) Supporting the Windows Vista Operating System and Applications (MCP Exam #N/A) - NEW / \$1,000

Provides students with the knowledge and skills to use a Windows Vista operating system image and application package deployment to minimize the downtime at the Windows Vista client.
(Prereq: Be familiar with PC hardware and devices, basic Windows, Active Directory, 2007 MS Office, network file shares, installing applications from media, and working from a command window.)

Month:	Date:	Day:	Location:	Time:
Sep	19-20	W-Th	LIV	8am-4pm
Oct	11-12	Th-F	GR	8am-4pm
	25-26	Th-F	LIV	8am-4pm
Nov	15-16	Th-F	EL	8am-4pm
	29-30	Th-F	LIV	8am-4pm
Dec	13-14	Th-F	GR	8am-4pm
	20-21	Th-F	TROY	8am-4pm

Office 2007

(5058) Deploying Microsoft Office 2007 Professional Plus - NEW (MCP Exam #N/A) / \$1,000

Provides students with the skills that they need to effectively deploy MS Office 2007. Learn to prepare and plan for the Office 2007 deployment, how to build and customize the Office 2007 installation and deploy Office 2007 throughout your environment.
(Prereq: Experience deploying, managing and supporting Windows client systems and MS Office system technologies.)

Month:	Date:	Day:	Location:	Time:
Sep	24-25	M-T	LIV	8am-4pm
	27-28	Th-F	EL	8am-4pm
Oct	11-12	Th-F	TROY	8am-4pm
	15-16	M-T	LIV	8am-4pm
Nov	18-19	Th-F	GR	8am-4pm
	12-13	M-T	LIV	8am-4pm
Dec	13-14	Th-F	TROY	8am-4pm
	20-21	Th-F	GR	8am-4pm

Microsoft Certified

Desktop Support Technician

(2261) Supporting Users Running MS Windows XP to Desktop Operating Systems (MCP Exam #70-271) / \$1,500 ★

In this course, students gain knowledge and skills needed to troubleshoot basic Microsoft Windows XP problems faced while running Microsoft Windows XP Professional in an Active Directory network, or Windows XP Home edition in a workgroup environment.
(Prereq: Working knowledge of TCP/IP, Windows 2000, Office products, hardware components, and core operating system technologies.)

Month:	Date:	Day:	Location:	Time:
Sep	17-19	M-W	GR	8am-4pm
Oct	15-17	M-W	LIV	8am-4pm
	22-24	M-W	EL	8am-4pm
Dec	17-19	M-W	LIV	8am-4pm

(2262) Supporting Users Running Applications on MS Windows XP Operating System (MCP Exam #70-272) / \$1,000 ★

This is an introductory course designed to provide information on how to troubleshoot applications running on Microsoft Windows XP.
(Prereq: Course 2261)

Month:	Date:	Day:	Location:	Time:
Sep	20-21	Th-F	GR	8am-4pm
Oct	18-19	Th-F	LIV	8am-4pm
	25-26	Th-F	EL	8am-4pm
Dec	20-21	Th-F	LIV	8am-4pm

SharePoint

(2014) Customizing Microsoft Office SharePoint Portal Server 2003 (MCP Exam #N/A) / \$1,000

This course provides students with the knowledge and skills to customize MS Office SharePoint Portal Server 2003. Focuses on web parts, security, and the SharePoint services object model.
(Prereq: A working knowledge of ASP.NET, web services, Visual Basic or Visual C# and Visual Studio.)

Month:	Date:	Day:	Location:	Time:
Sep	24-25	M-T	TROY	8am-4pm

(8036) Designing IT Platform Collaborative Applications with Microsoft SharePoint 2003 Workshop (MCP Exam #N/A) / \$1,000

This course provides students with the knowledge and skills to design and deploy Microsoft SharePoint Server 2003 products and technologies.
(Prereq: Strong working knowledge of MS Office, Windows 2000 or Windows Server 2003.)

Month:	Date:	Day:	Location:	Time:
Sep	26-27	W-Th	TROY	8am-4pm

★ Also offered in the Mentored Learning classroom!

Microsoft Technical Training

(5060) Implementing MS Windows SharePoint Services 3.0 (MCP Exam #N/A) - **NEW** / \$1,000

This course provides students with the knowledge and skills to successfully implement MS Windows SharePoint Services (WSS) in their organizations. (Prereq: Students must have on-the-job experience in implementing, managing and supporting MS Windows Server 2003, including IIS. Knowledge of TCP/IP and DNS, and the key benefits of MOSS.)

Month:	Date:	Day:	Location:	Time:
Sep	10-11	M-T	LIV	8am-4pm
	11-20	T, Th	OLL	6pm-9pm
Oct	8-9	M-T	TROY	8am-4pm
Nov	5-6	M-T	EL	8am-4pm
	5-30	M, W, F	OLL	2pm-5pm
	26-27	M-T	LIV	8am-4pm
Dec	13-14	Th-F	TROY	8am-4pm

(5061) Implementing MS Office SharePoint Server 2007 (MCP Exam #N/A) - **NEW** / \$1,500

This course provides students with the knowledge and skills required to implement MS Office SharePoint Server 2007 successfully in their organization. (Prereq: Basic knowledge of implementing, managing and supporting MS Windows SharePoint services, including two years experience with MS Windows Server 2003 and managing and supporting IIS.)

Month:	Date:	Day:	Location:	Time:
Sep	12-14	W-F	LIV	8am-4pm
	25-11	T, Th	OLL	2pm-5pm
Oct	10-12	W-F	TROY	8am-4pm
Nov	5-30	M, W, F	OLL	2pm-5pm
	7-9	W-F	EL	8am-4pm
	28-30	W-F	LIV	8am-4pm
Dec	10-12	M-W	TROY	8am-4pm

Windows Server 2003

(2273) Managing and Maintaining a Microsoft Windows Server 2003 Environment (MCP Exam #70-292) / \$2,500 ★

This workshop provides students with the knowledge and skills to manage and maintain a MS Windows Server 2003 networked environment. (Prereq: Completion of courses 2126, 2151 and 2152 is recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	17-21	M-F	EL	8am-4pm
Nov	26-30	M-F	TROY	8am-4pm

(2274) Managing a Microsoft Windows Server 2003 Environment (MCP Exam #70-290) / \$2,500

This course provides students with the knowledge and skills to manage accounts and resources in a MS Windows Server 2003 environment and is intended for Systems Administrators and Systems Engineers responsible for managing accounts and resources. (Prereq: A+ and Network+ certification or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	GR	8am-4pm
Nov	5-9	M-F	LIV	8am-4pm
	12-16	M-F	EL	8am-4pm
Dec	17-21	M-F	TROY	8am-4pm

(2275) Maintaining a Microsoft Windows Server 2003 Environment (MCP Exam #70-290) / \$1,500

This course provides the knowledge and skills needed to effectively maintain server resources, monitor server performance, and safeguard data on a computer running one of the operating systems in the Server 2003 family. (Prereq: Course 2274)

Month:	Date:	Day:	Location:	Time:
Oct	1-3	M-W	TROY	8am-4pm
Nov	12-14	M-W	LIV	8am-4pm
Dec	3-5	M-W	EL	8am-4pm

(2276) Implementing a MS Windows Server 2003 Network Infrastructure: Network Hosts (MCP Exam #70-291) / \$1,000 ★

This course provides students with the skills and knowledge necessary to configure a Windows-based computer to operate in a MS Windows Server 2003 networking infrastructure. (Prereq: A+ or Network+ certification, course 2275 or equivalent knowledge or skills.)

Month:	Date:	Day:	Location:	Time:
Oct	4-5	Th-F	TROY	8am-4pm
Nov	15-16	Th-F	LIV	8am-4pm
Dec	6-7	Th-F	EL	8am-4pm

(2277) Implementing, Managing and Maintaining a MS Windows Server 2003 Network Infrastructure: Network Services (MCP Exam #70-291) / \$2,500 ★

This course provides students with the knowledge and skills to implement and manage a MS Windows Server 2003 network infrastructure. (Prereq: Course 2276)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	LIV	5:30pm-10:30pm
Oct	22-26	M-F	TROY	8am-4pm
Dec	10-14	M-F	LIV	8am-4pm

(2278) Planning and Maintaining a MS Windows Server 2003 Network Infrastructure (MCP Exam #70-293) / \$2,500 ★

This course is for people employed or seeking a position as a Systems Engineer who want to enhance their MS Windows Server 2003 skills. (Prereq: Course 2277)

Month:	Date:	Day:	Location:	Time:
Nov	3-7	M-F	TROY	8am-4pm

(2279) Planning, Implementing and Maintaining a MS Windows Server 2003 Active Directory Infrastructure (MCP Exam #70-294) / \$2,500 ★

This course is for people employed or seeking a position as a Systems Engineer who want to enhance their MS Windows Server 2003 Active Directory skills. (Prereq: Course 2278)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	TROY	8am-4pm
Oct	22-26	M-F	GR	8am-4pm
Nov	5-9	M-F	LIV	8am-4pm
Dec	17-21	M-F	EL	8am-4pm

Windows XP Professional

(2272) Implementing and Supporting MS Windows XP Professional (MCP Exam #70-270) / \$2,500 ★

The purpose of this course is to address the implementation and desktop support needs of customers that are planning to deploy and support Microsoft Windows XP Professional in a variety of stand-alone and network operating system environments.

(Prereq: A+ certification, Net+ certification, or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	EL	8am-4pm
	17-21	M-F	LIV	8am-4pm
Nov	5-9	M-F	TROY	8am-4pm
Dec	3-7	M-F	LIV	8am-4pm

(2282) Designing a Microsoft Windows Server 2003 Active Directory (MCP Exam #70-297) / \$2,500

Learn the skills necessary to design a MS Active Directory service and network infrastructure for a MS Server 2003 environment.

(Prereq: Course 2278 or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Oct	29-2	M-F	LIV	8am-4pm

(2285) Installing, Configuring and Administering MS Windows XP Professional (MCP Exam #70-270) / \$1,000

Manage MS Windows XP Professional and Windows 2000 Professional-based computers in a MS Windows Server 2003 environment.

(Prereq: Courses 2274 & 2275.)

Month:	Date:	Day:	Location:	Time:
Nov	1-2	Th-F	TROY	8am-4pm

Security

(2810) Fundamentals of Network Security (CompTIA Exam #SYO-101) / \$2,000

This course provides students with the knowledge and skills to begin supporting network security within an organization.

(Prereq: One year experience managing Windows 2000 Server or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Oct	1-4	M-Th	LIV	5:30-10:30pm
Nov	5-8	M-Th	EL	8am-4pm

(2830) Designing Security for Microsoft Networks (MCP Exam #70-298 & 70-220) / \$1,500 ★

This course provides students with the knowledge and skills to design a secure network infrastructure. Topics include assembling the design team, modeling threats, and analyzing security risks.

(Prereq: Courses 2152, 2153 and 2154.)

Month:	Date:	Day:	Location:	Time:
Oct	24-26	W-F	TROY	8am-4pm

★ **Also offered in the Mentored Learning classroom!**

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Microsoft Technical Training

Microsoft Technical Training

Management Instrumentation

(2596) Managing Microsoft Systems Management Server 2003
(MCP Exam #N/A) / \$2,500

This course enables you to perform all tasks required in the management of SMS 2003.

(Prereq: Completion of courses 2272B and 2277.)

Month:	Date:	Day:	Location:	Time:
Oct	8-12	M-F	LIV	8am-4pm

Exchange

(2400) Implementing and Managing Microsoft Exchange Server 2003
(MCP Exam #70-284) / \$2,500 ★

This course provides students with the knowledge and skills needed to update and support a reliable, secure messaging infrastructure.

(Prereq: Working knowledge of MS Windows Server 2003, networking, TCP/IP, DNS and IIS.)

Month:	Date:	Day:	Location:	Time:
Sep	10-1	M, W, F	OLL	2pm-5pm
Nov	12-16	M-F	EL	8am-4pm
	19-12	M, W, F	OLL	6pm-9pm
Dec	17-21	M-F	LIV	8am-4pm

(2732) Planning, Deploying and Managing an Enterprise Management Solution
(MCP Exam #N/A) / \$2,500

This course is designed to provide Systems Engineers with the knowledge and skills necessary to effectively plan, deploy and manage a MS Office Project Server 2003 solution.

(Prereq: Completion of courses 2279 and a working knowledge of project management concepts.)

Daytime Classes:

Month:	Date:	Day:	Location:	Time:
Sep	17-10	M, W, F	OLL	6pm-9pm

(3938) Updating Your Skills from Microsoft Exchange Server 2000 or Microsoft Exchange Server 2003 to Microsoft Exchange Server 2007 (MCP Exam #N/A) / \$1,500

This course will provide Exchange 2000, or 2003 Server administrators with the skills needed to manage a MS Exchange Server 2007 infrastructure.

(Prereq: Experience with Exchange 2000, or 2003 Server, Windows scripting, Windows Server 2003 Active Director, TCP/IP and DNS.)

Month:	Date:	Day:	Location:	Time:
Oct	8-10	M-W	TROY	8am-4pm
	24-26	W-F	EL	8am-4pm
Nov	7-9	W-F	GR	8am-4pm
	19-21	M-W	LIV	8am-4pm
Dec	3-5	M-W	TROY	8am-4pm



Microsoft Software Assurance

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(5047) Introduction to Installing and Managing MS Exchange Server 2007 (MCP Exam #70-236) - NEW / \$1,500

New students will learn how to configure and manage a messaging environment in accordance with technical requirements. They will also learn how to install MS Exchange Server 2007 and manage routing, client access and the backup and restore of databases.

(Prereq: Experience using NTBackup and NSLookup commands, Windows Explorer, MMC, Active Directory users, computers, sites and services.)

Month:	Date:	Day:	Location:	Time:
Sep	17-19	M-W	LIV	8am-4pm
	24-26	M-W	GR	8am-4pm
Nov	7-9	W-F	EL	8am-4pm
	19-21	M-W	TROY	8am-4pm
	26-28	M-W	GR	8am-4pm
Dec	17-19	M-W	LIV	8am-4pm

(5049) Managing Messaging Security Using MS Exchange Server 2007 (MCP Exam #70-236) - NEW / \$500

This course provides messaging specialists with the knowledge and skills to manage messaging security and policies.

(Prereq: Working knowledge of malware and how PKI is managed in the directory. Understanding of firewalls and experience using NTBackup, NSLookup, Windows Explorer, MMC, Active Directory users, computers, sites and services.)

Month:	Date:	Day:	Location:	Time:
Sep	20	Th	LIV	8am-4pm
	27	Th	GR	8am-4pm
Oct	29	M	TROY	8am-4pm
Nov	29	Th	GR	8am-4pm
Dec	3	M	EL	8am-4pm
	20	Th	LIV	8am-4pm

(5050) Recovering Messaging Servers and Databases Using MS Exchange Server 2007 (MCP Exam #70-236) - NEW / \$500

This course teaches messaging specialists to recover Exchange mailboxes and servers in a variety of disaster scenarios.

(Prereq: Working knowledge of malware, how PKI is managed in the directory, Windows Server 2003 OS, network technologies, Active Directory directory services, and Exchange Server 2007.)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	TROY	8am-4pm
	28	F	GR	8am-4pm
Nov	30	F	GR	8am-4pm
Dec	4	T	EL	8am-4pm

(5051) Monitoring and Troubleshooting MS Exchange Server 2007 (MCP Exam #70-236) - NEW / \$1,000

This course teaches messaging specialists to monitor and troubleshoot an Exchange Server 2007 messaging system.

(Prereq: Fundamental knowledge of network technologies, experience administering Exchange Server 2007, Windows Server 2007 OS, Active Directory directory services, and managing backup and restore on Windows Servers.)

Month:	Date:	Day:	Location:	Time:
Sep	5-6	W-Th	TROY	8am-4pm
Oct	30-31	T-W	TROY	8am-4pm
Dec	6-7	Th-F	GR	8am-4pm

SQL Server

(2071) Querying MS SQL Server 2000 with Transact-SQL (MCP Exam #70-229) / \$1,000

This course provides students with the technical skills required to write Transact-SQL queries for MS SQL Server 2000.

(Prereq: Experience using MS Windows, understanding of basic relational database concepts.)

Month:	Date:	Day:	Location:	Time:
Sep	4-20	T, Th	OLL	6pm-9pm
	5-6	W-Th	EL	8am-4pm
	17-18	M-T	TROY	8am-4pm
Nov	13-29	T, Th	OLL	10am-1pm

(2072) Administering a MS SQL Server 2000 Database (MCP Exam #70-228) / \$2,500 ★

This course provides students with the knowledge and skills required to install, configure, administer, and troubleshoot the client-server database management system of MS SQL Server 2000.

(Prereq: MS Win 2000 Network & Operating System Essentials; Implementing MS Win 2000 Professional & Server; relational database concepts.)

Month:	Date:	Day:	Location:	Time:
Sep	17-21	M-F	EL	8am-4pm
Oct	15-19	M-F	TROY	8am-4pm
Nov	5-30	M, W, F	OLL	2pm-5pm

(2073) Programming a Microsoft SQL Server 2000 Database (MCP Exam #70-229) / \$2,500 ★

This course provides students with the technical skills required to program a database solution by using MS SQL Server 2000.

(Prereq: Courses 2151, 2152 and 2071.)

Month:	Date:	Day:	Location:	Time:
Oct	1-24	M, W, F	OLL	6pm-9pm
	1-5	M-F	EL	8am-4pm
Nov	12-16	M-F	TROY	8am-4pm

(2779) Implementing a Microsoft SQL Server 2005 Database (MCP Exam #70-431) / \$2,500 ★

This course provides students with product knowledge and skills needed to implement a Microsoft SQL Server 2005 database. The course focuses on teaching individuals how to use SQL Server 2005 product features and tools related to implementing a database.

(Prereq: 2778 and experience with Windows, Transact-SQL, relational databases and database design.)

Month:	Date:	Day:	Location:	Time:
Oct	15-19	M-F	LIV	8am-4pm
	22-26	M-F	TROY	8am-4pm
	23-8	T, Th	OLL	2pm-5pm
	29-2	M-F	EL	8am-4pm
Nov	12-16	M-F	GR	8am-4pm
Dec	4-20	T, Th	OLL	2pm-5pm
	10-14	M-F	TROY	8am-4pm

If you are interested in a course not scheduled, please contact an Account Executive.

Microsoft Technical Training

(2780) Maintaining a Microsoft SQL Server 2005 Database (MCP Exam #70-431) / \$2,500 ★

This course provides students with product knowledge and skills needed to maintain a Microsoft SQL Server 2005 database.

(Prereq: 2778, 2779 and experience with Windows, Transact-SQL, relational databases and database design.)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	TROY	8am-4pm
Oct	8-12	M-F	EL	8am-4pm
	29-9	M, W, F	OLL	10am-1pm
Nov	12-16	M-F	LIV	8am-4pm
	26-30	M-F	TROY	8am-4pm
Dec	4-20	M, W, F	OLL	6pm-9pm
	10-14	M-F	GR	8am-4pm

(2781) Designing Microsoft SQL Server 2005 Server-Side Solutions (MCP Exam #70-441 & 70-442) / \$1,500

This course provides students with the knowledge to design server-side solutions for MS SQL Server 2005. It focuses on teaching database developers who work in enterprise environments.

(Prereq: Courses 2778, 2779 and 2780 recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	25-11	T, Th	OLL	10am-1pm
Oct	3-5	W-F	TROY	8am-4pm
Dec	4-20	T, Th	OLL	6pm-9pm

(2782) Designing Microsoft SQL Server 2005 Databases (MCP Exam #70-441) / \$1,000

This course provides students with the knowledge to design databases for MS SQL Server 2005 using business requirements to guide their decisions.

(Prereq: Courses 2778, 2779 and 2780 recommended.)

Month:	Date:	Day:	Location:	Time:
Oct	1-2	M-T	TROY	8am-4pm

(2783) Designing the Data Tier for Microsoft SQL Server 2005 Databases (MCP Exam #N/A) / \$500

Provides students with the knowledge and skills to design the data tier for MS SQL Server 2005. Focuses on teaching database developer's working in enterprise environments to understand and decide how application developers are going to access and consume their data. This is a major failure point of database solutions today.

(Prereq: Experience reading user requirements and business-need documents. Basic knowledge of the MS.NET framework. Familiar with tasks that Developers typically perform. Understand Transact-SQL syntax and programming logic. Have basic knowledge of troubleshooting, OS, platform and application architecture.)

Month:	Date:	Day:	Location:	Time:
Oct	29	M	TROY	8am-4pm

★ Also offered in the Mentored Learning classroom!

(2784) Tuning and Optimizing Queries using Microsoft SQL Server 2005 (MCP Exam # N/A) / \$1,500

This workshop provides database developers working in enterprise environments using MS SQL Server 2005 the knowledge and skills to evaluate and improve queries and query response times.

(Prereq: MS Certified Technology Specialist: MS SQL Server 2005 credential or equivalent experience. Students should have completed courses 2778, 2779 and 2780.)

Month:	Date:	Day:	Location:	Time:
Sep	19-21	W-F	TROY	8am-4pm
Dec	19-21	W-F	EL	8am-4pm

(2786) Designing a Microsoft SQL Server 2005 Infrastructure (MCP Exam #70-443, 70-447) / \$1,000 ★

This course provides database administrators working in enterprise environments with the knowledge needed to design a MS SQL Server 2005 database infrastructure.

(Prereq: Courses 2778, 2779 and 2780 recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	11-20	T, Th	OLL	8pm-11pm
Oct	9-18	T, Th	OLL	6pm-9pm
Nov	5-6	M-T	EL	8am-4pm
Dec	6-7	Th-F	TROY	8am-4pm

(2787) Designing Security for Microsoft SQL Server 2005 (MCP Exam #70-443, 70-444, 70-447) / \$1,000 ★

This course provides database administrators working in enterprise environments the ability to design security for database systems using MS SQL Server 2005.

(Prereq: Courses 2778, 2779 and 2780 recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	18-27	T, Th	OLL	8pm-11pm
	27-28	Th-F	TROY	8am-4pm
Oct	23-1	T, Th	OLL	6pm-9pm
Nov	26-27	M-T	EL	8am-4pm

(2788) Designing High Availability Database Solutions Using Microsoft SQL Server 2005 (MCP Exam #70-443, 70-447) / \$1,500

This course provides students with the knowledge needed to design high availability database solutions using MS SQL Server 2005.

(Prereq: Courses 2778, 2779 and 2780 recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	24-26	M-W	TROY	8am-4pm
Nov	28-30	W-F	EL	8am-4pm

Microsoft
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(2789) Administering and Automating Microsoft SQL 2005 Databases and Servers (MCP Exam #70-444, 70-447) / \$500 ★

This course provides students with the knowledge and skills to administer and automate MS SQL Server 2005 databases and servers.

(Prereq: Courses 2778, 2779 and 2780 recommended.)

Month:	Date:	Day:	Location:	Time:
Oct	2-4	T, Th	OLL	6pm-9pm
	30	T	TROY	8am-4pm
Dec	7	F	EL	8am-4pm
	18-20	T, Th	OLL	6pm-9pm

(2790) Troubleshooting and Optimizing Servers Using Microsoft SQL Server 2005 (MCP Exam #70-444, 70-447) / \$1,000 ★

This course provides database administrators working in enterprise environments with the skills needed to determine and troubleshoot performance issues using MS SQL Server 2005.

(Prereq: Courses 2778, 2779 and 2780 recommended.)

Month:	Date:	Day:	Location:	Time:
Oct	11-12	Th-F	TROY	8am-4pm
Dec	17-18	M-T	EL	8am-4pm

(2791) Implementing and Maintaining MS SQL Server 2005 Analysis Services - NEW (MCP Exam #70-445) / \$1,500

This course teaches students how to implement an Analysis Services solution in an organization. It also discusses how to use the Analysis Services development tools to create an Analysis Service database and an OLAP cube as well as how to use the Analysis Services management and administrative tools to manage an Analysis Services solution.

(Prereq: Students must have conceptual understanding of OLAP solutions.

Experience navigating the MS Windows Server environment, windows services, creating service accounts and permissions. Experience with MS SQL Server including SQL Server Agent, query language, system tables and server accounts.)

Month:	Date:	Day:	Location:	Time:
Nov	19-21	M-W	TROY	8am-4pm

(2792) Implementing and Maintaining MS SQL Server 2005 Integration (MCP Exam #70-445) - NEW / \$1,500

This course teaches students how to implement an Integration Services solution in an organization. The course discusses how to develop, deploy and manage Integration Services packages.

(Prereq: Students must have exposure to enterprise data import and export scenarios, experience navigating the MS Windows Server environment, MS SQL Server experience including SQL Server Agent, query language, system tables and accounts.)

Month:	Date:	Day:	Location:	Time:
Oct	31-2	W-F	TROY	8am-4pm

If you are interested in a course not scheduled, please contact an Account Executive.

Microsoft Technical Training

Microsoft Technical Training

(2793) Implementing and Maintaining MS SQL Server 2005 Reporting Services (MCP Exam #70-445) - **NEW** / \$1,500

This course teaches students how to implement a Reporting Services solution in an organization. The course discusses how to use the Reporting Services development tools to create reports, and how to use the Reporting Services management and administrative tools to manage a Reporting Services solution.

(Prereq: Exposure to creating reports in MS Access or Crystal Reports. Understanding of the push and pull distribution/subscription paradigm. Experience navigating the MS Windows Server environment, windows services, creating service accounts and permissions. Experience with the MS SQL Server including SQL Server Agent, query language, system tables and Server accounts.)

Month:	Date:	Day:	Location:	Time:
Sep	4-6	T-Th	TROY	8am-4pm

(2796) Designing an Analysis Solution Architecture Using MS SQL Server 2005 Analysis Services (MCP Exam #70-446) / \$1,500

Business Intelligence professionals working in enterprise environments learn to design a multidimensional solution architecture that supports your BI solution.

(Prereq: Intended for BI professionals with an understanding of the SQL Server 2005 tools for BI functionality, but need to develop their design principles to implement and deploy an Analysis Services solution.)

Month:	Date:	Day:	Location:	Time:
Oct	16-1	T, Th	OLL	6pm-9pm

(2797) Designing a Reporting Solution Architecture Using Microsoft SQL Server 2005 Reporting Services (MCP Exam #70-446) / \$1,000

BI professionals working in enterprise environments learn to design a reporting solution architecture that supports their BI solution.

(Prereq: For experienced BI professionals with an understanding of the SQL Server 2005 tools for BI functionality, but need to understand design principles and best practices for planning, implementing and deploying a reporting services solution.)

Month:	Date:	Day:	Location:	Time:
Dec	4-13	T, Th	OLL	6pm-9pm

.NET Programming/ Application Development

(2310) Developing MS ASP.NET Web Applications Using Visual Studio.NET (MCP Exam #70-305 & 70-315) / \$2,500 ★

Learn the fundamentals of Web application site implementation by using MS ASP.NET and MS Visual Basic.NET.

(Prereq: Must be able to create HTML or DHTML programming and have experience using VB.NET.)

Month:	Date:	Day:	Location:	Time:
Sep	10-1	M, W, F	OLL	10am-1pm
Nov	19-12	M, W, F	OLL	2pm-5pm
	26-30	M-F	LIV	8am-4pm

(2349) Programming the MS.NET Framework (Microsoft Visual C#.NET) (MCP Exam #N/A) / \$2,500

This course will help application developers understand the Microsoft .NET Framework and provide a series of labs, which introduce and explain .NET Framework features that are used to code, debug, tune and deploy applications.

(Prereq: 2124 Introduction to C# Programming for the MS.NET platform.)

Month:	Date:	Day:	Location:	Time:
Sep	24-17	M, W, F	OLL	6pm-9pm

(2373) Programming with Microsoft Visual Basic.NET (MCP Exam #N/A) / \$2,500

The goal of this course is to provide MS Visual Basic developers with the knowledge and skills needed to develop MS .NET-based applications by using Visual Basic .NET version 7.0.

(Prereq: Experience developing applications with Visual Basic, completion of course 1013 or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Sep	10-1	M, W, F	OLL	2pm-5pm
Nov	5-30	M, W, F	OLL	6pm-9pm

(2389) Programming with Microsoft ADO.NET (MCP Exam #70-305, 70-306, 70-315, 70-316) / \$1,500 ★

This course will teach developers to build data-centric applications and Web services with MS ADO.NET, MS SQL Server 2000, and the MS .NET Framework.

(Prereq: An understanding of relational database concepts; experience with data queries and modifications, XML documents, style sheets and schemas, and .NET.)

Month:	Date:	Day:	Location:	Time:
Oct	1-15	M, W, F	OLL	10am-1pm
Nov	26-7	M, W, F	OLL	2pm-5pm

(2524) Developing XML Web Services Using MS ASP.NET (MCP Exam #70-310 and 70-320) / \$1,500 ★

Provides students with the knowledge required to develop Web Services based solutions to solve common problems in the application domain.

(Prereq: Experience with XML documents, C# applications., use of VB, Java or C++.)

Month:	Date:	Day:	Location:	Time:
Sep	4-20	T, Th	OLL	2pm-5pm
Nov	6-29	T, Th	OLL	2pm-5pm

(2541) Core Data Access with Microsoft Visual Studio 2005 (MCP Exam #70-526, 70-528, 70-551, 70-552, 70-553) / \$1,500 ★

Provides students with the knowledge and skills to develop data-access applications by using the Microsoft.NET Framework and Microsoft Visual Studio 2005.

(Prereq: Experience with Visual Studio 2005, .NET Framework 2.0, basic SQL commands and XML concepts.)

Month:	Date:	Day:	Location:	Time:
Sep	10-21	M, W, F	OLL	10am-1pm
	24-26	M-W	LIV	8am-4pm
Nov	12-14	M-W	LIV	8am-4pm

(2542) Advanced Data Access Development with Visual Studio 2005 (MCP Exam #70-526, 70-528, 70-551, 70-552, 70-553) / \$1,000 ★

Learn the skills needed to use advanced data access features and techniques in the MS.NET Framework and MS Visual Studio 2005.

(Prereq: Experience with course 2541, Core Data Access with MS Visual Studio 2005 or possess equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Oct	4-5	Th-F	LIV	8am-4pm
	23-1	T, Th	OLL	10am-1pm
Dec	10-11	M-T	LIV	8am-4pm

(2543) Core Web Application Technologies with Visual Studio 2005 (MCP Exam #70-528, 70-551, 70-553) / \$1,500 ★

Provides students with the knowledge and skills to develop Microsoft (ASP.NET 2.0 Web applications using Microsoft Visual Studio 2005.

(Prereq: Experience with Visual Studio 2005, .NET Framework 2.0, XML concepts and HTML.)

Month:	Date:	Day:	Location:	Time:
Oct	1-3	M-W	LIV	8am-4pm
Nov	5-7	M-W	EL	8am-4pm
	5-19	M, W, F	OLL	10am-1pm
Dec	12-14	W-F	LIV	8am-4pm

(2544) Advanced Web Application Technology with Visual Studio 2005 (MCP Exam #70-528, 70-551, 70-553) / \$1,000 ★

This course provides students with the skills to develop MS ASP.NET 2.0 Web applications using MS Visual Studio 2005.

(Prereq: Students must have knowledge of course 2543, Core Web Application Technologies with Visual Studio 2005, or possess equivalent skills.)

Month:	Date:	Day:	Location:	Time:
Sep	27-28	Th-F	LIV	8am-4pm
Nov	15-16	Th-F	LIV	8am-4pm
	19-20	M-T	EL	8am-4pm
	27-6	T, Th	OLL	10am-1pm

(2546) Core Windows Forms Technologies with Microsoft Visual Studio 2005 (MCP Exam #70-526, 70-552, 70-553) / \$1,500

Provides students with the knowledge and skills to develop Microsoft Windows Forms applications using Microsoft Visual Studio 2005.

The workshop focuses on user interfaces, program structure and implementation details.

(Prereq: Experience with Visual Studio 2005, .NET Framework 2.0 and XML concepts.)

Month:	Date:	Day:	Location:	Time:
Sep	24-5	M, W, F	OLL	2pm-5pm

★ Also offered in the
Mentored Learning classroom!

Microsoft Technical Training

(2547) Advanced Windows Forms Technologies with Microsoft Visual Studio 2005 (MCP Exam #70-526) / \$1,000

This workshop provides students with the knowledge and skills to develop advanced MS Windows Forms applications using MS Visual Studio 2005.
(Prereq: Students must have attended or studied Workshop 2546A, be able to manage a solution environment using the Visual Studio 2005, program an application using a >NET Framework 2.0 compliant language and have an understanding of advanced concepts.)

Month:	Date:	Day:	Location:	Time:
Nov	6-15	T, Th	OLL	2pm-5pm

(2548) Core Distributed Application Development with MS Visual Studio 2005 (MCP Exam #70-529, 70-554) / \$1,500

Provides students with the knowledge and skills to develop distributed applications by using the Microsoft .NET Framework and Microsoft Visual Studio 2005.
(Prereq: Experience with Visual Studio 2005, .NET Framework 2.0, and basic understanding of application domains, delegates and events.)

Month:	Date:	Day:	Location:	Time:
Oct	8-19	M, W, F	OLL	10am-1pm

(2549) Advanced Distributed Application Development with MS Visual Studio 2005 (MCP Exam #70-529, 70-554) / \$1,000

Provides students with the knowledge and skills to develop advanced distributed applications using MS Visual Studio 2005.
(Prereq: Must have knowledge of course 2548, Core Distributed Applications or possess equivalent knowledge and skills.)

Month:	Date:	Day:	Location:	Time:
Oct	23-1	T, Th	OLL	10am-1pm

(2555) Developing Microsoft.NET Applications for Windows (Visual C#.NET) (MCP Exam #70-316) / \$2,500 ★

Learn the skills required to build MS Windows Forms applications by using the MS.NET Framework.
(Prereq: Must understand C# Programming and have experience building applications.)

Month:	Date:	Day:	Location:	Time:
Sep	10-1	M, W, F	OLL	2pm-5pm
Nov	5-30	M, W, F	OLL	10am-1pm

(2557) Building COM+ Applications Using Microsoft .NET Enterprise Services (MCP Exam #70-310 and 70-320) / \$2,500 ★

This course provides students with the knowledge and skills to effectively build scalable, distributed applications that use Microsoft .NET Enterprise Services and the Microsoft .NET Framework.
(Prereq: Experience building assemblies by using Microsoft Visual Basic .NET or Microsoft Visual C#, experience handling database transactions in program code.)

Month:	Date:	Day:	Location:	Time:
Sep	10-1	M, W, F	OLL	10am-1pm

(2558) Programming with Managed Extensions for Microsoft Visual C++.NET (MCP Exam #N/A) / \$1,500

This course is designed to teach existing C++ developers how to write applications for MS.NET Framework by using Managed Extensions for C++.
(Prereq: Programming experience with C++ using object-oriented programming techniques. Must be familiar with C++ template libraries.)

Month:	Date:	Day:	Location:	Time:
Sep	4-20	T, Th	OLL	6pm-9pm

(2559) Intro to Visual Basic.NET Programming with Microsoft.NET (MCP Exam #N/A) / \$2,500

This course provides students with the knowledge and skills needed to develop applications in MS Visual Basic.NET for the MS.NET platform.
(Prereq: Windows navigation skills; experience with developing applications in either a graphical or non-graphical environment. Course 2667.)

Month:	Date:	Day:	Location:	Time:
Sep	24-17	M, W, F	OLL	6pm-9pm
Oct	8-12	M-F	LIV	8am-4pm
Dec	3-7	M-F	LIV	8am-4pm

(2565) Developing Microsoft.NET Applications for Windows (Visual Basic.NET) (MCP Exam #70-306) / \$2,500 ★

This course provides students with the skills required to build MS Windows Forms applications by using the MS .NET Framework.
(Prereq: Understanding of Visual Basic programming, experience building applications.)

Month:	Date:	Day:	Location:	Time:
Sep	17-10	M, W, F	OLL	6pm-9pm
Nov	5-30	M, W, F	OLL	10am-1pm

(2609) Introduction to C# Programming With Microsoft.NET (MCP Exam #70-315, 70-316 & 70-320) / \$2,500

Developers learn the fundamental skills that are required to design and develop object-oriented applications for the web and MS Windows using C# and the MS Visual Studio .NET development environment.
(Prereq: 2667 Intro to Programming or 6 months programming experience.)

Month:	Date:	Day:	Location:	Time:
Sep	18-17	T, Th	OLL	6pm-9pm

(2640) Upgrading Web Development Skills from ASP to MS ASP.NET (MCP Exam #70-305 and 70-315) / \$1,500

The goal of this course is to teach students how to create a simple ASP .NET application that delivers dynamic content to the Web.
(Prereq: Prior ASP experience including knowledge of HTML forms and tables, Visual Basic Script and retrieving data from a relational database using ADO.)

Month:	Date:	Day:	Location:	Time:
Oct	22-2	M, W, F	OLL	10am-1pm
Dec	10-21	M, W, F	OLL	2pm-5pm

(2657) Programming Microsoft Access 2002 (MCP Exam #N/A) / \$1,500

This course teaches programming concepts and how to add simple functionality to a Microsoft Access 2002 database by using Microsoft Visual Basic for Applications.
(Prereq: Ability to design a relational database and to use Microsoft Access to create a database with multiple tables, forms, and reports, and to create queries.)

Month:	Date:	Day:	Location:	Time:
Dec	10-12	M-W	LIV	8am-4pm

(2663) Programming with XML in the Microsoft.NET Framework (MCP Exam #N/A) / \$1,500 ★

This course teaches developers how to program XML in the Microsoft.NET Framework in order to build MS Windows or web-based integrated applications that are easier to build, scalable and flexible.
(Prereq: Experience with programming language, Visual Studio.NET, building applications using the Extensible Stylesheet Language for Transformation, XML Path Language and XML schemas.)

Month:	Date:	Day:	Location:	Time:
Sep	24-5	M, W, F	OLL	2pm-5pm

(2667) Introduction to Programming (MCP Exam #N/A) / \$1,500 ★

This course introduces students to computer programming. Learn the fundamental concepts and terminology of software application development and develop skills in designing and writing simple computer programs.
(Prereq: Familiar with using a computer, such as browsing or using a word-processing application.)

Month:	Date:	Day:	Location:	Time:
Sep	10-21	M, W, F	OLL	6pm-9pm

(2710) Analyzing Requirements and Defining Microsoft .NET Solution Architectures (MCP Exam #70-300) / \$2,500 ★

This course provides students with the knowledge and skills needed to design Microsoft .NET-connected solutions to business problems.
(Prereq: Understanding of the software development life cycle. Working knowledge of .NET development technologies and MS Solutions Framework Process Model. Experience with object modeling, data modeling methodologies, working with MS Visio Professional 2000, and 1 year experience as part of a software development team.)

Month:	Date:	Day:	Location:	Time:
Sep	11-11	T, Th	OLL	6pm-9pm



★ Also offered in the Mentored Learning classroom!

•EL-East Lansing •FL-Flint •GR-Grand Rapids •KZOO-Kalamazoo •LIV-Livonia •OLL-Online LIVE

Microsoft Technical Training

(2717) Introduction to MS.NET Development (MCP Exam #N/A) / \$1,000

This course provides students with an introduction to the technologies that comprise the Microsoft.NET strategy. This course is a high-level overview of multiple aspects of .NET, and is intended as a starting point for developers and business decision-makers to evaluate Microsoft.NET tools and technologies.

(Prereq: Basic programming experience with MS Visual Basic, Visual Basic Scripting Edition, C, C++, or Java and familiarity with MS development technologies such as Windows forms and Active Server Pages (ASP).)

Month:	Date:	Day:	Location:	Time:
Sep	25-4	T, Th	OLL	2pm-5pm

(2956) Foundations of Microsoft.NET Development (MCP Exam #N/A) - NEW / \$1,500

This course provides students with the knowledge and skills needed to create advanced .NET applications.

(Prereq: Must be able to understand .NET Framework and use basic files and framework. Must use classes with the System.Collections namespace and the System.Math class. Basic syntax language, write code, and understand hierarchy present in the .NET framework.)

Month:	Date:	Day:	Location:	Time:
Sep	5-7	W-F	LIV	8am-4pm

(2957) Advanced Foundations of Microsoft.NET Development (MCP Exam #N/A) - NEW / \$1,500

This course provides students with the knowledge and skills needed to create advanced .NET applications.

(Prereq: Must be able to understand .NET Framework and use basic files and framework. Must use classes with the System.Collections namespace and the System.Math class. Basic syntax language, write code, and understand hierarchy present in the .NET framework.)

Month:	Date:	Day:	Location:	Time:
Sep	17-19	M-W	LIV	8am-4pm

(4994) Introduction to Programming MS.NET Applications with MS Visual Studio 2005 (MCP Exam #N/A) - NEW / \$2,500

This course enables introductory-level developers who want to become familiar with the MS.NET Framework or Visual Studio 2005 environment. *(Prereq: Course 2667. Exposure to developing applications in either a graphical or non-graphical environment. Ability to understand and apply the basics of structured programming, including concepts such as flow control, variables, parameters and function cells.)*

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	LIV	8am-4pm
Oct	15-19	M-F	LIV	8am-4pm
Nov	26-30	M-F	LIV	8am-4pm

(4995) Programming with the MS.NET Framework using MS Visual Studio 2005 (MCP Exam #N/A) - NEW / \$2,500

This course enables developers who are migrating from a different language, an earlier version of Visual Basic.NET or Visual C#, or who have completed entry-level training and experience using MS Visual Studio 2005, to gain the in-depth guidance on programming the MS.NET Framework with Visual Studio 2005.

(Prereq: Students must have experience with programming in C, C++, and MS.NET Framework strategy.)

Month:	Date:	Day:	Location:	Time:
Oct	8-12	M-F	LIV	8am-4pm
	29-2	M-F	EL	8am-4pm
Dec	3-7	M-F	LIV	8am-4pm

Available Upon Request

Windows Vista

- (5057) First Look: Windows Vista for IT Professionals Hands-on-Lab

Office 2007

- (3199) Office 2007 First Look for IT Professionals

Windows Server 2003

- (2209) Updating system Administrator Skills from Microsoft Windows 2000 to Windows Server 2003
- (2210) Updating Systems engineer Skills from Microsoft Windows 2000 to Windows Server 2003
- (2297) Planning, Implementing, Managing and Maintaining a MS Windows Server 2003 Environment for an MCSE on Windows 2000

SharePoint

- (2041) Customizing Microsoft Office SharePoint Portal Server 2003
- (2552) Administering Microsoft Windows SharePoint Services
- (2553) Administering Microsoft SharePoint Portal Server 2003
- (2554) Administering Microsoft SharePoint Services and SharePoint Portal Server 2003

Windows 2000

- (2087) Implementing MS Windows 2000 Clustering
- (2151) MS Windows 2000 Network & Operating Systems Essentials
- (2152) Implementing MS Windows 2000 Professional and Server

Security

- (2821) Designing and Managing a Windows Public Key Infrastructure
- (2823) Implementing and Administering Security in a Microsoft Windows Server 2003 Network
- (2824) Implementing Microsoft Internet Security and Acceleration Server 2004

Management Instrumentation

- (1846) Microsoft Solutions Framework Essentials
- (2287) Managing Your Infrastructure Using Microsoft Operations Manager 2005
- (2395) Designing, Deploying and Managing a Network Solution for the Small and Medium-sized Business

- (2576) Implementing and Administering MS Internet Information Services 6.0
- (2596) Managing Microsoft Systems Management Server 2003
- (2597) Planning and Deploying Microsoft Systems Management Server 2003
- (2694) Updating Web Server Skills to Internet Information Services 6.0
- (2730) Building Microsoft Content Management Server 2002 Solutions
- (2731) Deploying and Managing Microsoft Identity Integration Server (MIIS) 2003
- (2933) Developing Business Process and Integration Solutions using Microsoft BizTalk Server 2006
- (2934) Deploying and Managing Business Process and Integration Solutions using Microsoft BizTalk Server 2006

Exchange

- (2011) Troubleshooting Microsoft Exchange Server 2003

SQL Server

- (2030) Creating Reporting Solutions Using Microsoft SQL Server 2000 Reporting Services
- (2074) Designing and Implementing OLAP Solutions Using Microsoft SQL Server 2000
- (2783) Designing the Data Tier for Microsoft SQL Server 2005
- (2794) Designing a Business Intelligence Solution for the Enterprise Using Microsoft SQL Server 2005
- (2795) Designing an ETL Solution Architecture Using MS SQL Server 2005 Integration Services
- (2797) Designing a Reporting Solution Architecture Using MS SQL Server 2005 Reporting Services

.NET Programming/Application Development

- (1303) Mastering Microsoft Visual Basic 6 Fundamentals
- (2124) Programming with C#
- (2311) Advanced Web Application Development Using MS ASP.NET
- (2433) Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials
- (2500) Introduction to XML and the Microsoft.NET Technologies
- (2562) Getting Started with MS Visual Studio 2005 for MS Visual Basic 6.0 Developers
- (2631) Optimizing the Software Development Lifecycle with Microsoft Visual Studio Team System

Cisco® Technical Training

CCNA® (Cisco Certified Network Associate)

• 1 Core Exam Required

Exam 640-801 CCNA Introduction to Cisco Networking Technologies (INTRO)
Interconnecting Cisco Networking Devices (ICND)

-OR-

Exam 640-821 INTRO Introduction to Cisco Networking Technologies (INTRO)
Exam 640-811 ICND Interconnecting Cisco Networking Devices (ICND)

CCNP® (Cisco Certified Network Professional)

• 4 Core Exams Required

Exam 642-901 BSCI Building Scalable Cisco Internetworks (BSCI)
Exam 642-812 BCMSN Building Cisco Multilayer Switched Networks (BCMSN)
Exam 642-825 ISCW Implementing Secure Converged Wide Area Network (ISCW)
Exam 642-845 ONT Optimizing Converged Cisco Networks (ONT)

-OR-

Exam 642-892 Composite Building Scalable Cisco Internetworks (BSCI)
Building Cisco Multilayer Switched Networks (BCMSN)
Exam 642-825 ISCW Implementing Secure Converged Wide Area Network (ISCW)
Exam 642-845 ONT Optimizing Converged Cisco Networks (ONT)

Networking

Building Cisco Multi-Layer Switched Networks (BCMSN)

(Exam #642-811) / \$2,500 or 25 CLCs ★

This course explores how routing and switching technologies have evolved to meet the growing needs of the campus environment. Through an examination of multilayer switching learn how Cisco products can provide solutions for campus network design.

(Prereq: Familiarity with the fundamentals of internetworking and hands-on experience with basic configuration tasks.)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	OLL	10:30am-4:30pm
Oct	29-2	M-F	OLL	4pm-11pm
Dec	12-14	M-F	OLL	10:30am-4:30pm

Building Scalable Cisco Internetworks (BSCI)

(Exam #642-801) / \$2,500 or 25 CLCs ★

This course will train network administrators to grow a dramatically increased number of routers/sites using these techniques.

(Prereq: CCNA certification or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	LIV	8am-4pm
	24-28	M-F	OLL	4pm-11pm
Nov	12-16	M-F	OLL	10:30am-4:30pm

CLCs = Cisco Learning Credits

Cisco Learning Credits are each worth \$100 of Cisco Authorized training. To redeem Cisco Learning Credits at New Horizons, please contact your Account Executive.

Cisco-Implementing Secure Converged Wide Area Networks (ISCW)

(Exam #642-825) / \$2,500 or 25 CLCs

Learners will be able to secure and expand the reach of their enterprise network to teleworkers and remote sites. Focus is on securing remote access and VPN client configuration.

(Prereq: Students must be able to explain the fundamentals of Ethernet including CSMA/CD, port speed, port duplex, and 10Mbps to 1Gbps, complete the initial configuration of a switch, basic Spanning Tree Protocol configuration, Configure a switch with VLANs, and create basic interswitch connections.)

Month:	Date:	Day:	Location:	Time:
Sep	17-21	M-F	OLL	10:30am-4:30pm
Nov	5-9	M-F	OLL	4pm-11pm
Dec	17-21	M-F	OLL	10:30am-4:30pm

Cisco-Securing Networks with PIX and ASA (SNPA)

(Exam #642-831) / \$3,000 or 30 CLCs

This course takes a task-oriented approach to teaching the skills to configure, operate, and manage Cisco PIX 500 Series Security Appliances and Cisco ASA 5500 Series Adaptive Security Appliances.

(Prereq: Experience in configuring Cisco IOS software, CCNA certification or equivalent, windows operating system, and networking and security terms and concepts.)

Month:	Date:	Day:	Location:	Time:
Dec	3-7	M-F	LIV	8am-4pm

★ Also offered in the Mentored Learning classroom!

Interconnecting Cisco Network Devices (ICND) (Exam #640-811) / \$2,500 or 25 CLCs ★

Discuss router capabilities used to control traffic on LANs and WANs and connecting corporate networks.

(Prereq: Internetworking experience, knowledge of TCP/IP, operating and configuring a Cisco IOS device.)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	TROY	8am-4pm
Oct	1-5	M-F	LIV	8am-4pm
	1-5	M-F	OLL	10:30am-4:30pm
	15-19	M-F	EL	8am-4pm
Nov	26-30	M-F	OLL	10:30am-4:30pm
Dec	10-14	M-F	LIV	8am-4pm

Introduction to Cisco Networking Technologies (INTRO)

(Exam #640-821) / \$2,000 or 20 CLCs ★

CCNA® Basics terminology and technologies are explained and illustrated using text and graphics animation.

(Prereq: Basic understanding of networks.)

Month:	Date:	Day:	Location:	Time:
Sep	25-28	T-F	LIV	8am-4pm
Oct	1-4	M-Th	TROY	8am-4pm
Nov	6-9	T-F	LIV	8am-4pm
Dec	17-20	M-Th	TROY	8am-4pm

Cisco-Optimizing Converged Cisco Networks (ONT)

(Exam #642-845) / \$3,000 or 30 CLCs

Students will learn skills in optimizing and providing effective QoS techniques in converged networks operating voice, wireless and security applications.

(Prereq: Students must be able to explain the fundamentals of Ethernet including CSMA/CD, port speed, port duplex, and 10 Mbps to 1Gbps.)

Month:	Date:	Day:	Location:	Time:
Oct	15-19	M-F	OLL	10:30am-4:30pm

Wireless

Cisco-Unified Wireless Networking (CUWN)

(Exam #642-586) / \$2,700 or 27 CLCs

This course examines the fundamentals of Cisco's wireless LAN technology.

(Prereq: Knowledge of fundamental networking components a terminology, Open Systems Interconnection (OSI) reference model, and basic LAN components and functions.)

Month:	Date:	Day:	Location:	Time:
Sep	11-14	T-F	LIV	8am-4pm



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Cisco® Technical Training

Advanced Technology

Cisco-Voice Over IP (CVOICE)

(Exam #642-432) / \$2,900 or 29 CLCs

This course teaches students how to use the available Cisco tools to find the information needed to accomplish other everyday tasks. Since no two networks are alike, this approach enables a student to apply knowledge gained in this course to their specific needs.

(Prereq: A working knowledge of LANs, WANs and IP switching and routing is essential. Basic internetworking skills taught in the ICND course or equivalent knowledge, is considered the minimum knowledge needed for this course.)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	LIV	8am-4pm

Available Upon Request

- IP Telephony Troubleshooting (IPTT)
- Implementing Cisco Intrusion Prevention System (IPS)
- Cisco-Securing Cisco Network Devices (SND)
- Cisco-Securing Networks with Cisco Routers and Switches (SNRS)
- Cisco-Optimizing Converged Cisco Networks (ONT)



Wireless

- Cisco-Aironet Wireless LAN Fundamentals & Site Survey (AWFSS)
- Cisco-Aironet Wireless LAN Security (CWLS)
- Cisco-Aironet Wireless LAN Security Advanced Topics (CWLAT)
- Cisco-Wireless LAN Fundamentals (CWLF)
- Implementing Cisco Quality of Service (QOS)



Advanced Technology

- Cisco-IP Telephony Part 1 (CIPT1)
- Cisco-IP Telephony Part 2 (CIPT2)

If you are interested in a course not scheduled, please contact an Account Executive.

STAFFING ASSISTANCE

INTERNSHIP and EMPLOYMENT Candidates Available!

New Horizons Continuing Education Programs are designed to align with specific job functions in today's business world. Our graduates receive training from certified instructors on the skills required to be successful in your organization. New Horizons graduates have achieved a variety of certifications such as:

Certifications

- | | |
|--|---|
| <input type="checkbox"/> Certified Pharmacy Technician (CPhT) | <input type="checkbox"/> Microsoft Certified Systems Administrator (MCSA) |
| <input type="checkbox"/> Certified Professional Coder (CPC) | <input type="checkbox"/> Microsoft Certified Desktop Support Technician (MCDST) |
| <input type="checkbox"/> Certified Billing and Coding Specialist (CBCS) | <input type="checkbox"/> Microsoft Certified Professional (MCP) |
| <input type="checkbox"/> Certified Medical Administrative Assistant (CMAA) | <input type="checkbox"/> A+ Certified |
| <input type="checkbox"/> Certified HIPAA Administrator (CHA) | <input type="checkbox"/> Network+ Certified |
| <input type="checkbox"/> Microsoft Office Specialist (MOS) | <input type="checkbox"/> Project+ Certified |
| <input type="checkbox"/> Microsoft Certified Systems Engineer (MCSE) | <input type="checkbox"/> Project Management Professional (PMP) |



Learning Solutions

New Horizons graduates are able to offer immediate value to your organization!

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In Grand Rapids or Kalamazoo, call (616) 574-7500; In Livonia or Troy, call (734) 525-1501.

Novell Technical Training

Certified Novell Administrator

• 1 Core Exam Required

Exam 050-686 Foundations of Novell Networking: NetWare 6.5 (3016)

Certified Novell Engineer

• 5 Core Exams Required

Exam 050-686 Foundations of Novell Networking: NetWare 6.5 (3016)

Exam 050-690 Novell Network Administration: NetWare 6.5 (3042)

Exam 050-691 Advanced Novell Network Administration: NetWare 6.5 (3043)

Exam 050-695 Novell eDirectory Design and Implementation: eDirectory 8.8 (3067)

Exam 050-694 Novell ZENworks 7 Desktop Management (3062)

Certified Linux Professional 10

• 1 Core Exam Required

Novell Practicum Exam 050-697 (3064 or 3071, 3072, 3073)

Certified Linux Engineer 10

• 1 Core Exam Required

Novell Practicum Exam 050-698 (3074 and 3075)

(3072) SUSE Linux Enterprise 10 Administration

(Exam #050-697) / \$2,500

Learn about the tasks a system administrator of SUSE Linux Enterprise Server 10 has to do like installation and configuration of the system, maintenance of the file system, software management, management of processes and printing.

(Prereq: Completion of course 3071, or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Oct	8-12	M-F	TROY	8am-4pm
	15-19	M-F	GR	8am-4pm
Dec	10-14	M-F	EL	8am-4pm

(3073) SUSE Linux Enterprise Server 10 Advanced Administration

(Exam #050-697) / \$2,500

Learn the skills necessary to complete your basic SUSE Linux Enterprise Server 10 skill set.

(Prereq: Completion of courses 3071 and 3072.)

Month:	Date:	Day:	Location:	Time:
Oct	29-2	M-F	GR	8am-4pm
Nov	26-30	M-F	TROY	8am-4pm

Available Upon Request

- (3014) GroupWise 6.5 Administration
- (3017) Fundamentals of eDirectory
- (3018) Upgrading to NetWare 6.5
- (3059) Deploying Novell Open Enterprise Server
- (3063) GroupWise 7.0 Administration
- (3037) SUSE Linux Administration
- (3038) SUSE Linux Advanced Administration
- (3041) ZENworks 6.5 Desktop Management
- (3042) Novell Network Administration NetWare 6.5
- (3057) SUSE Linux Network Services
- (3058) SUSE Linux Security
- (3060) Getting Started with Linux: Novell's Guide to CompTIA's Linux+
- (3074) SUSE Linux Enterprise Server 10: Networking Services
- (3075) SUSE Linux Enterprise Server 10: Security

★ Also offered in the Mentored Learning classroom!

NetWare

(3016) Foundations of Novell Networking: NetWare 6.5 (Exam #50-686) / \$2,500

Teaches the basic, critical skills for managing a NetWare 6.5 network.

(Prereq: Entry level experience in managing computer networks.)

Month:	Date:	Day:	Location:	Time:
Oct	8-12	M-F	EL	8am-4pm

(3043) Advanced Novell Network Administration NetWare 6.5 (Exam #050-891) / \$2,500

This course will give you hands-on experience using NetWare features that you can use to cut your costs and boost user and administrator productivity.

(Prereq: Novell NetWare Administration 6.5.)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	TROY	8am-4pm



Linux

(3036) SUSE Linux Fundamentals (Exam #050-689) / \$1,500

Learn basic SUSE Linux Enterprise Server 9 fundamentals.

(Prereq: Experience administering any operating system in a computing environment such as an enterprise or academic environment.)

Month:	Date:	Day:	Location:	Time:
Sep	4-6	T-Th	TROY	8am-4pm
Oct	22-24	M-W	EL	8am-4pm

(3064) Novell's Guide to CompTIA's Linux+ With SUSE Linux Enterprise Server 10 (Exam: CompTIA #XKO-002) / \$2,500 ★

This course is based on SUSE Linux Enterprise Server 10 (SLES10) and covers the objectives outlined by CompTIA for its Linux+ exam and certification. This course also helps prepare you for the Novell Certified Linux Professional (CLP) practicum exam.

(Prereq: Students should have some experience working with Linux desktop or server in a computing environment, such as enterprise or academic.)

Month:	Date:	Day:	Location:	Time:
Sep	17-21	M-F	GR	8am-4pm
Oct	15-19	M-F	TROY	8am-4pm
Dec	10-14	M-F	GR	8am-4pm

(3071) SUSE Linux Enterprise 10 Fundamentals (Exam #050-697) / \$1,500

Students learn the basic Linux skills necessary to prepare them for performing SUSE Linux Enterprise Server 10 administrative tasks.

(Prereq: Administrators who are interested in Linux, certification candidates with experience in other operating systems can also use this course to begin preparing for the Novell CLP 10 Practicum.)

Month:	Date:	Day:	Location:	Time:
Sep	19-21	W-F	TROY	8am-4pm
Oct	3-5	W-F	GR	8am-4pm
	29-31	M-W	EL	8am-4pm

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Additional Technical Training

Additional Technical Training

CompTIA has updated the A+ certification exams and courses to meet 2006 objectives. The updated exams cover both technology essentials and the specialized skills required in different computer service and support environments. The changes to the CompTIA A+ certification exams reflect employers' need for validated skills that match specific job responsibilities for computer service and support personnel. The courses available provide the skills necessary to perform specific job functions and help prepare students for the certification exams.

To achieve A+ certification, candidates will need to pass A+ Essentials (Exam #220-601) and an elective of one of the following: A+ IT Technician (Exam # 220-602), A+ Remote Technician (Exam # 220-603), or A+ Depot Technician (Exam # 220-604). Existing A+ Certified professionals who would like to update their certification are not required to pass the A+ Essentials exam but must pass at least one of the elective exams.

Note: A+ Certification does not expire with new releases of the exams so recertification is not required.

COMP TIA

A+ Essentials (Exam #220-601) / \$2,000 ★

Validate your knowledge of basic computer hardware and operating systems covering skills such as installation, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing and preventative maintenance, with additional elements of security and soft skills.

(Prereq: None)

Month:	Date:	Day:	Location:	Time:
Sep	10-14	M-F	EL	8am-4pm
	24-28	M-F	LIV	8am-4pm
Oct	1-5	M-F	TROY	8am-4pm
Dec	10-14	M-F	LIV	8am-4pm

A+ IT Technician (Exam #220-602) / \$1,200 ★

For students in careers that require IT knowledge outside of the formal IT job role, such as SMB office manager, technical sales roles or other non-technical roles that require understanding of computer repair issues.

(Prereq: A+ Essentials.)

Month:	Date:	Day:	Location:	Time:
Sep	5-7	W-F	LIV	8am-4pm
	19-21	W-F	EL	8am-4pm



Network+ (Exam #N10-003) / \$2,000 ★

Prep course for Network + certification to install and configure the TCP/IP client and to understand vendor networking technologies.

(Prereq: DOS experience, Windows - Level 1, PC hardware knowledge.)

Month:	Date:	Day:	Location:	Time:
Sep	10-1	M, W, F	OLL	2pm-5pm
	24-28	M-F	EL	8am-4pm
Oct	1-5	M-F	LIV	8am-4pm
Nov	5-30	M, W, F	OLL	2pm-5pm
	12-16	M-F	TROY	8am-4pm
Dec	17-21	M-F	GR	8am-4pm

Security+ (Exam #SYO-101) / \$2,000 ★

Learn to harden internal and internet working systems, devices and services.

(Prereq: CompTIA, A+ and Network+ or equivalent knowledge and 6 months experience in networking, configuring and managing TCP/IP.)

Month:	Date:	Day:	Location:	Time:
Oct	15-5	M, W, F	OLL	10am-1pm
Nov	26-5	M, W, F	OLL	10am-1pm

CITRIX

(CTX-1256BI) Citrix Presentation Server 4.0: Administration (Exam # 1Y0-256) / \$2,000

This course covers installation and administration of Presentation Server including Web Interface, Secure Gateway, Installation Manager and Load Manager.

(Prereq: Citrix eLearning courses 1455AW and 1255AW.)

Month:	Date:	Day:	Location:	Time:
Sep	25-28	T-F	LIV	8am-4pm



(CTX-1258AI) Citrix Presentation Server 4.0: Support (Exam #1Y0-258) / \$1,500

This course provides learners with the knowledge and skills required to support an enterprise environment. This course teaches best practices for monitoring, managing and troubleshooting an enterprise environment containing a server farm running Citrix Presentation Server 4, Enterprise edition.

(Prereq: Working knowledge of MS Windows Server 2003 with terminal services, architecture and administrative tasks associated with Citrix Presentation Server 4.0 and Citrix eLearning courses CTX-1455AW, CTX-1255AW and CTX1256BI.)

Month:	Date:	Day:	Location:	Time:
Oct	24-26	W-F	LIV	8am-4pm

(CTX-1259AI) Citrix Presentation Server 4.5: Administration - NEW (Exam # 1Y0-256) / \$2,500

This course provides training for installing Citrix Presentation Server and Presentation Server clients and using the various administrative consoles to configure published resources, policies, individual server and server farm settings.

(Prereq: Experience with server, network, systems and help desk administration and MS Windows environment.)

Month:	Date:	Day:	Location:	Time:
Sep	17-21	M-F	OLL	10:30am-4:30pm
Nov	26-30	M-F	EL	8am-4pm



★ Also offered in the Mentored Learning classroom!

Additional Technical Training

LINUX

(3036) SUSE Linux Fundamentals (Exam #050-689) / \$1,500

Learn basic SUSE Linux Enterprise Server 9 fundamentals.

(Prereq: Experience administering any operating system in a computing environment such as an enterprise or academic environment.)

Month:	Date:	Day:	Location:	Time:
Sep	4-6	T-Th	TROY	8am-4pm
Oct	22-24	M-W	EL	8am-4pm

(3064) Novell's Guide to CompTIA's Linux+ With SUSE Linux Enterprise Server 10 (Exam: CompTIA #XK0-002) / \$2,500 ★

This course is based on SUSE Linux Enterprise Server 10 (SLES10) and covers the objectives outlined by CompTIA for its Linux+ exam and certification. This course also helps prepare you for the Novell Certified Linux Professional (CLP) practicum exam.

(Prereq: Students should have some experience working with Linux desktop or server in a computing environment, such as enterprise or academic.)

Month:	Date:	Day:	Location:	Time:
Sep	17-21	M-F	GR	8am-4pm
Oct	15-19	M-F	TROY	8am-4pm
Dec	10-14	M-F	GR	8am-4pm

(3071) SUSE Linux Enterprise 10 Fundamentals (Exam #050-697) / \$1,500

Students learn the basic Linux skills necessary to prepare them for performing SUSE Linux Enterprise Server 10 administrative tasks.

(Prereq: Administrators who are interested in Linux, certification candidates with experience in other operating systems can also use this course to begin preparing for the Novell CLP 10 Practicum.)

Month:	Date:	Day:	Location:	Time:
Sep	19-21	W-F	TROY	8am-4pm
Oct	3-5	W-F	GR	8am-4pm
	29-31	M-W	EL	8am-4pm

(3072) SUSE Linux Enterprise 10 Administration (Exam #050-697) / \$2,500

Learn about the tasks a system administrator of SUSE Linux Enterprise Server 10 has to do like installation and configuration of the system, maintenance of the file system, software management, management of processes and printing.

(Prereq: Completion of course 3071, or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Oct	8-12	M-F	TROY	8am-4pm
	15-19	M-F	GR	8am-4pm
Dec	10-14	M-F	EL	8am-4pm



(3073) SUSE Linux Enterprise Server 10 Advanced Administration (Exam #050-697) / \$2,500

Learn the skills necessary to complete your basic SUSE Linux Enterprise Server 10 skill set.

(Prereq: Completion of courses 3071 and 3072.)

Month:	Date:	Day:	Location:	Time:
Oct	29-2	M-F	GR	8am-4pm
Nov	26-30	M-F	TROY	8am-4pm

CRYSTAL REPORTS

Crystal Reports 10 - Level 1 / \$800

Report-generating program.

(Prereq: Access - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	10-11	W-Th	EL	8am-4pm

Crystal Reports 10 - Level 2 / \$800

(Prereq: Crystal Reports 10 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	23-24	T-W	EL	8am-4pm

Crystal Reports 11 - Level 1 / \$800 ★

Report-generating program.

(Prereq: Access - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	5-6	W-Th	GR	8am-4pm
	12-13	W-Th	TROY	8am-4pm
	27-28	Th-F	LIV	8am-4pm
Nov	7-8	W-Th	EL	8am-4pm
	12-13	M-T	GR	8am-4pm
	14-15	W-Th	TROY	8am-4pm

Crystal Reports 11 - Level 2 / \$800 ★

(Prereq: Crystal Reports 11 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	2-3	T-W	TROY	8am-4pm
	8-9	M-T	GR	8am-4pm
	30-31	T-W	LIV	8am-4pm
Dec	6-7	Th-F	GR	8am-4pm
	10-11	M-T	EL	8am-4pm
	12-13	W-Th	TROY	8am-4pm

SECURITY

Certified Ethical Hacker (Exam #312-50) / \$2,500 ★

Learn to scan, test, hack and secure your own systems. Learn how intruders escalate privileges and what steps can be taken to secure a system.

(Prereq: Advanced knowledge of client and server OS, networks and the web.)

Month:	Date:	Day:	Location:	Time:
Sep	10-1	M, W, F	OLL	2pm-5pm
Oct	22-14	M, W, F	OLL	2pm-5pm
Nov	12-16	M-F	TROY	8am-4pm
	26-17	M, W, F	OLL	6pm-9pm
Dec	10-14	M-F	EL	8am-4pm

New Horizons Training for CISSP / \$2,000 ★

This course provides a comprehensive discussion of the ten core subject areas fundamental to the understanding of security for CIOs, managers and engineers. These are the basis for the CISSP certification exam.

(Prereq: One or two years of Network Administration experience)

Month:	Date:	Day:	Location:	Time:
Sep	17-21	M-F	TROY	8am-4pm
	24-17	M, W, F	OLL	6pm-8pm

ADOBE/MACROMEDIA

Dreamweaver 8: Web Site Development / \$1,200 ★

This course provides web designers with the knowledge and hands-on practice they need to build and manage professional websites using Dreamweaver.

(Prereq: Windows - Internet experience, Word Processing - Level 1, HTML - Level 1, Photoshop - Levels 1 & 2, and Photoshop - Web Production.)

Month:	Date:	Day:	Location:	Time:
Sep	19-21	W-F	GR	8am-4pm
Oct	8-10	M-W	TROY	8am-4pm
Nov	14-16	W-F	LIV	8am-4pm
	19-21	M-W	EL	8am-4pm
Dec	3-5	M-W	GR	8am-4pm
	18-20	T-Th	TROY	8am-4pm

Flash 8: Rich Content Creation / \$800 ★

Students will use Flash to create and publish Flash documents to the web.

(Prereq: Windows - Windows/Mac operating system experience, Word Processing - Level 1, HTML - Level 1, Dreamweaver or GoLive experience.)

Month:	Date:	Day:	Location:	Time:
Nov	1-2	Th-F	GR	8am-4pm
	12-13	M-T	TROY	8am-4pm



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classroom!

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Additional Technical Training

Flash 8: ActionScript / \$1,200

Provides experienced Flash designers with the knowledge and hands-on practice they need to create dynamically generated event-driven animation and interactive games with Flash. This course teaches fundamental programming techniques. It begins by introducing core concepts including instance names, variables, functions, properties, and methods; then proceeds through conditions, loops, event handling, and animating with ActionScript.

(Prereq: Completion of Flash 8: Rich Content Creation or equivalent experience. Must have a desire to learn how to program Flash content using ActionScript.)

Month:	Date:	Day:	Location:	Time:
Sep	24-26	M-W	TROY	8am-4pm
Nov	14-16	W-F	GR	8am-4pm
	26-28	M-W	TROY	8am-4pm

Flash 8: Advanced Design / \$800

Students will learn to build richer, more easily adaptable Flash pieces that can load graphical assets, XML data and cascading style sheets from external sources as well as improve and optimize designs with Flash features.

(Prereq: Flash Rich Content Creation, Flash 8: ActionScript, Photoshop - Levels 1 & 2 and Photoshop Web Production.)

Month:	Date:	Day:	Location:	Time:
Sep	17-18	M-T	GR	8am-4pm
Oct	18-19	Th-F	TROY	8am-4pm
Dec	6-7	Th-F	GR	8am-4pm
	10-11	M-T	TROY	8am-4pm



Available Upon Request

CITRIX

- (CTX-1223BI) Citrix MetaFrame Presentation Server 3.0 Enterprise Edition: Administration
- (CTX-1222BB) Citrix MetaFrame XP Presentation Server Enterprise Edition Feature Release 3: Administration
- (CTX-2622BB) Citrix MetaFrame XP Presentation Server Enterprise Edition Feature Release 3: Administrator

ADOBE/MACROMEDIA

- Dreamweaver MX 2004: Web Site Development
- Flash MX 2004: Rich Media Design
- Flash MX 2004: Application Development
- Flash CS3
- Dreamweaver CS3

COMPTIA

- A+ Certification 2006 Objectives ★
- CDIA+ Certification



SECURITY

- EC-Council Certified Security Analyst
- Computer Hacking Forensics Investigator
- Security 5

INTERNET

- CIW Foundations Series I-Net+
- E-Commerce Professional Series
- Site Designer Series

WIRELESS

- CWNA Certified Wireless Network Administrator ★

★ Also offered in the Mentored Learning classroom!



Classroom Rentals



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PC Desktop Applications



Microsoft Office Specialist (MOS) and Application Specialist Testing Available

Access 2003 - Level 1 / \$500 ★

Microsoft's database program.
(Prereq: Spreadsheet program - Level 2)

Month:	Date:	Day:	Location:	Time:
Sep	6-7	Th-F	LIV	8am-4pm
	17-18	M-T	LIV, GR	8am-4pm
	26-27	W-Th	KZOO	8am-4pm
Oct	1-2	M-T	LIV	8am-4pm
	4-5	Th-F	EL	8am-4pm
	11-12	Th-F	TROY	8am-4pm
	16-17	T-W	LIV	8am-4pm
	18-19	Th-F	TROY	8am-4pm
	25-26	Th-F	GR	8am-4pm
Nov	30-31	T-W	TROY	8am-4pm
	1-2	Th-F	EL	8am-4pm
	6-7	T-W	LIV	8am-4pm
Dec	19-20	M-T	TROY, KZOO	8am-4pm
	27-28	T-W	LIV	8am-4pm
	4-5	T-W	EL	8am-4pm
Dec	6-7	Th-F	LIV	8am-4pm
	10-11	M-T	TROY	8am-4pm
	12-13	W-Th	GR	8am-4pm
Dec	13-14	Th-F	FL	8am-4pm

Access 2003 - Level 2 / \$500 ★

(Prereq: Access 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	10-11	M-T	TROY	8am-4pm
	20-21	Th-F	LIV	8am-4pm
Oct	8-9	M-T	LIV	8am-4pm
	15-16	M-T	GR	8am-4pm
	18-19	Th-F	KZOO	8am-4pm
Nov	22-23	M-T	TROY	8am-4pm
	6-7	T-W	TROY	8am-4pm
Dec	14-15	W-Th	LIV	8am-4pm
	12-13	W-Th	LIV	8am-4pm
	17-18	M-T	GR	8am-4pm
	20-21	Th-F	EL	8am-4pm
	27-28	Th-F	TROY	8am-4pm

Access 2003 - Level 3 / \$250 ★

(Prereq: Access 2003 - Level 2)

Month:	Date:	Day:	Location:	Time:
Sep	21	F	TROY	8am-4pm
Oct	25	Th	LIV	8am-4pm
Nov	2	F	TROY	8am-4pm
Dec	20	Th	LIV	8am-4pm
	28	F	EL	8am-4pm

Access 2007 - New Features / \$150

Microsoft's database program new features.
(Prereq: Spreadsheet program - Level 2)

Month:	Date:	Day:	Location:	Time:
Oct	1	M	EL	12:30pm-4pm
Nov	1	Th	GR	8am-11:30am
	1	Th	GR	12:30pm-4pm

Access 2007 - Level 1 / \$500

Learn to examine the basic database concepts and create and modify databases and their various objects using the MS Office Access 2007 relational database application.

(Prereq: Completion or equivalent knowledge of Windows 2000 or XP - Level 1.)

Month:	Date:	Day:	Location:	Time:
Sep	12-13	W-Th	LIV	8am-4pm
	24-25	M-T	GR	8am-4pm
Oct	17-18	W-Th	TROY	8am-4pm
	29-30	M-T	GR	8am-4pm
Nov	1-2	Th-F	LIV	8am-4pm
	27-28	T-W	EL	8am-4pm
	29-30	Th-F	GR	8am-4pm

Access 2007 - Level 2 / \$500

(Prereq: Access 2007 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	3-4	W-Th	LIV	8am-4pm
Nov	8-9	Th-F	GR	8am-4pm
	12-13	M-T	LIV	8am-4pm
Dec	29-30	Th-F	TROY	8am-4pm
	6-7	Th-F	EL	8am-4pm

Access 2007 - Level 3 - NEW / \$250

(Prereq: Access 2007 - Level 2)

Month:	Date:	Day:	Location:	Time:
Sep	14	F	TROY	8am-4pm
Nov	30	F	LIV	8am-4pm
Dec	5	W	GR	8am-4pm

Acrobat 7.0 - Level 1 / \$250

This course is designed for anyone who will use a computer and Acrobat 7 Standard or Professional to work with PDF files.

(Prereq: Word Processing - Level 2)

Month:	Date:	Day:	Location:	Time:
Nov	2	F	GR	8am-4pm
	30	F	EL	8am-4pm

Acrobat 7.0 - Level 2 / \$250

(Prereq: Acrobat 7.0 - Level 1)

Month:	Date:	Day:	Location:	Time:
Nov	19	M	GR	8am-4pm
Dec	12	W	EL	8am-4pm

★ Also offered in the
Mentored Learning classroom!

Acrobat 8.0 - Level 1 - NEW / \$250

This course is designed for anyone who will use a computer and Acrobat 8 Standard or Professional to work with PDF files.

(Prereq: Word Processing - Level 2)

Month:	Date:	Day:	Location:	Time:
Sep	14	F	TROY	8am-4pm
Nov	9	F	TROY	8am-4pm

Acrobat 8.0 - Level 2 - NEW / \$250

(Prereq: Acrobat 8.0 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	3	W	TROY	8am-4pm

Computers Made Easy / \$250

Overview of hardware, operating systems and software.

(Prereq: None)

Month:	Date:	Day:	Location:	Time:
Sep	24	M	TROY	8am-4pm
Nov	5	M	TROY	8am-4pm

Excel 2000 - Level 1 / \$250

Microsoft's spreadsheet program for data analysis.

(Prereq: Windows - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	5	W	LIV	8am-4pm
	28	F	LIV	8am-4pm
Oct	12	F	EL	8am-4pm
	16	T	LIV	8am-4pm
Nov	5	M	LIV	8am-4pm
	19	M	LIV	8am-4pm
Dec	14	F	LIV	8am-4pm

Excel 2000 - Level 2 / \$250

(Prereq: Excel 2000 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	14	F	LIV	8am-4pm
Nov	1	Th	LIV	8am-4pm

Excel 2000 - Level 3 / \$250

(Prereq: Excel 2000 - Level 2)

Month:	Date:	Day:	Location:	Time:
Nov	14	W	LIV	8am-4pm

Excel 2003 - Level 1 / \$250 ★

Microsoft's spreadsheet program for data analysis.

(Prereq: Windows - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	GR	8am-4pm
	6	Th	LIV	8am-4pm
10	M	TROY	8am-4pm	
11	T	KZOO	8am-4pm	
12	W	LIV, GR	8am-4pm	
14	F	EL	8am-4pm	
19	W	GR	8am-4pm	
21	F	LIV	8am-4pm	
24	M	LIV	8am-4pm	
27	Th	TROY	8am-4pm	
28	F	FL	8am-4pm	

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PC Desktop Applications

Excel 2003 - Level 1 / \$250 (Cont.)

Month:	Date:	Day:	Location:	Time:
Oct	1	M	LIV	8am-4pm
	2	T	KZOO	8am-4pm
	3	W	EL	8am-4pm
	5	F	GR, LIV	8am-4pm
	10	W	GR	8am-4pm
	17	W	LIV, GR	8am-4pm
	19	F	TROY	8am-4pm
	22	M	LIV	8am-4pm
	24	W	KZOO	8am-4pm
	26	F	EL	8am-4pm
	29	M	TROY	8am-4pm
	31	W	GR	8am-4pm
Nov	2	F	LIV	8am-4pm
	7	W	LIV	8am-4pm
	8	Th	FL	8am-4pm
	9	F	TROY	8am-4pm
	12	M	KZOO	8am-4pm
	13	T	LIV	8am-4pm
	14	W	GR	8am-4pm
	15	Th	EL	8am-4pm
	28	W	GR, LIV	8am-4pm
	30	F	TROY	8am-4pm
Dec	3	M	KZOO	8am-4pm
	4	T	LIV	8am-4pm
	10	M	LIV	8am-4pm
	11	T	GR	8am-4pm
	14	F	EL	8am-4pm
	17	M	TROY	8am-4pm
	19	W	LIV	8am-4pm
	21	F	TROY	8am-4pm

Excel 2003 - Level 2 / \$250

(Prereq: Excel 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	KZOO	8am-4pm
	10	M	LIV	8am-4pm
	12	W	GR	8am-4pm
	18	T	LIV	8am-4pm
	21	F	TROY	8am-4pm
	26	W	LIV	8am-4pm
	27	Th	EL	8am-4pm
	28	F	GR	8am-4pm
Oct	3	W	LIV	8am-4pm
	4	Th	KZOO	8am-4pm
	9	T	GR	8am-4pm
	12	F	EL, LIV	8am-4pm
	15	M	TROY	8am-4pm
	18	Th	LIV	8am-4pm
	22	M	GR	8am-4pm
	29	M	KZOO	8am-4pm
Nov	1	Th	TROY	8am-4pm
	6	T	LIV	8am-4pm
	12	M	LIV	8am-4pm
	20	T	LIV, GR	8am-4pm

Excel 2003 - Level 2 / \$250 (Cont.)

Month:	Date:	Day:	Location:	Time:
Nov	27	T	KZOO, TROY	8am-4pm
Dec	3	M	GR	8am-4pm
	6	Th	LIV	8am-4pm
	10	M	KZOO	8am-4pm
	17	M	FL	8am-4pm
	18	T	EL	8am-4pm
	21	F	LIV	8am-4pm
	28	F	TROY	8am-4pm

Excel 2003 - Level 3 / \$250

(Prereq: Excel 2003 - Level 2)

Month:	Date:	Day:	Location:	Time:
Sep	27	Th	LIV	8am-4pm
	28	F	TROY	8am-4pm
Oct	1	M	GR	8am-4pm
	25	Th	TROY, LIV	8am-4pm
	30	T	EL	8am-4pm
Nov	12	M	TROY	8am-4pm
	29	Th	LIV	8am-4pm
Dec	7	F	TROY	8am-4pm
	11	T	GR	8am-4pm
	17	M	KZOO, LIV	8am-4pm
	27	Th	EL	8am-4pm
	28	F	LIV	8am-4pm

Excel 2003 - Introduction to VBA / \$250

Learn how to simplify work in the Excel environment by automating many of the repetitive tasks that are part of spreadsheet development.
(Prereq: Windows, Excel 2003 Levels 1-3)

Month:	Date:	Day:	Location:	Time:
Sep	5	W	TROY	8am-4pm
Nov	5	M	TROY	8am-4pm

Excel 2007 - New Features / \$150

Microsoft's spreadsheet program for data analysis - new features.
(Prereq: Windows - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	17	M	EL	12:30-4pm

Excel 2007 - Level 1 / \$250

Learn to create an edit basic worksheets and workbooks.
(Prereq: Windows XP - Level 1 or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	TROY	8am-4pm
	14	F	GR	8am-4pm
	24	M	LIV	8am-4pm
Oct	11	Th	GR	8am-4pm
	16	T	EL	8am-4pm
	26	F	TROY	8am-4pm
Nov	5	M	GR	8am-4pm
	15	Th	LIV	8am-4pm
	19	M	GR	8am-4pm
	26	M	TROY	8am-4pm
	29	Th	FL	8am-4pm
Dec	10	M	GR	8am-4pm

Excel 2007 - Level 2 / \$250

(Prereq: Excel 2007 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	26	W	GR	8am-4pm
Oct	8	M	TROY	8am-4pm
	15	M	LIV	8am-4pm
	25	Th	EL	8am-4pm
Nov	16	F	TROY	8am-4pm
	26	M	GR	8am-4pm
Dec	3	M	LIV	8am-4pm
	18	T	TROY	8am-4pm

Excel 2007 - Level 3 - NEW / \$250

(Prereq: Excel 2007 - Level 2)

Month:	Date:	Day:	Location:	Time:
Oct	31	W	TROY	8am-4pm
Dec	3	M	EL	8am-4pm
	14	F	TROY	8am-4pm
	19	W	GR	8am-4pm

FrontPage 2003 - Level 1 / \$250

Graphics program used to create and maintain Web sites.
(Prereq: Internet - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	6	Th	TROY	8am-4pm
Oct	5	F	LIV	8am-4pm
	8	M	EL	8am-4pm
Dec	4	T	LIV	8am-4pm

FrontPage 2003 - Level 2 / \$250

(Prereq: FrontPage 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	24	W	TROY	8am-4pm
Nov	5	M	EL	8am-4pm
	8	Th	LIV	8am-4pm

GoLive CS2 - Level 1 / \$250

Introduces students to the basics of the Adobe GoLive CS2 Web development application.
(Prereq: A basic understanding of the computer operating system you are using is recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	13	Th	TROY	8am-4pm

GoLive CS2 - Level 2 / \$250

(Prereq: GoLive CS2 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	5	F	TROY	8am-4pm

HTML 4.01: Web Authoring - Level 1 / \$250

Formatting language used to create web pages.
(Prereq: Internet and Word Processing - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	5	W	LIV	8am-4pm
	6	Th	EL	8am-4pm
Oct	4	Th	TROY	8am-4pm
Nov	9	F	LIV	8am-4pm
	21	W	TROY	8am-4pm

PC Desktop Applications

HTML 4.01: Web Authoring - Level 2 / \$250

(Prereq: HTML 4.01 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	11	Th	LIV	8am-4pm
Nov	8	Th	TROY	8am-4pm
Dec	20	Th	TROY	8am-4pm

HTML 4.01: Web Authoring - Level 3 / \$250

(Prereq: HTML 4.01 - Level 2)

Month:	Date:	Day:	Location:	Time:
Nov	30	F	TROY	8am-4pm

Illustrator CS2 - Level 1 / \$250 ★

Students start by drawing and manipulating simple shapes to create logos and combine text and graphics to create advertisements.

(Prereq: A basic understanding of the computer operating system you are using is recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	11	T	EL	8am-4pm
	24	M	GR	8am-4pm
Nov	27	T	GR	8am-4pm

Illustrator CS2 - Level 2 / \$250

(Prereq: Illustrator CS2 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	12	W	TROY	8am-4pm
	28	F	EL	8am-4pm
Nov	7	W	GR	8am-4pm

Illustrator CS3 - Level 1 - NEW / \$250

Students start by drawing and manipulating simple shapes to create logos and combine text and graphics to create advertisements.

(Prereq: A basic understanding of the computer operating system you are using is recommended.)

Month:	Date:	Day:	Location:	Time:
Oct	16	T	TROY	8am-4pm
Nov	29	Th	TROY	8am-4pm

Illustrator CS3 - Level 2 - NEW / \$250

(Prereq: Illustrator CS3 - Level 1)

Month:	Date:	Day:	Location:	Time:
Nov	8	Th	TROY	8am-4pm

InDesign CS2 - Level 1 / \$250

Work with some of the tools and features to create eye-catching printed documents using InDesign CS2.

(Prereq: A basic understanding of the computer operating system you are using is recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	TROY	8am-4pm
	25	T	GR	8am-4pm
Oct	9	T	LIV	8am-4pm
	24	W	GR	8am-4pm
Nov	6	T	EL	8am-4pm
Dec	10	M	GR	8am-4pm

InDesign CS2 - Level 2 / \$250

(Prereq: InDesign CS2 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	10	W	TROY	8am-4pm
	31	W	GR	8am-4pm
Dec	14	F	EL	8am-4pm

InDesign CS3 - Level 1 - NEW / \$250

Work with some of the tools and features to create eye-catching printed documents using InDesign CS3.

(Prereq: A basic understanding of the computer operating system you are using is recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	28	F	TROY	8am-4pm
Nov	19	M	TROY	8am-4pm

InDesign CS3 - Level 2 - NEW / \$250

(Prereq: InDesign CS3 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	26	F	TROY	8am-4pm

InfoPath 2003 - Level 1

Creating Forms / \$500

Learn how to use InfoPath to gather and share information by creating and implementing XML-based forms.

(Prereq: Advanced MS Office experience concentrating in forms development and experience working in a tagged environment, such as HTML or FrameMaker with SGML.)

Month:	Date:	Day:	Location:	Time:
Oct	11-12	Th-F	GR	8am-4pm
Nov	1-2	Th-F	TROY	8am-4pm
Dec	20-21	Th-F	GR	8am-4pm

Outlook 2003 - Level 1 / \$250 ★

E-mail, calendar and contact management program.

(Prereq: Word Processing - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	5	W	TROY	8am-4pm
	12	W	EL	8am-4pm
	28	F	LIV	8am-4pm
Oct	8	M	KZOO	8am-4pm
	9	T	TROY	8am-4pm
	19	F	GR	8am-4pm
	22	M	LIV	8am-4pm
Nov	12	M	EL	8am-4pm
	16	F	LIV	8am-4pm
	28	W	KZOO	8am-4pm

Outlook 2003 - Level 2 / \$250 ★

(Prereq: Outlook 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	13	Th	GR	8am-4pm
	27	Th	TROY	8am-4pm
Oct	24	W	LIV	8am-4pm
	30	T	TROY	8am-4pm
Nov	26	M	EL	8am-4pm
Dec	7	F	LIV	8am-4pm

Outlook 2007 - Level 1 / \$250

E-mail, calendar and contact management program.

(Prereq: Word Processing - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	5	W	GR	8am-4pm
	20	Th	TROY	8am-4pm
Oct	26	F	LIV	8am-4pm
Nov	13	T	TROY	8am-4pm
	21	W	GR	8am-4pm
Dec	13	Th	EL	8am-4pm

Outlook 2007 - Level 2 / \$250

(Prereq: Outlook 2007 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	4	Th	GR	8am-4pm
	25	Th	TROY	8am-4pm
Dec	11	T	GR	8am-4pm
	14	F	TROY	8am-4pm
	19	W	EL	8am-4pm
	28	F	LIV	8am-4pm

PageMaker 7.0 - Level 1 / \$250

Adobe's desktop publishing program.

(Prereq: A basic understanding of the computer operating system you are using is recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	18	T	TROY	8am-4pm
Nov	20	T	TROY	8am-4pm

PageMaker 7.0 - Level 2 / \$250

(Prereq: PageMaker 7.0 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	12	F	TROY	8am-4pm
Dec	13	Th	TROY	8am-4pm

Photoshop CS2 - Level 1 / \$500 ★

Work with some of the tools and features to edit images using Photoshop CS2.

(Prereq: A basic understanding of the computer operating system you are using is recommended.)

Month:	Date:	Day:	Location:	Time:
Sep	10-11	M-T	TROY	8am-4pm
	24-25	M-T	LIV	8am-4pm
Oct	11-12	Th-F	EL	8am-4pm
Nov	5-6	M-T	GR	8am-4pm
	20-21	T-W	GR	8am-4pm

Photoshop CS2 - Level 2 / \$500

(Prereq: Photoshop CS2 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	18-19	Th-F	TROY	8am-4pm
	25-26	Th-F	EL	8am-4pm
Nov	20-21	T-W	GR	8am-4pm
Dec	18-19	T-W	LIV	8am-4pm

★ Also offered in the Mentored Learning classroom!

•EL-East Lansing •FL-Flint •GR-Grand Rapids •KZOO-Kalamazoo •LIV-Livonia •OLL-Online LIVE

PC Desktop Applications

Photoshop CS2 - Photo Printing & Color / \$250

(Prereq: Photoshop CS2 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	30	T	TROY	8am-4pm

Photoshop CS2 - Web Production / \$250 ★

(Prereq: Photoshop CS2 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	19	W	TROY	8am-4pm

Photoshop CS3 - Level 1 - NEW / \$500

Work with some of the tools and features to edit images using Photoshop CS3.
(Prereq: A basic understanding of the computer operating system you are using is recommended.)

Month:	Date:	Day:	Location:	Time:
Oct	22-23	M-T	TROY	8am-4pm
Dec	5-6	W-Th	TROY	8am-4pm

Photoshop CS3 - Level 2 - NEW / \$500

(Prereq: Photoshop CS3 - Level 1)

Month:	Date:	Day:	Location:	Time:
Nov	6-7	T-W	TROY	8am-4pm
Dec	18-19	T-W	LIV	8am-4pm

Photoshop CS3 - Photo Printing & Color - NEW / \$250

(Prereq: Photoshop CS2 - Level 1)

Month:	Date:	Day:	Location:	Time:
Dec	21	F	TROY	8am-4pm

Photoshop CS3 - Web Production - NEW / \$250

(Prereq: Photoshop CS2 - Level 1)

Month:	Date:	Day:	Location:	Time:
Dec	13	Th	TROY	8am-4pm

PowerPoint 2003 - Level 1 / \$250 ★

Microsoft's program for creating presentations.
(Prereq: Windows - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	TROY	8am-4pm
	6	Th	GR	8am-4pm
	13	Th	LIV	8am-4pm
	17	M	KZOO	8am-4pm
	26	W	EL	8am-4pm
Oct	3	W	GR	8am-4pm
	4	Th	LIV	8am-4pm
	15	M	TROY	8am-4pm
	16	T	KZOO	8am-4pm
Nov	6	T	EL, GR	8am-4pm
	9	F	LIV	8am-4pm
	14	W	KZOO	8am-4pm
	28	W	TROY	8am-4pm
Dec	5	W	LIV	8am-4pm
	12	W	GR	8am-4pm
	14	F	KZOO	8am-4pm
	20	Th	FL	8am-4pm

PowerPoint 2003 - Level 2 / \$250 ★

(Prereq: PowerPoint 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	26	W	TROY	8am-4pm
Oct	19	F	LIV	8am-4pm
	23	T	GR	8am-4pm
Nov	1	Th	TROY	8am-4pm
	5	M	KZOO	8am-4pm
	21	W	EL	8am-4pm
	27	T	LIV	8am-4pm
Dec	17	M	GR	8am-4pm
	20	Th	LIV	8am-4pm

PowerPoint 2007 - New Features / \$150

In this course you will work with the new and enhanced features available in MS PowerPoint 2007.
(Prereq: An understanding of PowerPoint 2003 or XP and the Internet.)

Month:	Date:	Day:	Location:	Time:
Oct	1	M	EL	8am-11:30am

PowerPoint 2007 - Level 1 / \$250

In this course you will learn to create electronic presentations.
(Prereq: Windows XP, XP Professional - Levels 1 & 2, Windows 2000 Introduction or equivalent knowledge.)

Month:	Date:	Day:	Location:	Time:
Sep	19	W	TROY	8am-4pm
	28	F	GR	8am-4pm
Oct	17	W	EL	8am-4pm
	22	M	GR	8am-4pm
	23	T	LIV	8am-4pm
Nov	15	Th	TROY	8am-4pm
	21	W	GR	8am-4pm
	30	F	LIV	8am-4pm
Dec	18	T	GR	8am-4pm

PowerPoint 2007 - Level 2 / \$250

(Prereq: PowerPoint 2007 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	11	Th	TROY	8am-4pm
	30	T	GR	8am-4pm
	31	W	LIV	8am-4pm
Nov	9	F	EL	8am-4pm
Dec	4	T	TROY	8am-4pm
	26	W	LIV	8am-4pm

Project 2003 - Level 1 - 6.5 PDU's* / \$250 ★

This course is designed for individuals who use MS Office Project Professional 2003. You'll learn to create and modify a project plan file containing tasks, resources and assignments.
(Prereq: An understanding of project management concepts.)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	LIV	8am-4pm
	13	Th	GR	8am-4pm
	19	W	EL	8am-4pm
	25	T	TROY	8am-4pm
Oct	9	T	KZOO	8am-4pm
	10	W	LIV	8am-4pm
	29	M	LIV	8am-4pm

Project 2003 - Level 1 - 6.5 PDU's* (Cont.) / \$250 ★

Month:	Date:	Day:	Location:	Time:
Nov	13	T	TROY	8am-4pm
	28	W	GR	8am-4pm
Dec	12	W	KZOO	8am-4pm
	13	Th	LIV	8am-4pm

Project 2003 - Level 2 - 6.5 PDU's* / \$250 ★

(Prereq: Project 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	26	W	TROY	8am-4pm
Oct	10	W	GR	8am-4pm
	11	Th	LIV	8am-4pm
	17	W	KZOO	8am-4pm
	22	M	EL	8am-4pm
Nov	14	W	TROY	8am-4pm
Dec	13	Th	LIV	8am-4pm
	18	T	KZOO	8am-4pm
	19	W	GR	8am-4pm



Project 2003 Professional - 6.5 PDU's* / \$250

Learn to create and communicate project information within the framework of an Enterprise Project Management environment.
(Prereq: Project Management Fundamentals, Project 2003 - Levels 1 and 2.)

Month:	Date:	Day:	Location:	Time:
Oct	24	W	LIV	8am-4pm

Publisher 2003 - Level 1 / \$250 ★

Learn this easy to use, flexible program for creating newsletters, brochures, business cards, postcards and flyers.
(Prereq: Completion or equivalent knowledge of Windows XP, and Windows 2000 Introduction and PowerPoint 2007 - Level 1.)

Month:	Date:	Day:	Location:	Time:
Sep	17	M	TROY	8am-4pm
Oct	25	Th	TROY	8am-4pm

QuarkXPress 6.0 - Level 1 / \$250

Learn how to lay out professional quality single and multiple-page documents that include text and graphics, and are designed for professional printing and publications.
(Prereq: A basic understanding of the computer and document formatting programs, such as Word.)

Month:	Date:	Day:	Location:	Time:
Sep	21	F	TROY	8am-4pm

QuarkXPress 6.0 - Level 2 / \$250

(Prereq: QuarkXPress 6.0 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	31	W	TROY	8am-4pm

PC Desktop Applications

Visio Professional 2003 - Level 1 / \$250

Program for creating flowcharts and diagrams.

(Prereq: Windows - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	6	Th	TROY	8am-4pm
	21	F	GR	8am-4pm
Oct	26	F	LIV	8am-4pm
Nov	7	W	GR	8am-4pm
Nov	9	F	TROY	8am-4pm

Visio Professional 2003 - Level 2 / \$250

(Prereq: Visio Professional 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	3	W	GR	8am-4pm
	10	W	TROY	8am-4pm
Dec	14	F	GR	8am-4pm

Windows XP - Level 1 / \$250

Learn the basic skills necessary to operate and maintain a computer using Windows XP Professional.

(Prereq: Computers Made Easy)

Month:	Date:	Day:	Location:	Time:
Sep	4	T	EL	8am-4pm
	5	W	FL	8am-4pm
	6	Th	TROY	8am-4pm
Oct	28	F	GR	8am-4pm
	18	Th	LIV	8am-4pm
Nov	29	M	GR	8am-4pm
	31	W	KZOO	8am-4pm
	16	F	EL	8am-4pm
	29	Th	KZOO	8am-4pm
	30	F	GR	8am-4pm

Windows XP - Level 2 / \$250

(Prereq: Windows XP - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	5	F	TROY	8am-4pm
Nov	2	F	FL	8am-4pm
	30	F	EL	8am-4pm
Dec	27	Th	LIV	8am-4pm

Windows SharePoint Services - Level 1 Building Collaborative Solutions with Team Websites / \$500

In this course, students create a virtual team web site to enable information sharing between project team or department members.

(Prereq: Experience with an Internet browser product and power user experience; any application in the MS Office Suite. Information management experience helpful.)

Month:	Date:	Day:	Location:	Time:
Sep	10-11	M-T	GR	8am-4pm
	12-13	W-Th	LIV	8am-4pm
	24-25	M-T	EL	8am-4pm
Nov	8-9	Th-F	GR	8am-4pm

Windows SharePoint Services - Level 2 Building Extended Collaborative Solutions / \$500

(Prereq: Windows SharePoint Services - Level 1)

Month:	Date:	Day:	Location:	Time:
Nov	26-27	M-T	GR	8am-4pm

Windows Vista - New Features / \$250

In this course you will use the new features in Windows Vista to improve your workflow efficiency and business productivity.

(Prereq: Experience in either a Windows XP or 2000 desktop operation system.)

Month:	Date:	Day:	Location:	Time:
Sep	10	M	EL	8am-4pm

Windows Vista - Level 1 - NEW / \$250

In this course students will familiarize themselves with the basics of personal computers, customize Windows Vista, and manage files and folders. They will also work with simple tools and browse the internet.

(Prereq: Experience in either a Windows XP or 2000 desktop operation system.)

Month:	Date:	Day:	Location:	Time:
Sep	5	W	TROY	8am-4pm
	14	F	GR	8am-4pm
	25	T	LIV	8am-4pm
Oct	15	M	EL	8am-4pm
	25	Th	GR	8am-4pm
Nov	29	M	TROY	8am-4pm
	5	M	LIV	8am-4pm
Dec	12	M	GR	8am-4pm
	6	Th	LIV	8am-4pm
	13	Th	GR	8am-4pm
	26	W	TROY	8am-4pm

Windows Vista - Level 2 - NEW / \$250

(Prereq: Windows Vista - Level 1.)

Month:	Date:	Day:	Location:	Time:
Oct	15	M	LIV	8am-4pm
Nov	21	W	TROY	8am-4pm
Dec	19	W	LIV	8am-4pm



★ Also offered in the Mentored Learning classroom!

Word 2003 - Level 1 / \$250

Microsoft's word processing program.

(Prereq: Windows - Level 1)

Month:	Date:	Day:	Location:	Time:	
Sep	4	T	LIV	8am-4pm	
	5	W	EL	8am-4pm	
	6	Th	FL	8am-4pm	
	10	M	GR	8am-4pm	
	11	T	LIV	8am-4pm	
	17	M	LIV	8am-4pm	
Oct	19	W	KZOO, TROY	8am-4pm	
	1	M	GR	8am-4pm	
	2	T	LIV	8am-4pm	
	12	F	LIV	8am-4pm	
	15	M	KZOO	8am-4pm	
	19	F	EL	8am-4pm	
	23	T	GR	8am-4pm	
	24	W	TROY	8am-4pm	
	29	M	LIV	8am-4pm	
	Nov	5	M	LIV	8am-4pm
		7	W	KZOO	8am-4pm
		16	F	LIV	8am-4pm
Dec	20	T	EL	8am-4pm	
	26	M	LIV	8am-4pm	
	29	Th	GR	8am-4pm	
	4	T	KZOO	8am-4pm	
Nov	5	W	LIV	8am-4pm	
	10	M	LIV	8am-4pm	
	17	M	LIV	8am-4pm	

Word 2003 - Level 2 / \$250

(Prereq: Word 2003 - Level 1)

Month:	Date:	Day:	Location:	Time:
Sep	7	F	LIV	8am-4pm
	13	Th	KZOO	8am-4pm
	14	F	GR	8am-4pm
	18	T	EL	8am-4pm
Oct	21	F	LIV	8am-4pm
	5	F	GR	8am-4pm
	8	M	LIV	8am-4pm
Nov	11	Th	TROY	8am-4pm
	19	F	LIV	8am-4pm
	26	F	GR	8am-4pm
	8	Th	LIV	8am-4pm
	12	M	TROY	8am-4pm
	19	M	FL	8am-4pm
	20	T	LIV	8am-4pm
Dec	7	F	EL	8am-4pm
	13	Th	GR	8am-4pm
	14	F	LIV	8am-4pm
	19	W	KZOO	8am-4pm

*The PDU (Professional Development Unit) is the measuring unit used by PMI to quantify approved learning and professional service activities. Typically, one PDU is earned for every one hour spent in a planned, structured learning experience or activity. Fractions of PDUs may be reported in 0.25 increments following one full hour.

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PC Desktop Applications

Word 2003 - Level 3 / \$250

(Prereq: Word 2003 - Level 2)

Month:	Date:	Day:	Location:	Time:
Sep	21	F	TROY	8am-4pm
	26	W	LIV	8am-4pm
Oct	2	T	EL	8am-4pm
	23	T	LIV	8am-4pm
Nov	2	F	TROY	8am-4pm
	29	Th	LIV	8am-4pm
Dec	14	F	TROY	8am-4pm
	17	M	GR	8am-4pm
	18	T	FL	8am-4pm
	20	Th	LIV	8am-4pm
	26	W	EL	8am-4pm

Word 2007 - New Features / \$150

In this course you will work with the new features in Word 2007.

(Prereq: Understanding of Word 2000, 2002, or 2003)

Month:	Date:	Day:	Location:	Time:
Sep	17	M	EL	8am-11:30am

Word 2007 - Level 1 / \$250

This course is the first in a series of three Word 2007 courses. It will provide you with the basic concepts required to produce basic business documents.

(Prereq: Students should be familiar with using a PC and have used a mouse and keyboard.)

Month:	Date:	Day:	Location:	Time:
Sep	11	T	EL	8am-4pm
	14	F	LIV	8am-4pm
Oct	12	F	GR	8am-4pm
	17	W	TROY	8am-4pm
Nov	14	W	FL	8am-4pm
	20	T	LIV	8am-4pm
	29	Th	TROY	8am-4pm
Dec	4	T	GR	8am-4pm

 **Also offered in the Mentored Learning classroom!**

Word 2007 - Level 2 / \$250

(Prereq: Windows 2007 - Level 1)

Month:	Date:	Day:	Location:	Time:
Oct	10	W	LIV	8am-4pm
	18	Th	EL	8am-4pm
Nov	8	Th	TROY	8am-4pm
	13	T	GR	8am-4pm
Dec	11	T	LIV	8am-4pm
	26	W	TROY	8am-4pm

Word 2007 - Level 3 - NEW / \$250

(Prereq: Windows 2007 - Level 1)

Month:	Date:	Day:	Location:	Time:
Nov	16	F	TROY	8am-4pm
Dec	18	T	LIV	8am-4pm

Available Upon Request

- Access 2000 & 2002
- Acrobat 6.0 - Standard
- (4002) Forecasting and Trend Analysis Using Microsoft Office Excel 2003
- (4003) Summarizing Microsoft Office Excel 2003 Data to Make Better Business Decisions
- (4004) Managing Critical Business Information Using Microsoft Office Access 2003
- (4005) Beyond the Spreadsheet: Managing Financial Information Using Microsoft Office Access 2003
- (4006) Time and Task Management Using Microsoft Office Outlook 2003
- (4007) Creating Effective Presentations Using MS Office PowerPoint 2003
- (4008) Building Better MS Office Word 2003 Documents in Less Time
- (4009) Setting Up Projects for Success Using MS Office Project 2003
- (4010) E-Commerce Profitability: Online Merchandising Using MS Office FrontPage 2003
- Excel 2000 Tips, Tricks & Macros
- Excel 2002 - Levels 1 - 3
- VBA for Excel 2002
- GroupWise 7.0 - Levels 1 & 2
- Illustrator CS - Levels 1 & 2
- Illustrator CS2 - New Features
- Internet Explorer 6.0
- Photoshop CS - Level 1- Basic Image Enhancement
- Photoshop CS - Level 2 - Redefined Masking, Image, Effects, Retouching
- PowerPoint 2000 - Levels 1 & 2
- PowerPoint 2002 - Levels 1 & 2
- Project 2000 - Levels 1 & 2
- Project 2002 - Levels 1 & 2
- Project 2003 - Web Access
- Word 2000 - Levels 1 - 3
- Word 2002 - Levels 1 & 2

If you are interested in a course not scheduled, please contact an Account Executive.

Microsoft Business Certification now available for Office 2007 and Windows Vista!

Microsoft Business Certification

Starting with the 2007 Microsoft Office system, Microsoft has released a new series of credentials to validate knowledge and skills related to Microsoft Office products. With the new Microsoft Business Certification series, you can now demonstrate both your proficiency with a particular Microsoft technology as well as your expertise in applying that technology to specific tasks in a business environment.



Microsoft Certified Application Specialist

The Application Specialist certification targets Information Workers and covers the most popular Microsoft Office applications such as Word 2007, Excel 2007, PowerPoint 2007, Outlook 2007 and Access 2007, as well as the Microsoft Windows Vista operating system. Individuals can earn certification on one or multiple products.



Microsoft Certified Application Professional

The Application Professional certification is designed for individuals who use the 2007 Microsoft Office system to deliver on specific projects and tasks. This credential demonstrates advanced, cross-industry skills and collaboration capabilities. The focus areas include managing budgets, managing presentations, and managing team collaboration. Individuals can earn certification in one or multiple focus areas.

To register for classes: In East Lansing or Flint, call (517) 318-4005;
In Grand Rapids or Kalamazoo, call (616) 574-7500; In Livonia or Troy, call (734) 525-1501.

Online ANYTIME Libraries/Skills Assessments

Online ANYTIME Libraries

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- | | | | |
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| > A+ Library | > Comprehensive Business Management Library | > Corporate Comprehensive Library | > Network & Operating Systems Library |
| > Advanced Security Technology Library | > CompTIA Courses Library | > Java Library | > Office Productivity Library (English only) |
| > Business Fundamentals: Complete Library | > Computer Professional Library | > Linux Library | > Office Productivity Library (Multi-Lingual) |
| > Cisco-Advanced Technology Library | > Harvard Interactive Manager Series Management Library | > MCDBA Library | > Programming and Web Development Library |
| > Cisco Courses on CCNA and CCNP Certification | > Harvard Manage Mentor + Library | > MCSA Library | > Project Management Library |
| > CNE Library | > Harvard Case in Point Collection | > MCSE Library | > Story Based Cases |
| | > HR Compliance/Employment Law | > Microsoft Office Pack Library | > Visual Basic Library |
| | > Information Security Library | > Network+ Library | |
| | | > Occupational Safety Library | |

Skills Assessments

TRANSFORM YOUR ORGANIZATION and optimize performance with Skills Assessments!

The New Horizons Organizational Assessment process uncovers your training needs through a comprehensive skills gap analysis resulting in a customized prescriptive learning plan. This process is your solution to cost reduction, amplified employee and company productivity, and increased awareness of your organizational skill sets. The Organizational Assessment offers you and your staff a uniquely developed and focused training plan for your team, department or organization, which will translate into increased return on investment for your training dollars.

Your company is a perfect candidate for an Organizational Assessment if:

- You have a training initiative, but you're uncertain as to who needs training and to what extent
- Maximizing the return on your training investment is critical to your organization
- Improving employee and performance satisfaction is a must
- Competition drives you to perfection
- You want to know your organization's capabilities
- Substandard project results have surfaced



Organizational Learning Benefits for the Individual:

- Contributes to personal growth and achievement
- Become more efficient with job responsibilities
- Increase task execution levels
- Reduce stress levels through better defined job responsibilities

Start Your Organizational Assessment Experience Today!

To start your assessment or receive more information, contact your New Horizons Account Executive.

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Cancellation/Registration Information

To register for a New Horizons course, contact an Account Executive at one of our six locations in Michigan. Early registration is strongly recommended. If you are a new client, dial extension “4” and you will be put in touch with a helpful and knowledgeable Account Executive. If you are a Club Member or Pre-Paid coupon holder, dial extension “6” and you will be put in touch with the Registrar. Please include your name, desired course, date of preference, company billing information or credit card and expiration date, and your Club Membership number or coupon number. *Please Note: Payment is due in full no later than the date of the class unless prior corporate arrangements have been made. Call your Account Executive for details.*

Course Prerequisites

All of our Level 2 and Level 3 courses build upon skills developed in earlier classes. It is important that you be proficient with the skills presented in these foundation classes. For complete course outlines, please contact your Account Executive.

Refund Policy

There will be **no refunds issued for prepaid training services** such as *training coupons, technical certification packages and club memberships*. All tuition and fees paid by the applicant shall be refunded if the applicant is rejected by the school before enrollment. An application fee of not more than \$25.00 may be retained by the school if the application is denied. All tuition and fees paid by the applicant shall be refunded if requested within three business days after signing a contract with the school. After the third business day has elapsed, the student cancellation and no-show policy, outlined below, will apply. All refunds shall be returned within 30 days.

Student Cancellation And No-Show Policy

Desktop Applications Open Enrollment Instructor-Led Classes: If you cannot attend the class for which you hold a reservation, you must notify your Account Executive *five (5) or more business days prior to class*. For pre-paid coupon and single-seat enrollments, **no refund will be issued nor outstanding invoice canceled**, if you cancel your class *less than five (5) business days* prior to the class date or if you **DO NOT** show up for the class. For club member enrollments, a *\$50 cancellation fee* will be assessed. Club members who repeatedly fail to comply with this cancellation policy may have their membership canceled. New Horizons reserves the right to cancel classes due to low enrollment at any time. In the event a cancellation occurs, your Account Executive will contact you.

Certified Technical Open Enrollment Instructor-Led Classes: If you cannot attend the class for which you hold a reservation, you must notify your Account Executive *ten (10) or more business days prior to your class*. For pre-paid coupon and single-seat enrollments, **no refund will be issued nor outstanding invoice canceled**, if you cancel your class *less than ten (10) business days* prior to the class date or if you **DO NOT** show up for the class. For enrollments associated with Technical Certification or Club packages, a *\$500 cancellation fee* will be assessed.

Online ANYTIME: Online ANYTIME training courses may be upgraded to equivalent Instructor-Led courses, provided such an upgrade is made *within 30 days of receipt of your password*, and provided that you have not completed *more than 20% of the class*.

When You Come To Class

Students should arrive at least 20 minutes prior to class start time. If you’ve been issued a physical class coupon you will be asked to present it upon arrival. If you arrive more than 30 minutes late to class, your seat may be given to a waiting client. Please call if you anticipate arriving late.

Description of Facilities and Student Materials

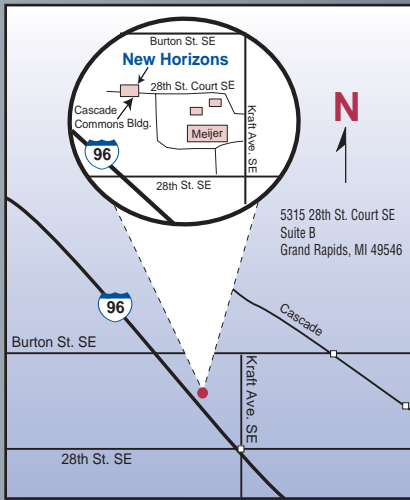
At New Horizons each student will have his/her own computer and a manual provided to follow along with the instructor. All classrooms have climate controls to provide a comfortable learning environment. All of our facilities have easily accessible restrooms and break-rooms for student use.

New Horizons offers a variety of resources to enhance your learning experience. These tools are available to all students who choose to take advantage of them. Learning resources include Web-based and print services that allow students to clearly visualize what they will learn and also practice new skills learned in class.

Learning Guarantee

Every completed New Horizons instructor-led course carries our unbeatable Learning Guarantee. This guarantee allows you to repeat a New Horizons instructor-led course **FREE OF CHARGE** within six months of completion of the course if you are not fully satisfied.

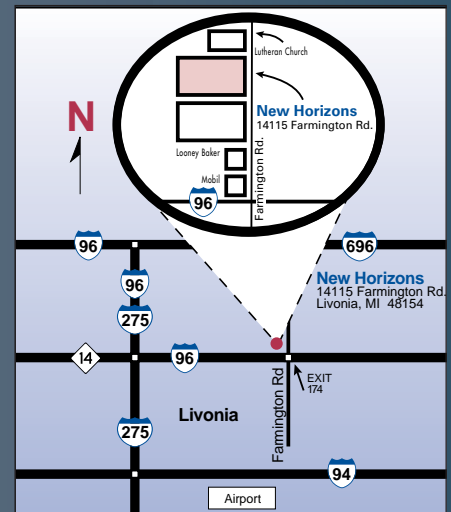




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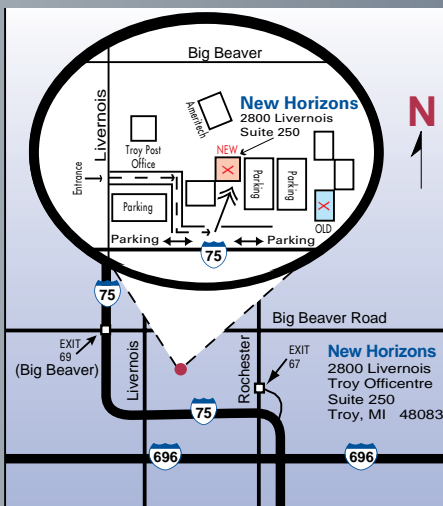


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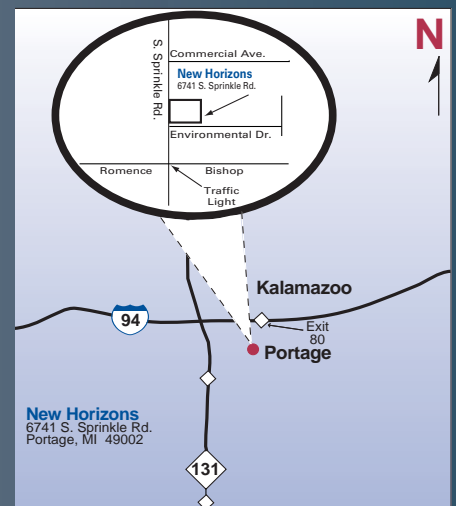
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