



TRAINING AND
DEVELOPMENT
CATALOG

NEW FOR 2014

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How to get the most from this catalog:

- 1. SET A GOAL**
- 2. EXPLORE YOUR OPTIONS**
- 3. TAKE ACTION**

The University of North Florida Division of Continuing Education is here to help you embrace new opportunities and redefine your future and career. We believe *learning never ends*, and our programs and curriculum uphold the essence of this adage, providing an opportunity for transformation in your business, career and self.

The Division of Continuing Education offers non-credit courses and certificate programs designed to provide individuals affordable, intense training required to remain competitive and informed in today's lightning-fast environment.

Get inspired. Explore these pages and the opportunities available. You won't be disappointed.



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CLASSES TAKE PLACE

AT THE

Adam W. Herbert University Center

12000 Alumni Dr., Jacksonville, FL 32224

Free parking with your registration

OR Online

Personal computer and Internet access required.

Software requirements depend on course selection. Both instructor-led and self-paced online programs available.

OR On Demand

Not every course is offered every term. If you are interested in an on demand program, let us know. We will contact you when your program is scheduled.

PROJECT MANAGEMENT

FEATURED PROGRAMS

FREE EVENT

Project Management Information Session

Project management is one of the top skill sets demanded by organizations around the world, with many skilled practitioners scheduled to leave the workforce due to retirement — a trend SHRM identifies as having a major strategic impact for 64 percent of organizations worldwide. Attend this free event to learn how you can obtain the PMI credential and fill the demand for project managers.

Jan. 28 6 to 7:30 p.m.
Advanced registration required.

Project Management Professional Certification Preparation (PMP)

Learn testing techniques and complete sample test questions that will help enable you to pass the test and obtain your PMP® designation.

The course also meets the 35-hour certification education requirement specified by PMI.

You are required to purchase a copy of "A Guide to the Project Management Body of Knowledge" (PMBOK Guide), 5th Edition. All other materials will be provided for you.

Mar. 28, 29, Apr. 4, 5 8 a.m. to 6 p.m. OR
June 20, 21, 27, 28 8 a.m. to 6 p.m. OR
Sep. 12, 13, 19, 20 8 a.m. to 6 p.m. OR
Dec. 5, 6, 12, 13 8 a.m. to 6 p.m.
Fri. – Sat. (35 hours, 3.5 CEUs) \$1,295

Microsoft Project: Empowering the Project Manager to Predict the Future

Microsoft Project, the industry-standard project management tool, can be daunting if not used the way it is meant to. If you are unable to quickly understand project progress and provide accurate forecasts to your sponsors, you may as well manage your project on pen and paper with checklists. Basic knowledge and experience with Microsoft Project is required. This is not a beginner's class. Learn:

- ▲ Guidelines to building dynamic, predictive work plans in MS Project 2010
- ▲ How to build predictive, dynamically scheduled work plans to model the project
- ▲ How to update the schedule based on actual time submitted against scheduled work and adjustments for scope changes; work plans should accurately forecast remaining work and deliverable finish dates

Once you have completed this program, you will be able to construct the big picture of the project model — its schedule and resources — in the tool correctly. Learn to forecast the schedule and resources required throughout the entire project life cycle, see project progress and any scheduling conflicts or variances quickly and easily. Maximum of 15 attendees per course. Computer lab with Microsoft Project 2010 provided.

Apr. 29 – 30 9 a.m. to 5 p.m. OR
Aug. 12 – 13 9 a.m. to 5 p.m. OR
Nov. 18 – 19 9 a.m. to 5 p.m.
Tues. – Wed. (16 hours, 1.6 CEUs) \$499

PMIs must earn 60 PDUs in a Certification Cycle (three years). Start accumulating PDUs as early as possible to avoid "cramming" for PDUs later.



Project Management Basics: All You Need to Know to Just Do It

Learn the proven project management foundation, through common business language and simple examples and exercises suitable for any employee, at any level, who is or will become a functional project manager.

- ▲ Understand the management challenges the discipline of project management addresses
- ▲ Receive simple, generic samples of basic tools and documents of project management so participants have a starting PM toolkit
- ▲ Experience hands-on critical content. This course is an excellent start toward the PMP certification process.

Feb. 6 – 7 Thurs. – Fri. OR
 Apr. 10 – 11 Thurs. – Fri. OR
 Jun. 9 – 10 Mon. – Tues. OR
 Sep. 15 – 16 Mon. – Tues. OR
 Nov. 6 – 7 Thurs. – Fri.

8:30 a.m. to 5:30 p.m. (16 hours, 1.6 CEUs) \$899

NEW Introduction to Project Management in the Health Care Environment

Gain an understanding of project management tools and techniques that results in the ability to create and follow a project management plan specifically for the demanding health care industry.

- ▲ Develop a comprehensive project management plan
- ▲ Differentiate project life cycle models based on project characteristics
- ▲ Develop cost and schedule estimates
- ▲ Apply tools and techniques to manage project scope, time, and budget

Coming Spring 2014

Sat. (42 hours, 4.2 CEUs) \$495

POWERED BY PMALLIANCE

WHO, WHAT AND WHY

PMO

PROJECT MANAGEMENT OFFICE

Why? PMOS ACHIEVE MORE SUCCESSFUL IMPLEMENTATION OF PROJECTS THROUGH PREDICTABLE AND REUSABLE TOOLS, TECHNIQUES AND PROCESSES.

REASONS 1-2-3

EFFICIENT PROJECTS (ON TIME, WITHIN BUDGET AND WITHIN SCOPE)
 REPORTING (GATHERING DATA ON PROJECT'S STATUS)
 STANDARDIZING (METHODOLOGY AND TEMPLATES)

32%
INFORMATION TECHNOLOGY

20%
BUSINESS UNIT

16%
OUTSIDE UNIT

32%
OPERATIONS FINANCE & HR

PMO'S LOCATION

(WITHIN THE ORGANIZATION)

'COMING TOGETHER IS THE BEGINNING, STAYING TOGETHER IS PROGRESS AND WORKING TOGETHER IS SUCCESS' - HENRY FORD

AVERAGE TIME TO IMPLEMENT A PMO

36%
1-2 YEARS

27%
6 MONTHS - 1 YEAR

15%
1-1 YEARS

11%
3+ YEARS

11%
LESS THAN 6 MONTHS

BEST PRACTICES

EFFECTIVE PLANNING IN THE CREATION STAGE OF THE PMO HELPS ENSURE SUCCESS FROM THE 'GET GO'

THE MOST SUCCESSFUL PMOS PLACE THEIR FOCUS OF EFFORT ON TRAINING, MENTORING AND LEADING BY EXAMPLE.

GRAPHIC BY PETIT ROBOT MEDIA - STATISTICS COURTESY OF PMI INSTITUTE

HEALTH CARE

FEATURED PROGRAM

NEW

Health Information Technology (HIT) Certificate

The Bureau of Labor Statistics has indicated over the next five years there is an estimated shortage of 51,000 qualified health IT workers required to meet the needs of medical facilities as they adopt electronic systems.

Health Information Technology (HIT) defines a wide range of hardware and software applications designed to improve managerial and clinical aspects of health care delivery. HIT provides the framework to outline the comprehensive management of health information across computerized systems and its secure exchange between consumers, providers, government and insurers.

Program includes the following courses:

- ▲ Introduction to Health Care and Public Health in the U.S.
- ▲ Medical Terminology
- ▲ The Culture of Health Care
- ▲ Fundamentals of Health Workflow Process Analysis and Redesign
- ▲ Working in Teams in Health Care
- ▲ Health Management Information Systems
- ▲ Working with Health IT Systems
- ▲ Usability and Human Factors in Health Information Technology
- ▲ Introduction to Project Management in Health Care Environment
- ▲ Electronic Health Records (EHRs)

Courses may be taken in any order.

Visit www.unf.edu/ce or call (904) 620-4200 for upcoming dates.

Health Management Information Systems

Learn the history of IT systems in health care management, concept of meaningful use, health IT standards, health-related data structures, software applications; enterprise architecture in health care and public health organizations.

At the completion of this component, the student will be able to:

- ▲ Discuss how financial incentives for use of HIT have changed over time
- ▲ Describe general functions, purposes and benefits of health information systems in various health care settings
- ▲ Describe the federal initiatives and other significant developments that have influenced the evolution and adoption of health information systems
- ▲ Compare and contrast different types of health information systems in terms of their ability to meet the needs of various types of health care enterprises
- ▲ Explain how electronic health records affect patient safety, quality care, efficiency, productivity and documentation mechanisms
- ▲ Propose strategies to minimize major barriers to the adoption of electronic health records
- ▲ Explain how the principles of health care data standards relate to patient care, productivity and data analysis

Coming Spring 2014 (32 hours, 3.2 CEUs) \$495

Big changes in health care are creating new opportunities for those with the right skills to fill the growing demand.

Coming Spring 2014 Health Coach Certification

E-mail Lori Frederick at lori.frederick@unf.edu to receive program updates and start times.

Introduction to Project Management in the Health Care Environment

Gain an understanding of project management tools and techniques that results in the ability to create and follow a project management plan.

At the completion of this component, the student will be able to:

- ▲ Describe factors that are critical to project success
- ▲ Develop a comprehensive project management plan
- ▲ Define project scope that reflects stakeholder perspectives and project requirements
- ▲ Prepare an effective work breakdown structure
- ▲ Differentiate project life cycle models based on project characteristics
- ▲ Develop estimates for project cost and schedule
- ▲ Apply tools and techniques to manage project scope, time and budget
- ▲ Plan and implement effective communications with the project team and stakeholders
- ▲ Differentiate roles of project team members
- ▲ Select and apply appropriate tools and techniques for risk management, quality management and change management

Coming Spring 2014 (48 hours, 4.8 CEUs) \$495

Working in Teams in Health Care

Any successful transition is dependent on productive teams and their ability to communicate and work as a single unit. This course helps trainees become team players by understanding their roles, improving communication and group cohesion.

At the completion of this component, the student will be able to:

- ▲ Establish and monitor ground rules, or rules of engagement, that serve as behavioral guidelines for members of teams involved in HIT
- ▲ Develop an HIT action plan that can be easily adapted to changing situations, environments and goals across a variety of health and health care settings
- ▲ Communicate a clearly articulated position in writing and speech
- ▲ Incorporate diversity in values, critical thinking and judgments that amplifies the best of individual performance toward the HIT team mission
- ▲ Provide leadership for continuous assessment and learning on practices, processes and outcomes of the HIT team mission. Develop a sustaining framework that maximizes the integrated power of teams while recognizing excellence in individual performance of various stakeholders involved in HIT (patients, families, communities, nation, etc.).

Coming Spring 2014 (32 hours, 3.2 CEUs) \$495

NEW

Medical Coding ICD-10 (ONLINE)

Effective October 2014, the U.S. Department of Health and Human Services (HHS) will require standard ICD-9 code sets, used in medical billing and coding to report health care diagnoses and procedures, be replaced by ICD-10. This move from ICD-9 to ICD-10 will have a significant impact on health care providers and the process by which they receive reimbursement. The adoption of ICD-10 will create enormous challenges for the U.S. health care system and the requirements of medical coding.

Program includes:

- ▲ Detailed reviews of both ICD-10 (diagnostic coding) and ICD-10-PCS (inpatient procedural coding system)
- ▲ Differences between ICD-9 and ICD-10
- ▲ Issues relating to federal regulation and compliance
- ▲ Reimbursement process
- ▲ Federal regulation and compliance
- ▲ Transition process
- ▲ Diagnosis coding in the ICD-10
- ▲ Using the ICD-10-PCS manual for hospital procedure coding
- ▲ ICD-10 in day-to-day operations
- ▲ Coding from chart notes
- ▲ Coding from operative reports
- ▲ Procedural coding
- ▲ Analysis of electronic coding tools

Be in demand. Prepare now.

(80 hours, 8.0 CEUs) \$999



HR certification is a career-long commitment that shows your peers, your employees and your organization that you have mastered the core HR principles and you are dedicated to staying current in your profession.

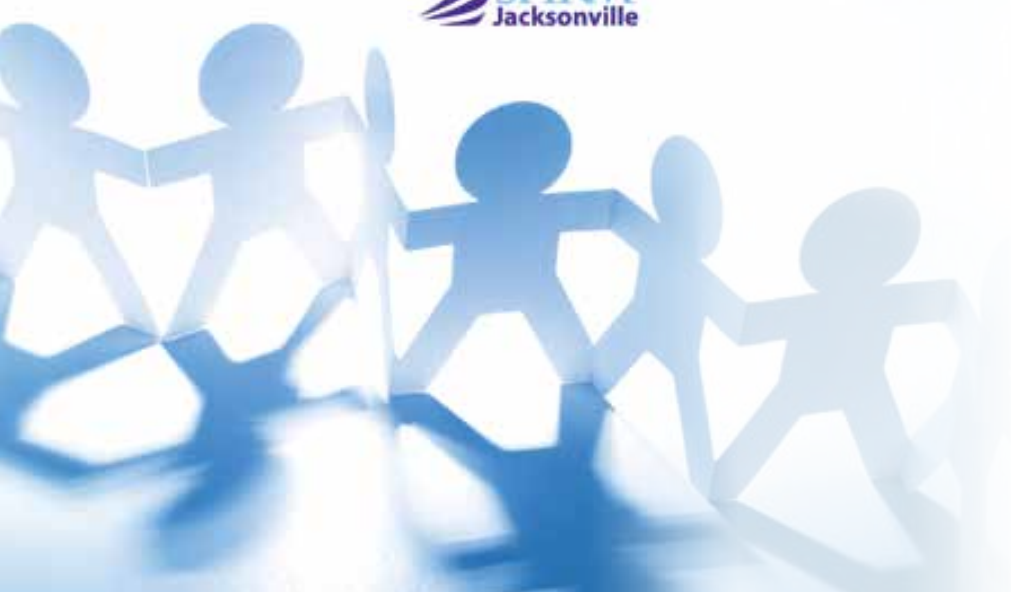
HUMAN RESOURCES

PHR/SPHR Certification Preparation

The SHRM Learning System provides instruction on the most up-to-date version of the HRCI Body of Knowledge and information relevant to the HR industry. This program will equip you for the PHR or SPHR exam through practice questions, interactive case studies, online resources and expert instruction. Prepare for your respective exam by studying the six learning modules and take a final review just as the national exam period opens, so knowledge gained will be more easily retained and recalled. Upon achievement of course requirements, you will be eligible for 4.2 CEUs and a certificate of completion.

- ▲ Strategic Management
- ▲ Workforce Planning and Employment
- ▲ Human Resource Development
- ▲ Total Rewards
- ▲ Employee and Labor Relations
- ▲ Risk Management

Jan. 30 – May 15 6 to 9 p.m.
Thurs. (42 hours, 4.2 CEUs) \$1,075



NEW Understanding the Human Resources Function (ONLINE)

Learn to handle basic human resource functions to ensure the best possible results. This course is a good choice for those looking for project management experience and those aspiring to obtain a PMI credential. This program is approved for 24 (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute.

Online Course, 24 Hours \$99

Instructional Systems Design Certificate

Instructional Systems Design (ISD) is a method of developing, implementing and evaluating training materials to assure they are meeting the needs of the learners. Regardless of the subject matter, instructional design produces consistently positive results in learners. This course uses a hands-on approach to completing all aspects of an ISD project.

Program includes:

- ▲ ISD models
- ▲ Conducting a needs analysis
- ▲ Identifying instructional goals
- ▲ Conducting a job task analysis
- ▲ Identifying entry behaviors and characteristics
- ▲ Writing performance objectives
- ▲ Developing tests
- ▲ Developing an instructional strategy
- ▲ Selecting instructional media
- ▲ Designing formative and summative evaluations

Feb. 3 – Apr. 7 6 to 9 p.m.
Mon. (30 hours, 3.0 CEUs) \$995

FINANCE AND ACCOUNTING

Certified Management Accountant (CMA) Certification Preparation Part I

CMA® (Certified Management Accountant) is the advanced professional certification specifically designed to measure the advanced accounting and financial management skills that drive business performance in today's complex and challenging business environment. The certification preparation courses mirror the two parts of the CMA exam. The courses can be taken in either order.

Feb. 4 – Apr. 15 6 to 9 p.m. **OR**
Sep. 9 – Nov. 15 6 to 9 p.m.
Tues. (36 hours, 3.6 CEUs)
\$1,395/\$1,295 Early registration price

Certified Management Accountant (CMA) Certification Preparation Part 2

May 27 – Aug. 16 6 to 9 p.m.
Tues. (42 hours, 4.2 CEUs)
\$1,395/\$1,295 Early registration price

Life, Health and Variable Annuity Insurance Pre-licensing Course (2-15)

UNF and the National Association of Insurance and Financial Advisers-Jacksonville unite to create a 40-hour, instructor-led 2-15 Life, Health and Variable Annuity Prelicensing Course. The Department of Financial Services approved prelicensing course is designed to prepare professionals to take the state exam to earn the 2-15 license.

Jan. 24 – 27 8 a.m. to 6 p.m.
Fri. – Mon. (40 hours, 4.0 CEUs)
\$149

FREE EVENT

Certified Financial Planner Information Briefing

CFP® skills are in demand now. Attend the information briefing to meet our CFP instructor and learn more about the program. Take this opportunity to have your questions answered by an expert in the field. Learn about growing job opportunities and potential income advances.

Jan. 8 5:30 to 7 p.m.
Wed. **FREE – Advance registration required.**

FREE EVENT

Certified Management Accountant (CMA) Information Briefing

Join more than 30,000 credentialed peers worldwide. Sit for the exam and demonstrate your mastery of financial planning, analysis, control and decision support, as well as professional ethics. This free information briefing will provide an overview of the exam, preparation and expectations for anyone interested in gaining an edge in the world of accounting.

Jan. 7 5:30 to 7 p.m.
Tue. **FREE – Advance registration required.**

CERTIFIED FINANCIAL PLANNER™ (CFP)

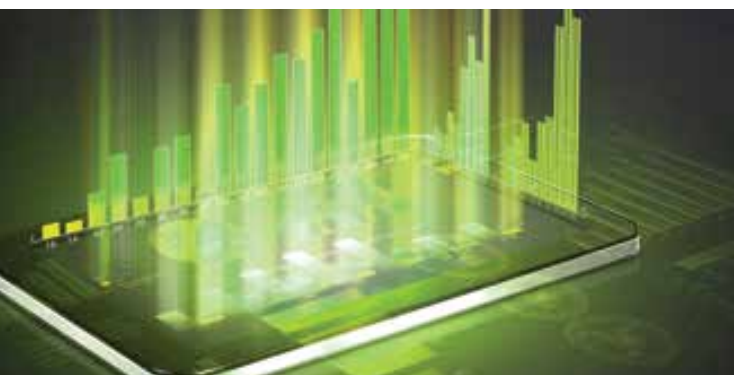
The CFP® certification has become the most widely recognized financial planning certification. This financial planning certificate program is registered with the Certified Financial Planner Board of Standards, Inc. (CFP Board). Students who complete this program are eligible to sit for the national CFP Certification Examination administered by the CFP Board.

- ▲ General Principles Jan. 31 – Feb. 22
- ▲ Insurance Planning Mar. 14 – Apr. 12
- ▲ Investment Planning Apr. 25 – May 17
- ▲ Income Tax Planning May 30 – Jun. 21
- ▲ Retirement Planning Jul. 11 – Aug. 2
- ▲ Estate Planning Aug. 22 – Sep. 20
- ▲ Capstone Oct. 10 – Nov. 1

Fri., 6 to 10 p.m. and Sat. 8 a.m. to 5 p.m.
(38 hours, 3.8 CEUs)

\$5,943/\$5,593 Early registration price
\$4,995 Prepayment for all seven modules
\$849 Individual module

According to the Bureau of Labor Statistics, financial positions are expected to grow by 23 percent between 2010 and 2020, much faster than the average for all professions.





"Times and conditions change so rapidly that we must keep our aim constantly focused on the future."

– Walt Disney

"Excellent firms don't believe in excellence. They only believe in constant improvement and constant change."

– Tom Peters

"I think we're having fun. I think our customers really like our products. And we're always trying to do better."

– Steve Jobs

CONTINUOUS IMPROVEMENT/QUALITY

Continuous improvement is the ongoing effort to improve products, services or processes. These efforts can seek incremental improvement over time or breakthrough improvement all at once. Processes are constantly evaluated and improved in light of their efficiency, effectiveness and flexibility as it relates to the bottom line of any service or manufacturing company.

FREE EVENT

Lean Six Sigma Executive Briefing

Learn how to combine the waste-reducing power of Lean with the problem-solving power of Six Sigma to revolutionize your business. Service and manufacturing based organizations will benefit from this event. Find out what steps to take to put this productivity system to work for you.

Advance registration required.

Mar. 11 5:30 to 7 p.m.

Construction Quality Management for Contractors (CQM-C)

This course describes QC/QA system successfully used by Corps of Engineers and NAVFAC. Concepts are increasingly being adopted by state agencies, public authorities and other local public sector owners. It details planning concepts, which are prevention-oriented to reduce tear-out, improve quality and improve schedule.

The course uses DVD, class instruction, workbook exercises with discussion and case-study exercises. Students will be provided with a student study guide and no. 2 pencils. To successfully complete the course, the student must be present for all sessions and achieve a passing grade of 70 on the final exam. Upon satisfactory completion, a five-year certificate will be issued to students.

This course is approved by the Florida Construction Industry Licensing Board for 10 continuing education hours.

Fee includes: student study guide, morning bagels and coffee, box lunch of sandwich, chips, fruit and soda and an afternoon snack of cookies.

Call for upcoming dates.

NEW Certified Quality Engineer Exam Prep

A Certified Quality Engineer is a professional who can execute generally accepted procedures and analytical techniques recognized by the American Society for Quality (ASQ). Review key elements of the "CQE Body of Knowledge" (BOK) in a structured format to prepare individuals to sit for the certification examination. This course is designed to give students the information, skills, strategies and techniques to pass the CQE exam, offered by ASQ each June and December.

Feb. 18 – May 6 6 to 9 p.m. OR
Sep. 2 – Nov. 18 6 to 9 p.m.
Tues. (36 hours, 3.6 CEUs) \$1,895



Division of Continuing Education
Center for Quality and Process Improvement

Lean Six Sigma Green Belt

Learn how to contribute to and lead Lean Six Sigma improvement teams. Gain a strong knowledge of how to apply the Lean Six Sigma methodology to the improvement of service-based processes, enabling cost reductions and improvements in productivity, quality and customer satisfaction. Receive 10 days of intensive, workshop-focused instruction. Those achieving Green Belt status often progress to Black Belt status by taking the Lean Six Sigma Green Belt to Black Belt transition course.

Jan. 27 – Mar. 14 8 a.m. to 4 p.m.
Mon. – Fri. (80 hours, 8.0 CEUs)
\$3,995/\$3,895 Early registration price

Lean Six Sigma Green Belt to Black Belt

Gain an enhanced understanding of the Lean organization and how to more effectively implement Lean tools and techniques to improve organizational performance. Learn about applying internal customer and supplier principles, understanding internal supplier responsibility, prevention vs. correction and responsibility for quality. This Lean Six Sigma Green Belt to Black Belt class assumes all participants recently completed LSS GB training and no remedial training is required.

Apr. 28 – June 6 8 a.m. to 4 p.m.
Mon. – Fri. (80 hours, 8.0 CEUs)
\$3,995/\$3,895 Early registration price

NEW

Minitab Release 16 Training

Minitab® Statistical Software makes it easy to illustrate and interpret the results of your data analyses. Its comprehensive collection of methods and intuitive interface has made it the package of choice for thousands of companies in more than 80 countries worldwide.

A powerful statistical package is critical to the success of Six Sigma and other data-driven quality improvement programs. When you measure and analyze your processes, you gain the intelligence you need to increase your bottom line and radically transform the way you do business.

Day 1 – Introduction to Minitab

Decrease the time required for statistical analysis by quickly learning to navigate Minitab's user-friendly and customizable environment.

Day 2 – Basic Statistics

Augment your graphical analysis skills using Minitab's powerful statistical tools.

Day 3 – Statistical Quality Analysis

Develop the necessary skills to successfully evaluate and certify your measurement systems.

Day 4 – Factorial Designs

Learn to generate a variety of full and fractional factorial Designs using Minitab's intuitive DOE interface.

Tools and Topics Covered Include: Design of Factorial Experiments; Normal Effects Plot and Pareto of Effects; Power and Sample Size; Main Effect, Interaction, and Cube Plots; Center Points; Overlaid Contour Plots; Multiple Response Optimization.

Jan. 28 – 31 8 a.m. to 4:30 p.m.
Tues. – Fri. (32 hours, 3.2 CEUs) \$1,795

FEATURED INSTRUCTOR



Keith Gardner is a 10 year consulting and training veteran in the area of quality and productivity improvement. Currently he serves as the President of eMRI, a full service training and consulting firm serving clients in 24 countries. Keith has an MS in Business Administration and also holds a BS in chemical engineering from Carnegie-Mellon University. He is certified by the American Society for Quality as a Six Sigma Black Belt.

Lean Six Sigma is a managerial concept combining Lean and Six Sigma that results in the elimination of the eight kinds of wastes:

- ▲ Defects
- ▲ Overproduction
- ▲ Waiting
- ▲ Non-utilized talent
- ▲ Transportation
- ▲ Inventory
- ▲ Motion
- ▲ Extra processing



EXECUTIVE LEADERSHIP DEVELOPMENT

The leaders of an organization should create its greatest strength and competitive advantage. Yet the development of leadership talent, both individually and collectively as a team, may be one of the greatest challenges facing organizations.

UNF Division of Continuing Education has developed and now offers a suite of programs and services designed specifically for busy executives and managers who want to apply their learning while addressing real-time organizational issues.

Complimentary Executive Breakfast: Invitational Leadership Development Program

Attend this free briefing for an overview of the Leadership Development Program.

For upcoming dates and times, call (904) 620-4200.

FEATURED INSTRUCTOR



During his 35 years in organizational development, Dr. Harold S. Resnick has earned international recognition as a leading authority and innovator in organizational transformation and leadership development. Global clients have included CH2MHILL, EMC Corporation, Novell, IKON,

Raytheon, ABB Lummus, Volvo GM Heavy Truck, Philips Electronics, Lockheed Martin and Shell Oil. Dr. Resnick's most recent book, "Energizing Workplace Performance," was published in 2007.

We understand leaders learn best when they can immediately employ their newfound knowledge to the challenges and opportunities faced in their real-world work environment. Developing executives and senior managers in this learning structure will accomplish simultaneous goals: hone leadership skills and unite individuals as an effective, cohesive senior team, while solving real problems.

Invitational Executive Leadership Program

This program is designed for individuals who have significant management or leadership responsibilities in their respective organizations. This may include functional (departmental) management responsibilities, cross-functional team responsibilities or other similar leadership roles. This is not a program for beginning managers or supervisors.

This invitational program enables participating companies to send as few as one and as many as five managers from their organizations to participate in this program. Enrollment is capped to provide an extraordinary learning experience for each participant.

Key program benefits:

- ▲ Increase the sponsoring organization's leadership bench strength, as well as prepare the next generation of leaders needed to sustain organizational success.
- ▲ Develop leadership and management skills to complement the technical competence of your organization.
- ▲ Availability of one-on-one coaching or personal development for participants desiring extra support or specific work-related applications.
- ▲ Real-time application to address some of your company's challenges and/or opportunities through the small team work in which real-time company situations are analyzed and addressed under Dr. Resnick's personal guidance.
- ▲ Develop strong learning teams (functional or cross-functional team building) for companies that choose to send a learning team.

Jan. 16 – July 23 8:30 a.m. to 5 p.m.
Thurs. (49 hours, 4.9 CEUs) \$3,995



FEATURED INSTRUCTORS



Brett Harper, CTL has nearly 30 years of business experience in logistics, finance, operations and sales. He worked at APL/GATX Logistics, Smith Barney and Frito-Lay.



Ron Shamlaty, CTL has more than 40 years of logistics, sales, marketing and training experience. He spent 21 years with Xerox and six years as president and COO of Jim Walters Papers.

LOGISTICS AND SUPPLY CHAIN MANAGEMENT

The Global Logistics Training Resource Network provides the highest quality education for students by delivering essential training for today's industry needs. The supply chain industry, including logistics, distribution and transportation, is one of the fastest-growing industries in Florida.

The Certification in Transportation and Logistics (CTL) Cohort Program

This advanced-level certification program consists of five training modules, designed for leaders and supervisors in the logistics and supply chain industry or individuals wanting to pursue or advance their career in transportation and logistics. A special focus is on leaders from the first level through mid-level in an organization.

The UNF Certification in Transportation and Logistics (CTL) Cohort Program is a jointly sponsored program by the American Society of Transportation and Logistics, Inc., the University of North Florida Coggin College of Business, Transportation and Logistics Flagship Program and the Division of Continuing Education.

- ▲ Understanding Business
- ▲ Transportation
- ▲ Supply Chain Management
- ▲ International Logistics
- ▲ Logistics and Supply Chain Management Strategy

Jan. 16 – May 30 **Thurs. and Fri. 9 a.m. to 5 p.m.**
Apr. 11 – Aug. 23 **Fri. 5 to 9 p.m.**
 and Sat. 9 a.m. to 5 p.m.

(120 hours, 12.0 CEUs)

\$4,995/\$4,895 Early registration price.

Dear Ron,

I have been in transportation for 40 years and every class I attend of the CTL program, I come away with new and valuable information. You and Brett make it enjoyable to learn and it is the best money I could have spent.

– Steve L.

Freight Agent/Broker Training

Freight brokering is considered the largest sector of the Logistics industry. The Freight Agent Broker program provides an overview of supply chain management and what it takes to be a successful freight sales agent or freight broker. Learn:

- ▲ The how-to's of building a freight brokerage or agency
- ▲ An in-depth view of the operations process
- ▲ Broker laws
- ▲ How to market yourself to companies, prospecting, sales and establishing your rates
- ▲ Negotiating shipper, carrier and consignee challenges

Jan. 25 – Mar. 1 **Sat. 9 to 5 p.m.**

Apr. 26 – June 7

(40 hours, 4.0 CEUs)

\$1,995

NEW

SPECIAL EVENT - FREE



Logistics and Supply Chain Management Information Briefing

Join us for a complimentary information session hosted by the Global Logistics Training Resource Network and the UNF Division of Continuing Education. Learn to build on your current experience to become CTL certified, the premiere credential recognized worldwide for Logistics and Supply Chain Management excellence.

Feb. 13, 5:30 to 7 p.m. Advance registration required.

BUSINESS AND COMMUNICATION

For more than 30 years, business and organizations have relied on UNF Division of Continuing Education to provide solutions to the big challenges they face every day. Through better communication and rapport, work team morale increases leading to work place productivity and talent retention. Business communication training is a win-win for everyone.

FEATURED INSTRUCTOR



Michael R. Clark has provided more than one thousand seminars, workshops and presentations covering a diverse set of topics with a focus toward developing leadership skills for managers and supervisors. He worked as training and performance improvement director for various State of Florida government agencies and has been the owner/president of MRC Consulting for 13 years.

Supervisor Training Series: Leadership Track Certificate

Leading high-performance teams requires an understanding of group dynamics, change management strategies, communication and utilizing individual skills within the context of organizational goals. Every leader must implement management tools and techniques for a team to be successful. This series will help you develop those tools to become a successful leader.

▲ **Effective Leadership**

Jan. 28, 1 to 5 p.m.

Develop a plan to effectively lead both situationally and strategically.

▲ **Negotiation Skills**

Feb. 20, 1 to 5 p.m.

Become better prepared to problem solve and negotiate solutions that spell success.

▲ **Effective Problem Solving**

Mar. 18, 1 to 5 p.m.

Learn to solve problems more effectively and make better decisions as a leader.

▲ **How To Apply Emotional Intelligence (EI) at Work**

Apr. 24, 1 to 5 p.m.

Acquire and apply knowledge from emotions to be more successful as a leader.

▲ **How To Manage Change Effectively at Work**

May 6, 1 to 5 p.m.

Develop a change management action plan to effectively navigate change in the workplace.

Price per class **\$159**
Leadership Track Certificate (all five) **\$636**
Purchase all five and save \$159.

Supervisor Training Series: Team Building Track Certificate

Building high-performance teams requires an understanding of group dynamics, change management strategies, communication and application of each within the context of organizational goals. Every leader must implement management tools and techniques for a team to be successful. This series will help you develop the tools to lead successful teams.

▲ **Strategies for Team Building**

Feb. 4, 1 to 5 p.m.

Learn to build teams that foster morale, trust, cohesiveness, communication and productivity.

▲ **Mastering Conflict-Resolution Skills at Work**

Mar. 4, 1 to 5 p.m.

Identify conflict triggers, avoid them and use techniques to alleviate workplace conflicts.

▲ **Stress-Time Management**

Apr. 15, 1 to 5 p.m.

Apply proven stress management tools to get more of what's important done in less time.

▲ **Improving Performance Through Increasing Accountability**

Apr. 8, 1 to 5 p.m.

Learn exactly what needs to be in place for accountability to exist in your business unit.

▲ **Communication for Supervisors**

May 13, 1 to 5 p.m.

Discover communication techniques that foster accountability, productivity and efficiency.

Price per class **\$159**
Team Building Track Certificate (all five) **\$636**
Purchase all five and save \$159.



Mar. 25 – 27 **9 a.m. to 4:30 p.m. OR**
Sep. 17 – 19 **9 a.m. to 4:30 p.m.**
Wed. – Fri. **(21 hours, 2.1 CEUs)**
\$395

The Write Business ABCs: Enhance Your Communication, Advance Your Career

All three courses, one low price for a complete professional writing program.

Adjust Your Skills: WRITING REFRESHER

» Grammar, Punctuation, Mechanics

Have you ever been embarrassed when someone pointed out an error you made in grammar, spelling or punctuation? This session is invaluable for your business writing, whether it's an e-mail, report or proposal. Learn how to prevent mistakes that cost you and your company time and energy, as well as sabotage your image. This intensive session refreshes your skills with a thorough review of grammar, usage and punctuation.

Learn:

- ▲ Ten tips for effective communication
- ▲ Punctuation do's and don'ts
- ▲ Commonly misspelled words
- ▲ Usage problems and answers

Break Down the Task: WRITING REGIMEN

» Prepare, Compose, Repair

Executives rate the ability to write as one of the top characteristics of promotable employees. Yet otherwise highly-skilled workers report that writing effectively and efficiently often eludes them. This session presents a process of breaking down your writing task into three phases: preparing, composing, repairing. Following these simple guidelines will not only result in improved final documents, but will ease your writing experience.

Learn:

- ▲ How to apply the Four Cs criteria for writing success
- ▲ How to customize your message
- ▲ How to make a positive impression
- ▲ How to organize your thoughts into writing
- ▲ How to edit and proofread

Consult a Pro: WRITING REVIEW

» Individual, Coaching, Edits

This is an optional, customized and highly recommended opportunity to expand on what you've gleaned from previous sessions. Or, you can take advantage of this one-on-one coaching by itself. Submit one or two samples of your writing. We'll review it individually in a specially scheduled time. Your current writing samples will be relevant and instructional in revealing patterns and refining challenging areas.

Why you'll benefit:

- ▲ One-on-one time
- ▲ Customized sessions
- ▲ Focus on your own writing
- ▲ Identify patterns and problems
- ▲ Edit and refine documents with a coach

TEACHER DEVELOPMENT

Highly effective teacher development for new subject assignments

Every teacher will have a new assignment at some point. In most states you need the equivalent of six credit hours to be recertified. Why not take a course to match your daily teaching responsibilities AND award the equivalent of three CEU credits toward recertification? This is a practical, economic and convenient, just-in-time solution to prepare for a new assignment.

Each course offers subject-specific instructional support, subject-specific mentoring teacher access, plus CEU equivalent of three credits upon passing end-of-course content mastery assessment.

The result: better prepared teachers.

PROGRAM INCLUDES

Included is everything a teacher new to a course would typically need to prepare themselves for the school year:

- ▲ Teacher manual with instructional support material that includes syllabus, pacing guide, detailed daily lesson plans and class notes (editable PowerPoint presentations for lecture support)
- ▲ Complete student activity book or lab manual, editable assessments and keys, subject-specific mentoring teacher access
- ▲ State/local professional development budgets
- ▲ Facilitator and mentoring teacher access

DEVELOP TEACHERS NOW FOR NEW ASSIGNMENTS. CHOOSE FROM 100 ONLINE SUBJECT SPECIFIC COURSES:

- ▲ Advanced Placement (AP)
- ▲ Art
- ▲ Business
- ▲ Computer Science
- ▲ Cambridge International Curriculum
- ▲ Communications
- ▲ Family and Consumer Science
- ▲ International Baccalaureate (IB)
- ▲ Language Arts (English)
- ▲ Languages
- ▲ Mathematics
- ▲ Music
- ▲ Physical Education
- ▲ Science
- ▲ Social Studies
- ▲ Technology
- ▲ Vocational

Research studies conclude a better prepared teacher leads to improved student achievement and can be the single most important element for student success. To assist in efforts to better prepare teachers, the University of North Florida now offers online continuing education courses that satisfy recertification credits and more.

PROGRAMS BEGIN JUNE 1

View all 100 subject-specific programs and a detail course description of each program at:

www.unfteacherdevelopment.com

Cost of each full school year program is \$1,449. See below for funding availability.

Funding available through Federal NCLB Title 2a (Improving Teacher Quality State Grants, 100 percent for professional development of teachers), Title 1 (five to 10 percent for professional development of teachers) and/or state/local professional development budgets.



Our experts. Your facilities.



CUSTOMIZED TRAINING AND DEVELOPMENT

For a free consultation about customizing a training program for your business or organization, please contact Lori Frederick at lori.frederick@unf.edu or (904) 620-5801.

Customized Training meets the individual education demands of businesses and organizations. While most courses are available at the UNF campus for general studies, many can be molded to the specific objectives and culture of your organization.

The Division of Continuing Education will work with you to create effective and efficient training and development programs exclusively for you, your organization and the employees charged with carrying out your strategic plan. Once streamlined, we bring these programs directly to your facility, maximizing your company time by coordinating with different shifts and schedules or dovetailing with your internal training and development resources.

Consulting Services

Achieve superior levels of performance.

Building and sustaining a competitive advantage in today's business environment requires aggressive pursuit of innovation to improve individual and organizational performance on an ongoing basis. Our consulting professionals bring real-world expertise to help you identify, facilitate, plan and implement changes to improve your bottom line.

- ▲ Leadership Development
- ▲ Lean Six Sigma Deployment
- ▲ Global Logistics and Supply Chain Management
- ▲ Process Improvement Programs
- ▲ Performance Management
- ▲ Customer Service Strategies
- ▲ Talent Development
- ▲ Customized Programs

LEGAL STUDIES PARALEGAL PROGRAM

UNF's Legal Studies Institute offers superior paralegal training through a combination of classroom and online instruction. Curriculum focus is on law theory and skill training, for legal careers in action. For those seeking credentials, the Legal Studies Institute also offers a preparation course to sit for the Certified Legal Assistant (CLA) exam offered by the National Association of Legal Assistants (NALA).

FEATURED INSTRUCTOR



Nancy Harrison practices family law exclusively. She graduated from Albany State University with a BA in Criminal Justice and from Florida Coastal School of Law with the degree of Juris Doctor. Nancy is a member of The Florida Bar, Jacksonville Bar Association and Associate of the Florida Family Law American Inn of Court. Prior to law school, Nancy was a legal assistant/paralegal to Georgia attorneys for eight years.

Computer I*

Introduction course to MS Word, Excel, Powerpoint and Access 2010.

Jan. 15 – Apr. 18
Online (42 hours, 4.2 CEUs) \$419

Computer II*

Intermediate course to MS Word, Excel, Access 2010 and Introduction to Outlook.

Jan. 15 – Apr. 18
Online (42 hours, 4.2 CEUs) \$419

Interviewing and Investigation

Through actual cases and fact patterns, learn the effective techniques of interviewing clients and witnesses and investigating all elements of a legal matter by actually performing tasks carried out in law offices.

Jan. 14 – Apr. 15 6 to 9 p.m.
Tues. (42 hours, 4.2 CEUs) \$419

Introduction to Paralegalism

Discover the world of paralegal/legal assistant: Learn about roles and professional tasks, areas of the law, oral and written expressions, ethical considerations, document drafting. This is a survey course which will introduce you to one of the fastest growing occupations in America today.

Jan. 21 – Apr. 22 6 to 9 p.m.
Tues. (42 hours, 4.2 CEUs) \$419

Legal Technology

Develop technical skills using computer software frequently used in the legal realm. Receive hands-on experience with various legal-specific software applications, with an emphasis on skills needed by paralegals. You will spend a significant amount of time using this software to complete assignments and exercises in and out of the classroom. Additionally, receive a basic review of the Florida rules of procedure so you become familiar with their use in a legal setting and boost your confidence in a legal work environment.

Jan. 13 – Apr. 14 6 to 9 p.m.
Mon. (42 hours, 4.2 CEUs) \$419

Bankruptcy

With the steady climb in bankruptcy filings, the need for paralegals specializing in bankruptcy is on the rise. Many law firms have added a bankruptcy practice in order to capitalize off this growing trend.

This course presents the use of paralegals in assisting counsel engaged in bankruptcy practice. Students will be exposed to the theory, practice and substantive law used by any member of the legal profession engaged in activity within the bankruptcy system, emphasizing the perspective of a paralegal working under the supervision of council.

Jan. 16 – Apr. 17 6 to 9 p.m.
Thurs. (42 hours, 4.2 CEUs) \$419

For complete paralegal program costs and requirements, please visit www.unflsi.com.

Legal Research and Writing

This core course is an in-depth examination of the methods of legal research and writing. By way of the textbook, lectures, student presentations, class assignments and discussions, learn how to research, assimilate and analyze court opinions, distinguish between relevant, core principles and irrelevant dictum and what skills are necessary for paralegals to master writing and vocabulary skills.

Jan. 15 – Apr. 16 6 to 9 p.m.
Wed. (42 hours, 4.2 CEUs) \$419

Family Law

Obtain the skills a family law paralegal needs in an active family law office, including client interviewing and legal drafting. Additionally, acquire working knowledge of the Florida Family Law Rules of Procedure and Chapters 61, 741 and 742 Florida Statutes. Topics covered include marriage and divorce, child custody and support issues, domestic violence and paternity actions.

Jan. 15 – Apr. 16 6 to 9 p.m.
Wed. (42 hours, 4.2 CEUs) \$419

Professionalism and Ethics*

The ethical considerations of every attorney are also the standards for the paralegal. Learn the types of ethical dilemmas that you will face in the work force. Compare ethical rules developed by various organizations through the use of situational videos. Prepare for the paralegal profession.

Jan. 13 – Apr. 18
Online (42 hours, 4.2 CEUs) \$419



CLASSES OFFERED YEAR-ROUND

New terms for the Paralegal Program begin every **January, May and September.**

Contract Law*

Contract Law introduces the student to the formation, execution and performance of oral and written contracts and the rules to which they are subject under the common law and the Uniform Commercial Code. The concepts and terminology learned here will be applicable to other areas of law when determining violations of stated and implied agreements. Prepare for entry into this field as a paralegal.

Jan. 13 – Apr. 18
Online (42 hours, 4.2 CEUs) \$419

Business Law 2

Learn legal concepts relating to the areas of torts; crimes; intellectual property; government regulation; family law; wills, trusts and elder law; and personal and real property.

Jan. 13 – Apr. 18
Online (42 hours, 4.2 CEUs) \$419

Courses are offered as part of the Paralegal Certification, but can be taken individually for specialized knowledge in a specific area of law.

**Courses offered online in partnership with ed2go.*

A Paralegal certification is a great career choice because the skills gained are not just for the law office any more. Writing, research and a general knowledge of the law are skills in demand at insurance companies, banks, financial firms, human resource departments and most corporate office settings.

ONLINE PROGRAMS

When choosing an online program, be sure the content is created and taught by industry experts and recognized nationally for its quality.

UNF, with our online learning provider, ed2go, provide a wide variety of programs created to enhance specific skills or for career certification preparation. No matter your need, an online education program might be the solution for which you have been searching.

EASY REGISTRATION

To register for an online program, visit www.unf.edu/ce/online

Many programs you can start right now!

e-learning

Benefits of Online Career Training Programs:

- ▲ Learn in-demand skills
- ▲ Start anytime and anywhere
- ▲ Textbooks are included
- ▲ Support offered seven days a week
- ▲ Expert instructor assistance
- ▲ Certificate upon successful completion

What students are saying:

Since I could take the program on my own time, at home and online, it was really convenient. The program was comprehensive and easy to navigate.

– Lacey R.

Whenever I e-mailed my teacher, I received a response quickly. I was able to learn at my own pace, at any time, which is great.

– Rebecca W.

Detailed objectives, outlines, prerequisites, frequently asked questions, demos and ratings of the programs are available at www.unf.edu/ce/online.

Or, contact us at (904) 620-4200 for more information and to register.

5 Myths & Facts

About Online Learning

Now that the number of students taking at least one online course has surpassed 6.7 million (according to the 2012 Survey of Online Learning conducted by the Babson Survey Research Group), it's time to dispel the myths and discover the truth about online learning.

Myth: "You can't get a job with online education."

Fact: Here are some numbers to help support the facts:

62% of human resource professionals believe an online education is equivalent to or better than a traditional education.

(Eduventures)

79% of organizations indicated that they hired a job applicant with an online education in the previous 12 months.

(Society for HR Management 2010 survey)

Chartered Tax Professional

Learn to prepare individual tax returns for almost every U.S. taxpayer. After successfully finishing just the first two modules in the Chartered Tax Professional Certificate Program, you can start working and earning money immediately.

Internship Opportunity

The Chartered Tax Professional Certificate Program offers a unique opportunity for students to participate in an internship program. Through this program, selected students may work on a trial basis for tax preparation firms or for CPA and law firms that provide tax services.

Objectives

Upon successful completion of this program, you will be able to:

- ▲ Practice as a qualified tax professional
- ▲ Prepare tax returns for all individual U.S. taxpayers
- ▲ Prepare small businesses corporate, partnership and sole-proprietor tax returns
- ▲ Conduct a professional tax preparation client interview
- ▲ Provide tax planning for individuals and small business owners
- ▲ Meet the IRS e-File and due diligence requirements for tax practitioners
- ▲ Understand the ethical responsibilities of tax professionals
- ▲ Prepare for the IRS Enrolled Agent (EA) examination

Career Training, 180 Hours \$1,895

Business Finance for Non-Finance Personnel

Understand business environments, financial statements and strategy so you can make more profitable business and personal financial decisions.

24 Hours \$99

Introduction to Microsoft Excel 2010

Become proficient in using Microsoft Excel 2010 and discover dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. Microsoft Excel is the most used spreadsheet software.

24 Hours \$99

Intermediate Microsoft Excel 2010

Take your skills to the next level as you master charts, PivotTables, Slicers, Sparklines and other advanced Excel features.

24 Hours \$99

Advanced Microsoft Excel 2010

Discover the advanced features and functions of Microsoft Excel 2010, including data analysis tools, database techniques and advanced methods for using PivotTables.

24 Hours \$99

Introduction to Business Analysis

Learn powerful techniques to improve your decision-making skills at work. No matter your position, business analysis is key to your career success.

24 Hours \$99

Introduction to QuickBooks

Learn how to quickly and efficiently gain control of the financial aspects of your business with this powerful accounting software program.

24 Hours \$99

Accounting and finance professionals are expected to see a 3.3 percent salary boost next year, according to the 2013 Salary Guide.

Accounting Fundamentals

Gain a marketable new skill by learning the basics of double-entry bookkeeping, financial reporting and more.

24 Hours \$99

Accounting Fundamentals II

Give yourself skills that are in high demand by exploring corporate accounting with a veteran instructor.

24 Hours \$99

Certified Bookkeeper

The Certified Bookkeeper Online Training Program helps professional bookkeepers earn prestigious American Institute of Professional Bookkeepers (AIPB) certification.

Career Training, 140 Hours \$1,995

Introduction to Crystal Reports

Learn how to use Crystal Reports to create attractive business documents that are easy to read and understand.

24 Hours \$99

Introduction to Crystal Reports 10

Make the points you want to make by converting raw database information into impressive and meaningful reports.

24 Hours \$99

Introduction to Peachtree Accounting 2012

Learn how to perform everyday accounting tasks quickly and easily using Peachtree Accounting 2012.

24 Hours \$99

BUSINESS AND PROFESSIONAL – ONLINE

Certified Global Business Professional

Overview

The Global Business Professional certification is a prestigious acknowledgment of international business expertise, including management, marketing, supply-chain management and trade finance. The Certified Global Business Professional online program will prepare you for the certification exam. This online certificate program is offered in partnership with major colleges, universities and other accredited education providers.

Objectives

Upon completion of this program, you will be familiar with material included in the Certified Global Business Professional examination, including:

- Evaluating the internal and external environment to identify potential marketing threats and opportunities
- Developing and implementing a global marketing plan
- Optimizing supply-chain solutions to meet the requirements of the international business plan
- Evaluating and selecting potential intermediaries to support the international business plan
- Completing documents required for the international movement of product and services
- Assessing political and economic risks and cultural issues of the target country to establish financial costs and viability
- Selecting appropriate methods, terms, and currency of payment to agents, sales representatives, distributors, suppliers and international joint ventures

Career Training, 160 Hours \$2,495

Administrative Assistant Fundamentals

Prepare to take advantage of the many new job opportunities in health care, legal services and other industries.

24 Hours \$99

Administrative Professional with Microsoft Office Specialist 2007 Training

Get the training to become an administrative professional, and prepare to become a certified Microsoft Office Specialist (MOS) at the same time.

Career Training, 480 Hours \$2,395

Payroll Practice and Management

Become knowledgeable in all facets of payroll rules and regulations, and join one of the fastest-growing career fields today.

Career Training, 80 Hours \$1,795

Records Management Certificate

This comprehensive program will help you establish a successful records management program, including electronic, magnetic and paper media.

Career Training, 180 Hours \$1,595

Mastery of Business Fundamentals

Acquire practical experience in strategic planning, management and finance without enrolling in an MBA program.

24 Hours \$99

Individual Excellence

Master 12 career-enhancing skills including goal setting, time management, personal organization and creativity.

24 Hours \$99

Interpersonal Communication

Become aware of the conscious and unconscious codes of meaning we send when communicating with others.

24 Hours \$99

Keys to Effective Communication

Lost for words? Don't be! Learn to build rapport, trust, warmth and respect through conversation.

24 Hours \$99

Mastering Public Speaking

Learn the secrets of effective public speaking and small group communication.

24 Hours \$99

Certified Alternative Dispute Resolution Specialist

This online program is offered in partnership with IADR GLOBAL. Dispute Resolution is a rapidly growing field of study and a process commonly used in federal and local government agencies, corporations, non-profit and for-profit agencies as well as in private ADR practices. This online training program will give you the educational background you need to break into this fast-growing field.

Career Training, 240 Hours \$2,995

Achieving Success with Difficult People

Learn how to have more successful relationships with difficult bosses, co-workers, students, neighbors or relatives.

24 Hours \$99

Building Teams That Work

What are the secrets to managing successful teams in the workplace? Explore communication techniques and problem-solving skills that will help you get your team on track in no time.

24 Hours \$99

Understanding the Human Resources Function

Learn to handle basic human resource functions to ensure the best possible results.

24 Hours \$99

Leadership

Gain the respect and admiration of others, exert more control over your destiny and enjoy success in your professional and personal life.

24 Hours **\$99**

Effective Selling

Easily convert a potential customer into a long-term asset. Effective Selling will help you lay the groundwork for repeat business and your future success.

24 Hours **\$99**

Management Training

If considering starting a business or pursuing an MBA, learn the essentials here! The Management Training Online Program is perfect for business owners, entrepreneurs and anyone who wants to learn the basics of business and management.

Career Training, 360 Hours **\$2,295**

Management for IT Professionals

Learn leadership skills to help you succeed as a manager in the IT field.

Career Training, 390 hours **\$2,295**

Non-Profit Management

Examine the fundamental principles of nonprofit management, explore the roles and responsibilities of a nonprofit board of directors and the management team, discover the essential aspects of fundraising and understand the fundamentals of the budgeting process.

Career Training, 300 Hours **\$2,295**

Fundamentals of Supervision and Management

Learn the people skills required to motivate and delegate, and learn tools for solving problems and resolving conflicts.

24 Hours **\$99**

Fundamentals of Supervision and Management II

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

24 Hours **\$99**

Managing Customer Service

Become indispensable to any organization by understanding how to identify and meet customer needs.

24 Hours **\$99**

Effective Business Writing

Improve your career prospects by learning how to develop powerful written documents that draw readers in and keep them motivated to continue to the end.

24 Hours **\$99**

Technical Writing

This program is designed for anyone who wishes to develop their technical writing abilities to a professional level. Learn research methods, audience considerations, style, drafting and revision techniques and how to work in a collaborative environment.

Career Training, 80 Hours **\$1,795**

Certified Mediator

This comprehensive online training program will provide you with the core skills necessary for the practice of mediation. Upon successful completion of this program, you will be able to:

- Apply advanced dispute-resolution skills to conflict situations
- Understand the significance of gender and culture in mediation
- Understand and apply skills for working through impasse in mediation
- Demonstrate the ability to identify hidden interests in conflict

Career Training, 120 Hours **\$1,795**



Fundamentals of Technical Writing

Learn the skills you need to succeed in the well-paying field of technical writing.

24 Hours **\$99**

Writing Essentials

Master the essentials of writing so you can excel at business communications, express yourself clearly online and take your creative literary talents to a new level.

24 Hours **\$99**

Grant Writing

Learn to write grant proposals that get funded in this nationally recognized grant writing online training program.

Career Training, 300 Hours **\$2,295**

Start now!

Visit www.unf.edu/online_learning for a complete list of online career and skill training programs. Choose from hundreds!



COMPUTER AND SOFTWARE TRAINING – ONLINE

Microsoft Office Master Certification Training

Learn basic-to-advanced skills in Microsoft Word, Excel, PowerPoint and Outlook while you prepare for Microsoft Office Specialist (MOS) certification. Prepare now for your next job opportunity.

Career Training, 300 Hours \$2,295

Microsoft Office Specialist 2010 (MOS) Certification Training

Participate in the Microsoft Office Specialist 2010 (MOS) Certification Training program to improve your level of knowledge with Microsoft Office functions in preparation for taking the Microsoft Certification Exam.

Career Training, 380 hours \$1,995

Introduction to Microsoft Access 2010

Learn to build, edit and maintain a database in Access 2010, using tables, reports, forms and queries to give you fast access to all your important information.

24 Hours \$99

Intermediate Microsoft Access 2010 (2007 also available)

Learn how to build more intuitive and powerful Microsoft Access 2010 databases.

24 Hours \$99

Microsoft Access 2010 Certification Training

The Microsoft Access 2010 course will prepare you to take your Microsoft Certification Exam and familiarize you with various tasks within Microsoft Access.

Career Training, 120 hours \$595

Introduction to Microsoft Outlook 2010

Take control over your meetings, e-mails, and to-do lists by mastering the essentials of Microsoft Outlook 2010.

24 Hours \$99

Microsoft Outlook 2010 Certification Training (2007 also available)

Master the basic to advanced Microsoft Outlook 2010 skills you need to prepare for Microsoft Office Specialist (MOS) certification.

Career Training, 45 hours \$595

Introduction to Microsoft PowerPoint 2010

Learn how to use Microsoft PowerPoint 2010 to create exciting slide presentations that include SmartArt, multimedia, animation, sound, charts, clip art and hyperlinks.

24 Hours \$99

Microsoft PowerPoint 2010 Certification Training

Learn basic to advanced skills in Microsoft PowerPoint 2010 while you prepare for Microsoft Office Specialist (MOS) certification.

Career Training, 65 hours \$595

Introduction to Microsoft Project 2010

Discover how to effectively plan, implement, and control projects using Microsoft Project 2010, the world's most popular project management software.

24 Hours \$99

Microsoft Project 2010

This program combines knowledge of project management scheduling disciplines with the use of the Microsoft project 2010 software.

Career Training, 60 hours \$595

Introduction to Microsoft Publisher 2010 (2007 also available)

Learn how to design professional publications, including newsletters, fliers and brochures.

24 Hours \$99

Looking for training for a particular software package?

Visit www.unf.edu/ce/online. More choices and different software versions are available online.

Or call (904) 620-4200 and let us help you find what you need.

Microsoft SharePoint 2010 Certification Training

This SharePoint 2010 training program prepares you to take the Microsoft Certification Exam 77-886 in order to achieve a certification as a Microsoft Office Specialist.

Career Training, 82 hours \$595

Introduction to Microsoft Word 2010 (2007 also available)

Learn how to create and modify documents using Microsoft Word 2010, the world's most popular word processing program.

24 Hours \$99

Intermediate Microsoft Word 2010 (2007 also available)

Master the more advanced features of Microsoft Word 2010 and learn how to create an index, build a list of figures, design a table of contents, do desktop publishing, perform a mail merge and use timesaving shortcuts.

24 Hours \$99

Microsoft Word 2010 Certification Training

(2007 also available)

Prepare for certification in Microsoft Word 2010 as you learn how to create, format and secure professional and creative documents.

Career Training, 95 hours \$595

Introduction to Microsoft Word 2011 for Mac

Learn to use the world's most popular word processor for creating documents and formatting text, now available on the Macintosh.

24 Hours \$99

Introduction to Windows 8

Learn how get the most from the Microsoft Windows 8 operating system, including managing apps, programs, photos, files and folders.

24 Hours \$99

Introduction to Adobe Acrobat X

Learn how to use Adobe Acrobat to create PDF files and take advantage of its many time-saving features, communication options and forms.

24 Hours \$99

Introduction to Dreamweaver CS6

Learn to create Web pages, layouts and websites using CSS formatting options and other tools with Adobe's industry-standard Web design application.

24 Hours \$99

Introduction to Flash CS6

Learn the fundamentals of using Adobe Flash CS6 to create engaging Web pages, mobile apps, Flash movies, animation, graphics and interactive applications.

24 Hours \$99

Intermediate Flash CS5

Master the use of more advanced Flash techniques including Movie Clip symbols, ActionScript, animation, application programming and interactivity techniques.

24 Hours \$99

Introduction to Illustrator CS5

Learn to create vector graphics and add amazing effects using Adobe Illustrator CS5.

24 Hours \$99

Introduction to InDesign CS5

Learn how to use Adobe InDesign CS5 software to design and produce professional-quality letterhead, brochures, business cards and more.

24 Hours \$99

Intermediate InDesign CS5

Master the advanced features of Adobe InDesign CS5 and get hands-on practice in creating professional-quality documents.

24 Hours \$99

Introduction to Lightroom 4

Learn how to use the tools in Adobe Photoshop Lightroom 4 to organize and edit your images and develop an efficient image processing workflow.

24 Hours \$99

Introduction to Photoshop CS6

Learn how to use Photoshop CS6, the world's best graphics program for photographers, to edit photos and create original images.

24 Hours \$99

Intermediate Photoshop CS6

Extend your Photoshop knowledge and learn how to enhance graphics by using layers, layer masks and other advanced photo-editing features.

24 Hours \$99

Photoshop CS6 for the Digital Photographer

Learn how to use Adobe Photoshop CS6 to edit and enhance your photographic images.

24 Hours \$99

Photoshop CS6 for the Digital Photographer II

If you already know the basics of Photoshop CS6, take your photo-editing skills to the next level by mastering its advanced features.

24 Hours \$99

Photoshop Elements 11 for the Digital Photographer

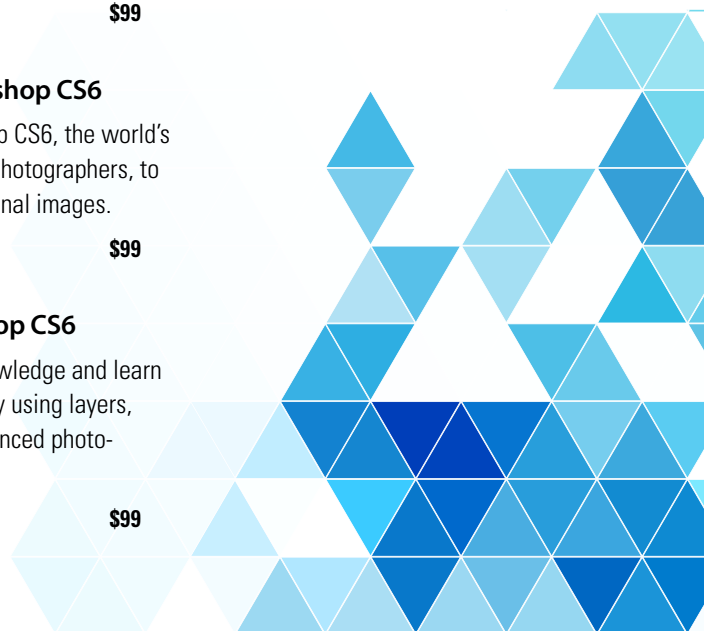
Learn how to use Adobe Photoshop Elements 11 to successfully edit and fix your photos and images.

24 Hours \$99

Photoshop Elements 11 for the Digital Photographer II

Master the advanced features of Adobe Photoshop Elements 11, and learn to edit and enhance digital images, restore old photos and merge images.

24 Hours \$99



Introduction to PC Security

Security expert teaches the fundamentals of PC and network security.

24 Hours **\$99**

Hack Your Way to Security

Use ethical hacking techniques to locate and close security holes in your own network.

24 Hours **\$99**

CompTIA® Security+ Certification Prep

Master the terms and concepts you need to pass the CompTIA® Security+ exam and earn your Security+ certificate.

24 Hours **\$99**

CompTIA® Security+ Certification Prep 2

Continue to prepare for the CompTIA® Security+ exam as you review the information you need to pass the test and earn this important certification.

24 Hours **\$110**

Creating Mobile Apps with HTML5

Learn to use HTML5, CSS3, JavaScript, jQuery and Web APIs to create cross-platform mobile apps and mashups.

24 Hours **\$99**

Intermediate C# Programming

Learn to write Graphical User Interface programs in the C# Programming Language.

24 Hours **\$99**

Intermediate Java Programming

Deepen your understanding of the Java programming language and start writing programs that are more sophisticated and professional.

24 Hours **\$99**

Introduction to Networking

Learn the fundamentals of networking and prepare for a career in a new and fast-growing field.

24 Hours **\$99**

Intermediate Networking

Gain practical experience in a hot new career field. Topics include VPNs, security and Internet connectivity.

24 Hours **\$99**

Introduction to Oracle

Learn how to use the Oracle database management system to plan, organize and manage your data.

24 Hours **\$99**

Intermediate Oracle

Learn how to write powerful and flexible PL/SQL programs.

24 Hours **\$99**

Introduction to PHP and MySQL

Learn how to create dynamic, interactive websites using PHP and a MySQL database server.

24 Hours **\$99**

Intermediate PHP and MySQL

Learn how to create a dynamic, interactive online store using advanced PHP techniques and a MySQL database server.

24 Hours **\$99**

Introduction to SQL

Gain a solid working knowledge of the most powerful and widely used database programming language.

24 Hours **\$99**

Intermediate SQL

Expand your knowledge of Structured Query Language (SQL), the industry standard database programming language.

24 Hours **\$99**

Introduction to ASP.NET

Learn how to create powerful, interactive, community-based websites with ASP.NET.

24 Hours **\$99**

Introduction to Database Development

An experienced professional guides you through a structured approach to database design and development.

24 Hours **\$99**

Introduction to Java Programming

An experienced Java programmer introduces important Java topics with clear, step-by-step instructions.

24 Hours **\$99**

Introduction to Linux

Learn how to use the Linux desktop operating system along with the included productivity, multimedia and Internet software.

24 Hours **\$99**

Introduction to PC Troubleshooting

Learn to decipher and solve almost any problem with your PC.

24 Hours **\$99**

Introduction to Visual Basic

Learn how to write code for Windows applications using the Visual Basic programming language and development environment.

24 Hours **\$99**

Mac, iPhone and iPad Programming

Learn to create Mac, iPhone and iPad apps and programs using Objective-C and the Xcode compiler.

24 Hours **\$99**

Wireless Networking

Industry expert shows you how wireless networking works, as well as how to plan, deploy and connect to wireless networks.

24 Hours **\$99**

3ds Max

Learn to use Autodesk's 3ds Max to design, develop and create 3D animation.

Career Training, 300 hours **\$1,695**

AutoCAD 3D, Software Included

Become proficient in 3D methods and concepts, explore AutoCAD's advanced 3D modeling workspace, receive a student AutoCAD 2011 software license and 2011 AutoCAD Course Notes and prepare for a portion of the Autodesk AutoCAD 2011 Certified Associate exam.

Career Training, 80 hours **\$3,295**

AutoCAD 2011

Master the fundamentals of AutoCAD and learn the skills you need to prepare for the Autodesk AutoCAD 2011 Certified Associate exam.

Career Training, 150 hours **\$2,595**

CompTIA™ A+ Certification Training

CompTIA A+ certification is the industry standard for validating the skills of entry-level computer technicians. It opens the door to an exciting career in computer technology, and ed2go's online program makes training convenient and interactive.

Career Training, 230 hours **\$1,695**

Forensic Computer Examiner

The Forensic Computer Examiner online training program will train you to thoroughly examine digital media and to clearly document, control, prepare and present examination results. Prepare for the Certified Computer Examiner test.

Career Training, 80 hours **\$3,095**

Help Desk Analyst: Tier 1 Support Specialist

Train for a challenging, rewarding career in technical support. Learn to focus on the business needs of the customer, establish credibility and provide excellent customer service and support.

Career Training, 120 hours **\$1,495**

Microsoft Web Developer

Learn how to develop on the Microsoft platform using .NET Framework 3.5, and prepare for the Microsoft 70-536 and 70-562 certification exams.

Career Training, 240 hours **\$1,995**

Webmaster

The webmaster online training program will teach you to design, develop and maintain websites.

Career Training, 150 hours **\$1,995**

2

Myth: "Getting an online education is taking the

Fact: Not even close. The format is more flexible, but that doesn't make the coursework any less rigorous.

Most online courses feature the same content and requirements as traditional courses, minus the hand-holding.

It takes a serious student with a lot of self-discipline and time management skills to succeed in an online education program.

EASY WAY."

Myth: "Online learning is isolating and lonely."



Fact: The traditional classroom can be isolating and lonely as well.

The online medium makes it much more comfortable to interact, collaborate and even socialize with others. All of this lends itself to a safe — and even personal — learning community.

3

Certified Wedding Planner

Overview

Prepare for a career in wedding planning by mastering the fundamentals of planning, orchestrating and delivering awe-inspiring weddings and parties. Earn your certification as a professional wedding planner. Put your new skills to work in an optional internship.

Get step-by-step training and learn concise formulas for ensuring the success of any social event, from weddings and anniversaries to birthdays and baby showers. Once you grasp the basics of planning weddings, translate theory into real-world applications as you discover how to cultivate the vendor and client relationships that are crucial to building your business.

Objectives

Upon successful completion of the Certified Wedding Planner program, you will:

- ▲ Have a portfolio of business contracts, pricing information, packages and presentation tools
- ▲ Be proficient in prospecting for and contracting with wedding planning clients.
- ▲ Understand how to use marketing, publishing and public relations to promote and increase your business.
- ▲ Know the six stages of an event experience and ways to implement them.
- ▲ Be able to successfully work with a bridal client to plan, design and deliver her dream wedding.

Career Training, 300 Hours \$1,395

Event Management and Design

From planning to pyrotechnics, the event management and design online training program will teach you everything you need to know to create truly special events.

Career Training, 300 hours \$1,995

Wow, What a Great Event!

Looking for a fun new career coordinating special events? Learn proven techniques from a master event planner.

24 Hours \$99

Certified Residential Interior Designer

Prepare for a career as a residential interior designer by learning the basics of good design, getting familiar with design styles and movements, exploring the materials that interior designers use and putting your knowledge to work as you create your own design concept for a family room.

Career Training, 120 hours \$1,995

Travel Agent Training

Learn the basic skills needed to operate a computer reservation system for airlines, travel agencies, cruise lines, hotels or as a home-based agent, and get started in a career in the travel industry!

Career Training, 250 hours \$1,795

NOW OPEN

Want to start your own business? Explore dozens of ideas at

www.unf.edu/ce/online

Start a new business right from your home!

Get Paid to Travel

If you love to travel and enjoy working with individuals, tour directing, tour guiding and cruise hosting may be the career for you! As a professional tour director or tour guide, you are hired by tour operators, destination management companies and incentive houses to escort groups on local programs, domestic tours, international tours and cruises.

24 hours \$99

Secrets of the Caterer

From weddings, to showers, to business parties, catering is a home-based business that gives the caterer an exciting and creative career. In this introductory course, learn how to put your cooking and party-planning skills to work.

24 hours \$99



New Media Marketing Certificate

Get the certification to distinguish yourself as a leader in the emerging new media industry.

This cutting-edge program is designed to help marketers learn, create and sustain their high quality efforts. Marketers with these highly coveted and valuable creative technological skill sets can be immediate assets to any organization.

How it Works:

This innovative New Media Marketing Certification program is like no other.

Designed so you can build your own certificate in a personalized, fast-paced, short-term environment, work directly with subject matter experts, participate self-paced online courses with a large variety of specialized trainee-centric focused programs from which to choose. Earn your certification in six to 12 months with 175 to 300 hours* of training.

*Total hours may vary depending on the course selections.

Visit www.unf.edu/ce/online for more details.

Graphic Design with Photoshop CS5

Prepare for a career in graphic design by mastering Photoshop, the world's most popular application for creating and editing graphic images.

Career Training, 200 hours \$1,995

Video Game Design and Development

Using a comprehensive and analytical approach to game engine architectures, this program teaches you how to effectively design and develop games.

Career Training, 500 hours \$1,995

Advanced Web Pages

Take your Web development skills to the next level as you learn how to create advanced websites using CSS, HTML5, media queries for mobile devices, interactive forms and embedded video.

24 hours \$99

Creating jQuery Mobile Websites with Dreamweaver

Learn how to build mobile-friendly websites for devices such as smartphones and tablets using Dreamweaver and jQuery Mobile.

24 Hours \$99

Creating Web Pages

Learn the basics of HTML so you can design, create and post your very own site on the World Wide Web.

24 Hours \$99

Employment of graphic designers is projected to increase by 13 percent from 2010 to 2020.

Median pay for designers is \$20.92 per hour.

– U.S. Bureau of Labor Statistics

Digital Arts Certificate

The Digital Arts online training program will help you develop technical skills and creative artistry in digital photography, imaging and illustration. This program covers Adobe Photoshop and Illustrator and more.

Career Training, 360 hours \$5,995

Marketing Design Certificate

Focus on design for marketing and business — creating logos, advertisements, communications and more. Learn Photoshop, Illustrator and Microsoft PowerPoint while gaining fundamental technical and aesthetic skills.

Career Training, 360 hours \$5,995

Multimedia Arts Certificate

The Multimedia Arts online training program gives you the conceptual, technical and visual design skills required to create multimedia applications and environments. Explore Adobe Photoshop, Flash and After Effects as well as digital video editing.

Career Training, 360 hours \$5,995



Pharmacy Technician

Overview

Learn the skills you need to become a pharmacy tech in a hospital or retail setting with the Pharmacy Technician certification program. Gain the skills and knowledge to qualify for entry-level positions in pharmacies and prepare for national certification. This program pairs students with an instructor for one-on-one assistance and may include a 40–100 hour externship. Details are available online.

Objectives

Upon completion of this program:

- ▲ Understand the laws that govern pharmacy, whether federal or state-mandated
- ▲ Discuss the HIPAA requirements and their application to the pharmacy
- ▲ Interpret physician orders and prescriptions
- ▲ Perform pharmaceutical calculations
- ▲ Prepare and distribute medications
- ▲ Define medical and pharmaceutical terms and common abbreviations
- ▲ Pass the National Certification Exam

Career Training, 330 Hours \$1,995



Administrative Medical Specialist with Medical Billing and Coding

Get the training required to become an Administrative Medical Specialist (AMS), a medical receptionist, a scheduler, an insurance specialist or a diagnostic or procedural coder.

Career Training, 300 hours \$1,995

Administrative Medical Specialist with Medical Billing and Coding + Medical Terminology

This nationally recognized program combines the Administrative Medical Specialist program with training in medical billing and coding and medical terminology to give you a competitive edge in the healthcare field.

Career Training, 360 hours \$2,495

Certified National Pharmaceutical Representative

Learn the skills necessary to become a certified pharmaceutical sales representative. The program covers pharmacology, medical terminology, physiology and regulations for selling pharmaceuticals.

Career Training, 90 hours \$1,795

Advanced Hospital Coding and CCS Prep

This program will utilize your existing knowledge of medical terminology and healthcare sciences. Increase your coding skills and prepare to take the official certification exam to become a Certified Coding Specialist.

Career Training, 80 hours \$1,895

Medical Billing and Coding

With the Medical Billing and Coding (MBC) program, gain the skills necessary to enter one of the fastest-growing fields in allied health as a medical billing specialist, medical coder or medical office manager.

Career Training, 240 hours \$1,795

Medical Billing and Coding + Medical Terminology

This nationally recognized program combines the medical billing and coding program with 60 hours of medical terminology training to give you a competitive edge in the health care field.

Career Training, 300 hours \$1,995

Medical Transcription

Learn to transcribe medical reports in hospitals, offices or from home with the most popular transcription program in the country for entry-level training.

Career Training, 240 Hours \$1,795

Medical Transcription + Medical Terminology

Start a new career as a medical transcriptionist with the training provided in this program, which also includes medical terminology training.

Career Training, 300 hours \$1,995

Clinical Dental Assistant

Upon completion of this program, you will be ready to pursue certification as a dental assistant by passing the radiology and infection control portions of the Dental Assisting National Board examination.

Career Training, 240 hours \$1,995

Advanced Personal Fitness Trainer

This advanced certificate program will further your personal training education by teaching you to incorporate specialized resistance training, functional movements and nutritional programs for your clients.

Career Training, 400 hours \$2,795

Administrative Dental Assistant

Learn how to perform the administrative tasks essential for managing the business aspects of a dental practice.

Career Training, 150 hours \$1,795

Fitness Business Management

Learn how to manage a personal training program, department or facility as a strategic business with this innovative program.

Career Training, 200 hours \$2,595

Nutrition for Optimal Health, Wellness, and Sports

Learn to develop individual nutrition programs for clients, patients or personal use.

Career Training, 200 hours \$2,595

Medical Terminology

Get the education you need to get started in the medical field. Learn proper medical terminology and spelling.

Career Training, 60 hours \$795

Personal Training and Group Exercise Training for Older Adults

Gain the knowledge you need to develop safe and effective exercise programs for older adults.

Career Training, 200 hours \$2,595

Emergency Management Training for First Responders

Emergency management is one of the fastest-growing professions. Learn the skills you need to get started in this field.

Career Training, 300 hours \$1,995

Advanced Coding for the Physician's Office

Take the next step in your career and prepare for the Certified Procedural Coding national certification exam with the help of this online training program.

Career Training, 80 hours \$1,595

Veterinary Assistant

Overview

This online program will prepare you to become a productive member of a veterinary team. Learn about every aspect of veterinary assisting, including anatomy and physiology, animal restraint, laboratory sample collection, assisting in surgery and dentistry, prescription preparation and taking radiographs. Learn how to interact professionally with clients and gain the expertise you need to educate them about key topics in pet care, such as nutrition, vaccinations and administering medication. This program is designed for people who want to work at a veterinary hospital and those who are already employed in positions in which they look after animals.

Objectives

During the Veterinary Assistant Program:

- ▲ Learn the anatomy and physiology of the major organ systems
- ▲ Understand the duties of the veterinary assistant
- ▲ Master office communication skills and see how to handle medical records
- ▲ Learn how to determine age and gender of animals
- ▲ Find out how to restrain animals seen at the hospital
- ▲ Discover how to take vital signs such as temperature, pulse and respiration rate
- ▲ Find out how vaccines work and how to administer them
- ▲ Learn how to prepare an effective resume, advance your skills and develop strong interview skills.

Career Training, 170 Hours \$1,995

Myth: "I have all the time in the world to complete my online courses."

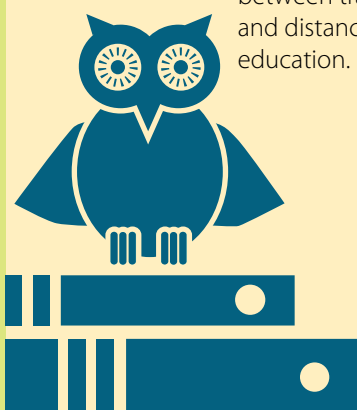
Fact: If you try to cram all your work into one log-on session, you will fail. Procrastination doesn't work when it comes to online education.

An online course does not run indefinitely. Just like traditional courses, online courses have start and end dates, with deadlines for completing tasks.

Myth: "You just don't learn as much through online education."

Fact: Research over the years has shown that there is no significant difference in learning outcomes between traditional and distance education.

5



PERSONAL ENRICHMENT

You never outgrow having fun or learning something new. That's why the University of North Florida Division of Continuing Education offers personal enrichment courses. Discover a new hobby or sharpen an old skill. Learning — just for the fun of it!

LEARN Jacksonville

LEARN Jacksonville is a non-credit personal enrichment program featuring courses designed to appeal to cultural, intellectual and recreational interests. With a wide range of course topics, which expand based on the needs and interests of the Jacksonville community, LEARN Jacksonville allows you to discover and enjoy the world around you. Courses are offered in the evenings and on weekends and include topics spanning from fitness, recreation, home and garden, writing, crafts and much more. The course catalog is updated frequently so there is always something new to explore. To view the current list of courses and schedules, please visit www.learnjacksonville.com.



View the 2014 LEARN Course Catalog at www.learnjacksonville.com

More than 65 LEARN Jacksonville classes are available each term in the following areas of interest:

- ▲ Computers and technology
- ▲ Arts and crafts
- ▲ Health and fitness
- ▲ Money matters
- ▲ Language
- ▲ Home and garden
- ▲ Literature
- ▲ Screenwriting and film
- ▲ Photography
- ▲ Wine tasting and beer crafting





Osher Lifelong Learning Institute

For those 50 or better!

Originating from the 2006 establishment of the Lifelong Learning Institute in Retirement, this program was designed to provide high-quality, non-credit, affordable programs for adults 50 years and better in Northeast Florida. In 2007, it was recognized as a successful, exemplary lifelong learning program by The Bernard Osher Foundation. It later transformed into the Osher Lifelong Learning Institute (OLLI). The heartbeat of this institute is the numerous members who volunteer and invest their time and many talents to ensure its success. Membership, renewed annually, allows access to an array of courses in a fun environment with social events and out-of-classroom ED-ventures year round, but with no tests or grades. Additionally, members have access to UNF's Thomas G. Carpenter Library and receive campus discounts. To learn more, visit www.unfolli.com.



OLLI offers:

- ▲ Free lecture series
 - ▲ Club activities
 - ▲ ED-ventures to local areas of interest
 - ▲ Low course prices
 - ▲ Computer help
 - ▲ Current Events
- ... and much more!

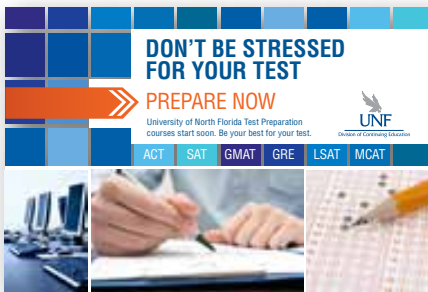
View the 2014
OLLI Course Catalog
at www.unfolli.com



TEST PREPARATION

Research indicates the right preparation positively affects test scores. Based on years of experience, we can help you achieve your goals. Expert instructors at the University of North Florida will help you identify trouble spots, increase reading speeds and master tricky questions. If you know what to expect — and you will — your anxiety will be reduced and your concentration will increase.

- ▲ ACT Preparation
- ▲ SAT Preparation
- ▲ GMAT Preparation
- ▲ GRE Preparation
- ▲ MCAT Preparation
- ▲ PCAT Preparation



For more information and to register, visit
▲ www.unftestprep.com.



“ It was great having actual instructors. They answered all of my questions. They even explained concepts I previously couldn't get. I know I'll do great on my test. ”

REGISTRATION INFORMATION

Courses are limited in size. Act now to reserve your seat. We guarantee your registration when we receive your completed registration with payment. Early registration will be confirmed by e-mail. A course confirmation, including location, will be e-mailed to you prior to the course start date. Please arrive at least 15 minutes before the program begins. If course enrollment is low, we may cancel, postpone or combine courses. If you are unable to attend, a substitute may attend the course. We may substitute qualified instructors when necessary.

Six easy ways to register

1. ONLINE

For a list of all courses with dates and times, please visit www.unf.edu/ce.
Available 24/7.

2. CALL

CALL us at (904) 620-4200.
Please have your credit card number, expiration date and security code ready.

3. MAIL

MAIL the completed registration form from www.unf.edu/ce/registration and payment to:

Division of Continuing Education
University of North Florida
12000 Alumni Drive
Jacksonville, FL 32224-2678

4. FAX

FAX your completed registration form along with the completed Visa, MasterCard, American Express or Discover Card portion to (904) 620-4244.

5. E-MAIL

E-MAIL your registration information to unfce@unf.edu. Upon successful registration, you will receive a confirmation e-mail.

6. HAND DELIVER

HAND DELIVER your registration form to a staff member in our office at the Herbert University Center, Mon. through Fri. from 8 a.m. to 5 p.m.



Adam W. Herbert University Center
12000 Alumni Drive, Jacksonville, FL 32224
(904) 620-4200 | www.unf.edu/ce

Download a registration form at www.unf.edu/ce/registration.



Division of Continuing Education



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LOOK INSIDE NOW!

**SPECIAL EXTENDED ONLINE
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