

MAKE YOUR MOVE

Leadership

Business

Software

Finance

Quality

Logistics

Paralegal

Health

Test Prep

MORE!

More than 6,000 people made their move last year toward a better life through continuing education.

Isn't it your turn?

**TRAINING AND DEVELOPMENT
CATALOG 2015 – 2016**



Division of Continuing Education

PHOTOGRAPHY

WINE TASTING

HEALTH AND FITNESS

GARDENING

CREATIVE WRITING

Courses start at just \$29.
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 LIFELONG
 LEARNING
 INSTITUTE

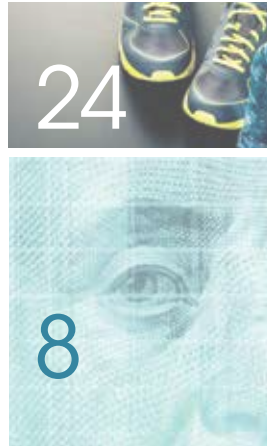
Membership is still only \$50 per year.

2006 **10 YEARS** 2016

For those 50 or better • There's never been a better time to join • More than 1,400 members strong
www.unfolli.com or call (904) 620-4200

CONTENTS

FALL 2015 –
SPRING 2016



CONVENIENT COURSE FORMATS

Classroom instruction at

Adam W. Herbert University Center (Bldg. 43)
12000 Alumni Dr., Jacksonville, FL 32224

OR Online

Computer and Internet access is required. Software requirements depend on course selection. Both instructor-led and self-paced online programs are 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.

Our Commitment

Our learning opportunities focus on you. We are confident that our programs will provide you with the improved skills and techniques you expect. Our goal is to provide quality training and educational opportunities that meet your needs today and help fulfill your goals for tomorrow.

Free parking (Lot 16) with your registration.

- 5** Continuous Quality Improvement
- 8** Finance and Insurance
- 10** Leadership Development
- 12** Logistics and Supply Chain Management
- 15** Human Resources
- 16** Business and Professional Development
- 19** Customized Training
- 20** Paralegal Certificate Program
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- 26** Academic Testing / Test Preparation
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- 35** Registration / Veteran Information

See page 35 for important veteran information.



Disability Accommodations

UNF encourages persons with disabilities to participate in its programs and activities. If you anticipate needing any type of accommodation or have questions about the physical access provided, please contact (904) 620-4200 or dial 711 to use the Relay anywhere or continue using (800) 955-8771 (TTY/VCO), (800) 955-8770 (voice) to communicate with our office. For Relay Customer Service please contact (800) 676-3777 for English or (800) 676-4290 for Spanish. Please note, you should submit your request for reasonable accommodation five working days prior to the beginning date of the course.

If you are ready, we have the strategies, the resources and the instructors to help.

It is time to make your move toward a more profitable and personally satisfying future.

Welcome to the University of North Florida Division of Continuing Education. As a Division, and as individuals, we value integrity, inclusivity and compassion. We are committed to our students, instructors, volunteers, partners and coworkers. We strive to be self-sustaining through quality customer service and

innovative educational experiences, both personal and professional. We have the means to help you make your move toward achieving your goals.

Our mission is to be the premier provider of lifelong learning, workforce development and enrichment experiences. We are committed to economic development – one person, one company at a time. You can make your move with quality programs and transformational learning.

The programs you will find here offer a range of paths from career certifications and professional development to skill building. Whether you are here searching for a way to enhance your career path or improve your employment opportunities, UNF Continuing Education is committed to ensuring your experience is the best.

I invite you to make your move and join us. We are here to help you succeed.



Division of Continuing Education

IT'S A FACT:

Total courses offered last year:

1,084

Total students (unduplicated):

6,275

Total registrations:

12,369



MAKE
YOUR

MOVE

by Bob Wood, Dean

University of North Florida Continuing Education

CONTACT US:

ONLINE:

www.unf.edu/ce

PHONE:

(904) 620-4200

E-MAIL:

unfce@unf.edu

ADDRESS:

12000 Alumni Drive
Jacksonville, FL 32224

If you have a question about any of the programs you see here or online, call us at the number above during regular business hours and we will be happy to help!



Connect with us on social media by searching UNFCE.

Customized training and consulting solutions available.

CONTINUOUS QUALITY IMPROVEMENT

Let us help you:

- Define complex problems
- Make changes to increase your productivity and bottom line
- Initiate and deploy a quality system or program
- Create a new culture to have a successful program implementation



Division of Continuing Education
Center for Quality and Process Improvement

Online Lean Six Sigma Yellow Belt coming soon!

Call (904) 620-4352 for notifications and updates.



FREE EVENT

Lean Six Sigma Information Session

Join us for a complimentary information session hosted by UNF Continuing Education. Learn how a Lean Six Sigma culture can reduce waste, improve customer satisfaction and increase your bottom line.

For a list of upcoming dates, contact us at (904) 620-4352 or unfce@unf.edu.

LEAN SIX SIGMA YELLOW BELT

Program students will gain a firm knowledge of how to apply the Lean Six Sigma DMAIC methodology with a primary focus on process mapping, lean tools and methods, as well as graphical analysis tools. Drive cost reductions and lead improvements in quality, productivity and customer satisfaction. Students receive five consecutive days (40 hours) of instruction in an intensive, workshop-focused format.

- ▲ Define and detail the initial phase of the Lean Six Sigma methodology
- ▲ Measure different types of data and coordinate collection
- ▲ Analyze with graphical tools to drive to root causes and improve processes
- ▲ Improve selection and implementation of lean methods to drive process improvements
- ▲ Control multiple methodologies to ensure the project gains remain in place

FEB. 22 – 26, 2016 (M-F) 8 A.M. TO 4 P.M.

INSTRUCTOR: KEITH GARDNER

\$1,995 REGULAR / \$1,895 EARLY REGISTRATION

LEAN SIX SIGMA YELLOW BELT TO GREEN BELT

Complete your Green Belt and acquire the skills and expertise that allows you to solve complex problems beyond the capacity of Yellow Belts. Students receive five consecutive days (40 hours) of instruction in an intensive, workshop-focused format. This program builds upon the knowledge gained in the Lean Six Sigma Yellow Belt course. The primary focus of this training is the use of statistical methods focused on the proper collection and analysis of data.

- ▲ Define project selection and why project selection is critical
- ▲ Understand measurement systems as processes and use of core tools centered on the assessment of measurement system accuracy, precision and linearity
- ▲ Introduction to statistics
- ▲ Analyze data with an array of tools

NOV. 2 – 6 (M-F) 8 A.M. TO 4 P.M.

INSTRUCTOR: KEITH GARDNER

\$1,995 REGULAR / \$1,895 EARLY REGISTRATION

Looking for a quality improvement guru for your business?

You'll find Keith Gardner right here at UNF teaching Lean Six Sigma.



MEET YOUR INSTRUCTOR Keith Gardner

Keith Gardner is a 17-year professional consultant and trainer in the areas of quality and process improvement. He has served hundreds of companies in 27 countries saving them millions of dollars.

Q. Why do you teach the Lean Six Sigma courses?

A. I have had the benefit many times of seeing how Lean Six Sigma, when properly implemented, can transform an organization. The more people I can assist in acquiring Lean Six Sigma skills, the more competitive I can make the people and businesses served by the University of North Florida. I also derive a great deal of satisfaction assisting people in acquiring new skills that not only enable them to generate real business value in their current position, but sometimes even opens up new career paths and opportunities.

Q. What advice would you offer an organization who is considering sending students to your course?

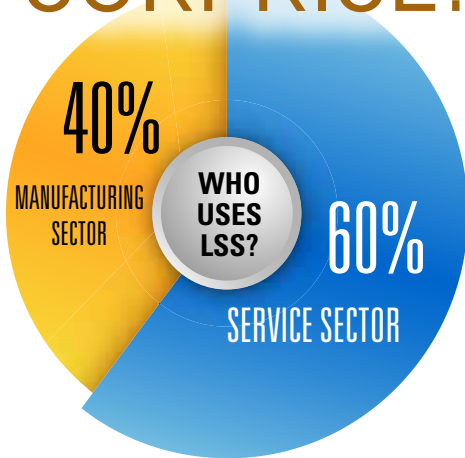
A. If your organization is new to continuous improvement or Lean Six Sigma, send two or three trusted people to an information session to evaluate the methodology and the quality of the offerings at UNF. After they take the course, sit down with the team and determine if and how Lean Six Sigma can benefit your organization. If you conclude that Lean Six Sigma can be of benefit to your organization, contact us so we can help you chart the unique path that is optimal for your business.

Q. What do you hope your students will gain from taking your course?

A. Our graduates have a set of skills and knowledge that they can use for the rest of their lives. Whether it is making their current workplace more profitable or enhancing their marketability as they proceed through their career, a Lean Six Sigma certification can be invaluable.



SURPRISE!



More and more service industries including banking, insurance and healthcare are seeing the value of a continuous improvement and Lean Six Sigma culture.

Look what LSS professionals are making on the national average:

Green Belt Certified
Production Supervisor

\$45,083–\$74,872

Green Belt Certified
Operations Manager

\$52,085–\$114,833

Black Belt Certified
Project Manager

\$60,673–\$128,079

Black Belt Certified
Plant Manager

\$75,230–\$147,687

May qualify for VA benefits. Call Lori Frederick at (904) 620-5801. View VA policies on page 35.

LEAN SIX SIGMA GREEN BELT

Gain a solid understanding of how to apply the Lean Six Sigma methodology to the improvement of service and manufacturing based processes, enabling cost reductions and improvements in productivity, quality and customer satisfaction. This 10-day (80 hours) program provides intensive, workshop-focused instruction during two non-consecutive weeks.

- ▲ Detail the Lean Six Sigma methodology
- ▲ Define project selection and why project selection is critical
- ▲ Measure different types of data and coordinate collection
- ▲ Understand measurement systems as processes and use of core tools centered on the assessment of measurement system accuracy, precision and linearity
- ▲ Improve processes
- ▲ Analyze with graphical tools to drive to root causes and improve processes

WEEK ONE: SEPT. 14 – 18 WEEK TWO: OCT. 19 – 23 (M–F) 8 A.M. TO 4 P.M.

OR WEEK ONE: JAN. 25 – 29, 2016 WEEK TWO: MARCH 7 – 11, 2016 (M–F) 8 A.M. TO 4 P.M.

INSTRUCTOR: KEITH GARDNER

\$3,995 REGULAR / \$3,895 EARLY REGISTRATION

LEAN SIX SIGMA GREEN BELT TO BLACK BELT

The Lean Six Sigma Green Belt to Black Belt course provides an overview of project management techniques and tools that increase their effectiveness in leading and managing Six Sigma projects. All material covered will be additional tools and methods that enhance Lean Six Sigma understanding, data collection and analysis techniques. This 10-day (80 hours) program provides intensive, workshop-focused instruction during two non-consecutive weeks. For successful completion of the course, a project is required.

- ▲ Project management fundamentals
- ▲ Failure mode effects analysis
- ▲ Risk analysis
- ▲ Applied statistics
- ▲ Design of Experiments (DOE) fundamentals and process

WEEK ONE: OCT. 26 – 30 WEEK TWO: DEC. 7 – 11 (M–F) 8 A.M. TO 4 P.M.

OR WEEK ONE: APRIL 25 – 29, 2016 WEEK TWO: JUNE 6 – 10, 2016 (M–F) 8 A.M. TO 4 P.M.

INSTRUCTOR: KEITH GARDNER

\$3,995 REGULAR / \$3,895 EARLY REGISTRATION

CONSTRUCTION QUALITY MANAGEMENT FOR CONTRACTORS (CQM-C)

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

The one- or two-day program uses DVD, course instruction, workbook exercises, discussion and case study exercises. A five-year certificate will be issued to graduates fulfilling the course requirements. The Florida Construction Industry Licensing Board approves this course for 10 continuing education hours.

CONTACT OUR CUSTOMER CARE TEAM AT (904) 620-4200 OR UNFCE@UNF.EDU FOR DATES, REGISTRATION OR ADDITIONAL INFORMATION.

VISIT WWW.UNF.EDU/CE/QUALITY FOR MORE INFORMATION.

FINANCE AND INSURANCE

The U.S. Bureau of Labor Statistics continues to predict faster-than-average growth for financial planners through 2022. The most recent Jobs Rated Almanac ranked financial planning as one of the top-rated jobs in America.

CERTIFIED FINANCIAL PLANNER™ (CFP)

Achieving CFP® certification can help you:

- ▲ Build your future by helping others construct theirs
- ▲ Enhance your professional standing
- ▲ Demonstrate your commitment to the highest professional standards

In today's rapidly changing economic climate, people need more help than ever making the right choices to plan for and protect their financial futures. They also want a financial professional they can trust.

This program meets the education coursework requirement to sit for the CFP certification examination. There is an industry-wide need for professionals who can plan, assess and evaluate a client's financial future through the development of a comprehensive financial plan.

This course is taught by Certified Financial Planners and provides the latest information in the seven required areas of expertise:

- ▲ General Principles
- ▲ Investment Planning
- ▲ Retirement Planning
- ▲ Capstone
- ▲ Insurance Planning
- ▲ Income Tax Planning
- ▲ Estate Planning

PROGRAM STARTS FEB. 5, 2016

\$849 INDIVIDUAL COURSE, \$5,243 PREPAYMENT FOR ALL SEVEN COURSES
DISCOUNTS MAY BE AVAILABLE FOR ORGANIZATIONS SENDING THREE OR MORE PEOPLE.

INSTRUCTORS: RON HEYMAN AND RYAN NEWTON

VISIT US ONLINE AT WWW.UNF.EDU/CE/CFP FOR MORE INFORMATION.



FREE EVENT

Certified Financial Planner (CFP®) Information Session

CFP® skills are in high demand. Attend an information session to learn more about the benefits of obtaining the CFP designation, our program and meet our CFP instructors. Take this opportunity to have your questions answered by experts in the field. Learn about growing job opportunities and potential income advances.

For a list of upcoming dates, contact us at (904) 620-4200 or unfce@unf.edu.

LIFE, HEALTH AND VARIABLE ANNUITY INSURANCE PRELICENSING COURSE (2-15)

This required prelicensing course is designed to prepare you for the State of Florida 2-15 exam. Becoming a 2-15 agent allows you to sell all lines of life and health insurances as well as fixed annuities. To meet the state mandated change in the required hours, a new 62-hour course is replacing the current 40-hour prelicensing course. The new course consists of 60 hours of instruction and two hours for the final exam. The course content and State of Florida exam required to obtain your 2-15 license will remain the same.

The change takes place October 1, at which point the 40-hour course will no longer be offered.

COURSE MEETS FROM 8 A.M. TO 5 P.M. FOR THE FIRST SIX DAYS. THE FINAL DAY MEETS FROM 8 A.M. TO 4 P.M.
WEEK ONE: FRI.-MON., WEEK TWO: SAT.-MON.
OCTOBER 9-12 AND 17-19
NOVEMBER 6-9 AND 14-16
DECEMBER 4-7 AND 12-14
REGISTRATION FEE: \$200
INSTRUCTOR: VAN MULLINAX

Here's something to smile about...

\$67,520

is the median pay nationally for Personal Financial Advisors

27%

Job growth is expected through 2022



MEET YOUR INSTRUCTOR

Van Mullinax, LUTCF

By Lynn Conradt-Eberlin

Van Mullinax teaches the Life, Health and Variable Annuity Insurance Prelicensing Course (2-15) at UNF. Here's what he had to say about the course and teaching.

Q. Why do you teach the Life, Health and Variable Annuity Insurance Prelicensing Course (2-15)?

A. I have been involved in the insurance profession for more than 51 years and teaching the course keeps me active in the industry. It is refreshing and challenging to keep up with changes in the marketing, legal, governmental, financial, training and other areas of financial and insurance services.

Q. What advice would you offer an individual, agency or organization who is considering sending students to your course?

A. Contact us about any concerns they have on the process, requirements, material covered and licensing of their agents.

Q. What is the most common reason people seek out the 2-15 program?

A. To license their agents to sell life, health and annuity products in Florida.

Q. What do you hope your students will gain from taking your course?

A. Knowledge to pass the state insurance exam and understanding of the financial services and insurance profession.

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



ARE YOU THE HUNTER OR THE HUNTED?

What are you doing right now to:

Increase 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

Solve your organization's persistent problems by applying new-world strategies to real-time business situations

Design, prototype and test ideas using the lean startup approach

Create a culture of innovation in your organization

LEADERSHIP DEVELOPMENT

INVITATIONAL LEADERSHIP DEVELOPMENT PROGRAM

UNF Continuing Education, in partnership with Dr. Harold S. Resnick, offers a proven leadership development program, successfully implemented with executives for more than 25 years throughout:

- ▲ North America
- ▲ South America
- ▲ Europe
- ▲ Middle East

Offered in Northeast Florida for more than a decade, this invitational program enables participating companies to send as few as one and as many as five managers from their organizations to take part in this program.

This program creates great benefit for individuals and teams who have significant management or leadership responsibilities. This may include functional (departmental) management responsibilities, cross-functional team responsibilities or other similar leadership roles.

Enrollment is strictly limited to provide an extraordinary learning experience for each participant.

The program is presented in a series of seven, one-day facilitated sessions, typically delivered one day per month over seven consecutive months in an action learning style. In addition to the highly developed program content, each group applies the content to working on real-time organizational issues and problems. One-on-one coaching or personal development for students desiring extra support or specific work-related applications is available during the program.

Modules include:

- ▲ Your role as a leader
- ▲ Enhancing your emotional intelligence
- ▲ The power of performance management
- ▲ Team building and management styles
- ▲ Organization design and business models
- ▲ Business and strategic planning, including successful execution
- ▲ Organizational change and culture

CONTACT TIM GILES AT (904) 620-4231 OR E-MAIL TGILES@UNF.EDU TO RECEIVE MORE INFORMATION AND TO GET STARTED.

INNOVATING FOR YOUR COMPANY'S FUTURE

Is your company prepared for the future? Do you have action plans that will enable you to increase sales and grow your business over the next 5 to 10 years?

This course provides an overview of the innovation process and teaches practical skill development relevant for any business. Participants will learn how to create and evaluate ideas to grow their business. In addition they will learn how to successfully design and develop new products, services, programs and processes. These skill sets are essential for companies to endure and thrive.

- ▲ Learn how to create and evaluate ideas to grow your business
- ▲ Identify and understand customer needs and market opportunities
- ▲ Generate ideas to capitalize on market opportunities
- ▲ Evaluate and prioritize ideas for development
- ▲ Design, prototype and test ideas using the lean startup approach
- ▲ Create a culture of innovation in your organization
- ▲ Learn how to identify customer needs and turn them into market opportunities

SEPT. 10 (TH) 12:30 – 5 P.M. - \$159

OR NOV. 12 (TH) 12:30 – 5 P.M. - \$159

OR FEB. 4, 2016 (TH) 12:30 – 5 P.M. - \$159

OR APRIL 21, 2016 (TH) 12:30 – 5 P.M. - \$159

INSTRUCTOR: LEN FERMAN

*“Chance favors the prepared mind.”
– French chemist, Louis Pasteur*



According to studies conducted by the Florida Chamber of Commerce and Work Force Florida, trade and logistics jobs pay 30 percent more than the average for all jobs in Florida. Obtaining industry education has an average salary increase of 5.6 percent.



LOGISTICS AND SUPPLY CHAIN MANAGEMENT

Companies that have sent their employees to logistics programs at UNF Continuing Education include:

Arizona Chemical
Blount Island Command
CEVA Logistics
DPH

Florida Dept. of Transportation
Grimes Companies
Jaxport
Landstar
RS&H

PenserSC
Sea Star Lines
Stein Mart
U.S. Navy Weapons School
Wal-Mart



FREE EVENT

Logistics and Supply Chain Management Information Session

Join us for a complimentary information session hosted by UNF Continuing Education. Learn how you can build on your current experience to become CTL certified, the premier credential recognized worldwide for logistics and supply chain management excellence.

For a list of upcoming dates, contact us at (904) 620-4200 or unfce@unf.edu.

UNF Continuing Education 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.

Our graduates include:

- ▲ Service men and women transitioning from the military into civilian life
- ▲ Underemployed and unemployed individuals looking for a growing industry
- ▲ Current logistics and supply chain employees who want to help drive their organizations to the next level
- ▲ New-to-the-industry individuals who need to understand all aspects of the supply chain

Make your move in an energetic and economically rewarding industry.

“ Upon completion of the program, our employees were more engaged in the process and how what they did crossed all facets of the organization. ”

CERTIFICATION IN TRANSPORTATION AND LOGISTICS (CTL)

The transportation and logistics industry in Florida is fierce. With more than 500,000 jobs throughout Florida, employers need knowledgeable people to begin filling the gap. This certification program is designed to do exactly that.

The CTL credential is internationally recognized and offered in partnership with the American Society for Transportation and Logistics (AST&L).

Modules include:

- ▲ General management principles and techniques
- ▲ Transportation management
- ▲ Supply chain management
- ▲ International transportation and logistics
- ▲ Logistics and supply chain management and strategy



Our instructional team consists of highly regarded industry professionals with more than 75 combined years of hands-on experience.

Upon the successful completion of the program, students will earn their CTL designation.

Graduates of this ASTL sponsored program are exempt from the National Certification exam requirement.

OCT. 9 – FEB. 20, 2016 (F) 5 TO 9 P.M. AND (S) 9 A.M. TO 5 P.M.

OR JAN. 14 – MAY 20, 2016 (TH) 9 A.M. TO 5 P.M. AND (F) 9 A.M. TO 5 P.M.

OR APRIL 8 – AUG. 20, 2016 (F) 5 TO 9 P.M. AND (S) 9 A.M. TO 5 P.M.

INSTRUCTORS: BRETT HARPER AND RON SHAMLATY

\$4,995 REGULAR / \$4,895 EARLY REGISTRATION

To schedule a meeting with one of our education counselors, receive more information or to register, call (904) 620-4352 or visit us online at www.unf.edu/ce/logistics.

Companies that have sent students to our CTL program have seen savings in time and resources, decrease in turnover, increased employee satisfaction, a higher level of customer service, improved performance and competitive advantage.

May qualify for VA benefits. Call Lori Frederick at (904) 620-5801. View VA policies on page 35.



MEET YOUR INSTRUCTOR

Brett Harper, CTL

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.



MEET YOUR INSTRUCTOR

Ron Shamlaty, CTL

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.

Entrepreneur magazine has rated the freight brokerage business as one of the top home-based businesses to own, and a recent Wall Street Journal article cited freight brokering as the largest growing sector of the transportation industry.

FREIGHT AGENT/BROKER TRAINING (ONLINE)

Are you looking for a home-based business in an industry with a proven, profitable record?

Become a part of the fast-paced trucking, freight logistics and transportation industries as a licensed freight broker or as a freight agent. A motivated and disciplined freight broker or freight agent who has received the proper training can build up his or her business into a six-figure earning potential. It is an ideal home business for a self-starter who enjoys fast-paced work.

From licensing to operations, to sales and marketing, you will learn how to run a domestic freight brokerage or agency in the United States. Written by freight brokerage specialists, the Freight Broker/Agent Online Training Program will provide you with the knowledge and resources needed to break into the \$400 billion-plus shipping industry.

Start anytime. Make your move to a career that appreciates self-starters.

- ▲ Understand the process of freight brokering from start to finish
- ▲ Have the tools needed to be successful
- ▲ Learn the basics of day-to-day operations of a brokerage or agency
- ▲ Techniques such as prospecting, sales, marketing and negotiations
- ▲ How to manage a shipment from origin to destination
- ▲ Gain valuable industry resources

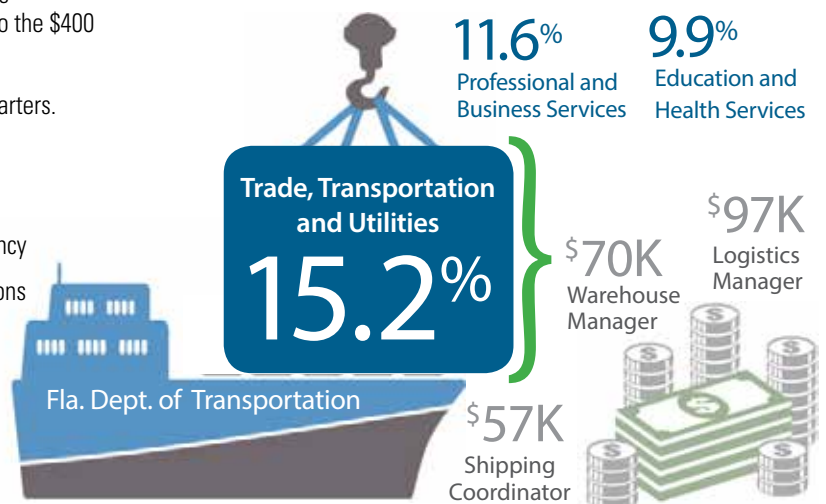
START ANY TIME! TO REGISTER CALL (904) 620-4200
OR VISIT US ONLINE AT WWW.UNF.EDU/CE/LOGISTICS.

JOB OPPORTUNITY AND RESOURCE FRIDAY!

All graduates of Freight Agent/Broker Training have the opportunity of meeting and discussing agent positions with freight brokerages. Each week during the program, Resource Friday offers inspirational speakers who can motivate you to start your new career with confidence.

Complementary businesses also attend Resource Friday to meet new graduates and explain how each can mutually benefit from each other's success.

DUVAL COUNTY: Largest Industry Sectors by Employment



SALARY AVERAGES BY AJILON PROFESSIONAL STAFFING



MEET YOUR PROGRAM DIRECTOR Lori Frederick

Lori Frederick is the program director for Quality, Finance, Health Care and Logistics programs at UNF Continuing Education. Along with managing these programs, Lori is also a VA Certifying Official. UNF Continuing Education is approved by the Veterans Administration as a training provider for eligible veterans and programs. Eligibility and equivalent educational benefits are determined by the Veterans Administration (VA). The UNF Continuing Education office of the certifying official coordinates the services with the students attending non-credit and certificate programs and receiving veteran's educational benefits. As the certifying official, Lori collects, completes and processes the required substantiating documentation. The office also serves as a point-of-contact and direct liaison between the veteran, the University and the Veterans Administration. The certifying official is not part of the Veterans Administration, but an employee of University of North Florida. Do you have questions about your benefits? Contact Lori at lori.frederick@unf.edu.

How to get ahead in HUMAN RESOURCES



1
Enroll in UNF's
SHRM-CP/SCP
Preparation Course.



2
Prepare for the test
with the help of UNF
expert instructors.



3
Pass the
SHRM-CP/
SHRM-SCP
exam.



4
Impress others
at work with
your newly acquired
knowledge and
certification.

SHRM – CERTIFIED PROFESSIONAL/ SR. CERTIFIED PROFESSIONAL (CP/SCP) PREPARATION COURSE

This 15-week intensive program combines expert instruction with the 2015 SHRM Learning System. You will learn faster, retain more knowledge and stay on track as you prepare for the exam. The SHRM Learning System content and advanced tools streamline study time, accelerate learning and build confidence for passing the SHRM-CP/SHRM-SCP exam.

Modules include:

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

AUG. 25 – DEC. 8 (T) 6 TO 9 P.M. - \$975

OR JAN. 28 – MAY 12, 2016

(TH) 6 TO 9 P.M. - \$975

INSTRUCTORS: SUZI LEMEN
AND CAROL SAFRAN



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, this system produces consistently positive results in students.

Modules include:

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

SEPT. 8 – NOV. 10 (T) 6 P.M. TO 9 P.M. - \$995

OR JAN. 25 – MAR. 28, 2016 (M) 6 P.M. TO 9 P.M.

INSTRUCTORS: DEBBIE ATKINS AND STACEY JEWESAK



Learn the skills to improve your performance and reduce stress so you can love your job again.



BUSINESS AND PROFESSIONAL DEVELOPMENT

Elizabeth Stillwell - "I really enjoyed this course!
I feel that I will be able to take this back to the office."
Strategies for Team Building – M.C. Clark



MAKE YOUR MOVE

TAKE THE TIME

DO THE WORK

REAP REWARDS

EFFECTIVE LEADERSHIP

A successful action plan for a team to achieve its goals begins with an effective leader. This half-day course will help you develop your potential by teaching you how to use power to lead both situationally and strategically.

- ▲ Develop your leadership style
- ▲ Use power and understand its importance
- ▲ Apply situational leadership principles
- ▲ Understand strategic leadership strategies
- ▲ Delegate effectively

SEPT. 9 (W) 1 TO 5 P.M. - \$159

OR JAN. 26, 2016 (T) 1 TO 5 P.M. - \$159

INSTRUCTOR: MICHAEL CLARK

EFFECTIVE PROBLEM SOLVING

Your business duties include solving problems and making decisions on a daily basis. This course offers a systematic way to resolve a problem. Learn the tools that decision makers use to make objective (vs. subjective) resolutions. This half-day course contains the knowledge you need to decipher problems effectively and make decisions with confidence.

- ▲ Identify the six step problem-solving process
- ▲ Successfully apply various tools to make better decisions
- ▲ Effective communication within the problem-solving process
- ▲ Relate the problem-solving process to workplace scenarios
- ▲ Efficiently explain and gain consensus decisions

OCT. 1 (TH) 1 TO 5 P.M. - \$159

OR MAR. 3, 2016 (TH) 1 TO 5 P.M. - \$159

INSTRUCTOR: MICHAEL CLARK

NEGOTIATION SKILLS

Whether you are negotiating a process, an assignment or dealing with an angry customer, appreciating the underlying components involved is critical to success. This half-day course will review the tools needed to develop useful assessments and to plan and bargain effectively.

- ▲ Understand a service environment
- ▲ Comprehend communication practices and how they relate to positive work experiences
- ▲ Apply conflict resolution strategies
- ▲ Utilize the skills of persuasion
- ▲ Build trust when negotiating

SEPT. 16 (W) 1 TO 5 P.M. - \$159

OR FEB. 4, 2016 (TH) 1 TO 5 P.M. - \$159

INSTRUCTOR: MICHAEL CLARK

HOW TO APPLY EMOTIONAL INTELLIGENCE AT WORK

The ability to acquire and utilize knowledge from emotions is a critical factor in the career success of leaders. Emotional intelligence (EI) complements cognitive intelligence (IQ), helping managers and supervisors manage their lives effectively and relate well to others. This half-day course will give you insight into EI and provide tools you can implement during an emotionally charged work situation.

- ▲ Defining emotional intelligence and understanding its benefits
- ▲ Core competencies
- ▲ Relationship between employees and leadership
- ▲ Work-related applications and implementation of EI tools
- ▲ Teaching emotional intelligence to employees

NOV. 12 (TH) 1 TO 5 P.M. - \$159
OR APR. 6, 2016 (W) 1 TO 5 P.M. - \$159
INSTRUCTOR: MICHAEL CLARK

HOW TO MANAGE CHANGE EFFECTIVELY AT WORK

Change is often frightening, disheartening and frustrating for everyone involved. It is disruptive and, at times, traumatic. Most people avoid change if they can. Change, though, is part of organizational life and essential for progress. This course provides specific strategies to help professionals work through these demanding situations as smoothly as possible.

- ▲ Define change (employee and business perspectives)
- ▲ Change process steps
- ▲ Help employees through change
- ▲ Workplace strategies for change
- ▲ Manage change as a supervisor
- ▲ Develop a change management action plan

DEC. 8 (T) 1 TO 5 P.M. - \$159
OR MAY 5, 2016 (TH) 1 TO 5 P.M. - \$159
INSTRUCTOR: MICHAEL CLARK

Convenient
half-day format!

Getting the
professional
skills you need to
perform at your
best has never
been quicker or
more affordable!



STRATEGIES FOR TEAM BUILDING

Team members must be flexible, trusting of each other and wholeheartedly supportive of the group if they are to progress toward achieving their goals. Employees must work as a team to operate as efficiently and productively as possible. This half-day course helps supervisors learn how great teams function in an atmosphere that fosters morale, trust, communication and productivity.

- ▲ Synergy and why it is important
- ▲ The stages of team performance
- ▲ Problem-solving strategies and making team-focused decisions
- ▲ Identify the five team dysfunctions
- ▲ How to conduct effective meetings
- ▲ Diagnose current team functionality using an assessment tool

OCT. 6 (T) 1 TO 5 P.M. - \$159
OR FEB. 10, 2016 (W) 1 TO 5 P.M. - \$159
INSTRUCTOR: MICHAEL CLARK

MASTERING CONFLICT-RESOLUTION SKILLS AT WORK

Egos, fears, biases and agendas can all get in the way of team tasks and decisions. Unresolved disputes negatively affect your team's morale, productivity, efficiency and effectiveness. This half-day course teaches you how to identify conflict triggers, how to avoid them and what techniques to use to alleviate workplace conflicts.

- ▲ Understand the conflict process and differing approaches to conflict
- ▲ Communicate strategically to reduce conflict
- ▲ Provide useful corrective feedback
- ▲ Apply conflict management techniques
- ▲ Choose strategies to avoid conflicts

OCT. 14 (W) 1 TO 5 P.M. - \$159
OR FEB. 17, 2016 (W) 1 TO 5 P.M. - \$159
INSTRUCTOR: MICHAEL CLARK



Make a confident impression with your reports, proposals and e-mails. Prevent mistakes that cost you time and energy, as well as sabotage your image.

STRESS AND TIME MANAGEMENT

Stress management in the workplace requires more than helpful tips. The line between work and personal life is often blurred. Through a highly interactive half-day course, students apply proven stress management training tools. Improve your organizational skills, ensuring fewer things fall through the cracks.

- ▲ Controlling information overload
- ▲ Staying calm and in focus despite interruptions
- ▲ Mastering the choice challenge
- ▲ Reduce stress through improved organization
- ▲ Saving time and reducing stress with improved listening
- ▲ Avoiding the 'as soon as' trap.

NOV. 5 (TH) 1 TO 5 P.M. - \$159

OR MAR. 17, 2016 (TH) 1 TO 5 P.M. - \$159

INSTRUCTOR: MICHAEL CLARK

IMPROVING PERFORMANCE THROUGH INCREASING ACCOUNTABILITY

What does accountability mean? Does it mean a person should take on more responsibilities or work harder? This half-day course will explain responsibility in the workplace and what it means to be personally accountable. Learn what needs to be in place for accountability to exist within your business and how to become more efficient with both how you perform your work and manage your time.

- ▲ Understand workplace harmony
- ▲ Differentiate between accountability and responsibility
- ▲ Identify performance skills between supervisor and employee
- ▲ Define supervisor roles and responsibilities
- ▲ Increase efficiency and apply the basics

DEC. 9 (W) 1 TO 5 P.M. - \$159

OR APR. 20, 2016 (W) 1 TO 5 P.M. - \$159

INSTRUCTOR: MICHAEL CLARK

COMMUNICATION FOR SUPERVISORS

The more effectively you communicate at work, the better your performance. Learning to communicate in a clear, compelling manner results in fewer issues with colleagues and increases your chances of fast-track career advancement.

- ▲ Overcome common barriers to effective communication
- ▲ Identify and respond to each of the four basic communication styles
- ▲ Manage communication when one is angry or under stress
- ▲ Successfully understand and use nonverbal communication
- ▲ Recognize current communication issues in the workplace, such as cultural and gender differences.

SEPT. 8 (T) 1 TO 5 P.M. - \$159

OR MAY 17, 2016 (T) 1 TO 5 P.M. - \$159

INSTRUCTOR: MICHAEL CLARK

THE WRITE BUSINESS ABCs:

Enhance Your Communication,
Advance Your Career

Incomplete sentences, confusing grammar and sprawling wordiness negatively impact the professional image of both the writer and the business they represent.

This intensive two-day course will refresh your skills with a thorough review of grammar, usage and punctuation. This course also includes an hour of one-on-one critique and personalized help with the instructor, ensuring your success.

Executives rate the ability to write professionally as one of the top characteristics of promotable employees. Advance your career and gain these sought-after skills:

- ▲ Ten tips for effective communication
- ▲ Commonly misspelled words
- ▲ Usage problems and answers
- ▲ Apply the four Cs criteria for writing success
- ▲ Edit and proofread with confidence

SEPT. 16 – 17 (W-TH) 9 A.M. TO 4:30 P.M. - \$395

INCLUDES A ONE-HOUR CONSULTATION ON SEPT. 18

OR FEB. 9 – 10, 2016 (T-W) 9 A.M. TO 4:30 P.M. - \$395

INCLUDES A ONE-HOUR CONSULTATION ON FEB. 11, 2016

INSTRUCTOR: DEBORRAH HOAG



MAKE YOUR MOVE

- ▲ Leadership development
- ▲ Lean Six Sigma deployment
- ▲ Logistics and supply chain
- ▲ Process improvement programs
- ▲ Performance management
- ▲ Customer service strategies
- ▲ Talent development
- ▲ Customized programs

Building and sustaining a competitive advantage in today's business environment requires an aggressive pursuit of innovation to improve individual and organizational performance on an ongoing basis.

CUSTOMIZED TRAINING

You want your business to increase productivity and sales.

You want to maximize the potential of your star performers.

You want to eliminate waste and increase your bottom line.


We can help with that.

For a free customized training consultation, contact Lori Frederick at lori.frederick@unf.edu or (904) 620-5801.

It all starts with a free consultation/assessment. During our visit, we will ask questions and listen to your needs. Our experts will then create a solution specific to your goals.

Our consulting professionals bring real-world expertise to help you identify, facilitate, plan and implement changes.

We can bring the program directly to your facility, maximizing your organization's time by coordinating with different shifts and departments or dovetailing with your internal training and development resources.



Are you seeking a field offering new challenges and opportunities to help others? Consider becoming a paralegal.

PARALEGAL CERTIFICATE PROGRAM

7 CORE COURSES

+

6 ELECTIVE COURSES

+

120 HR. INTERNSHIP

=

PARALEGAL CERTIFICATE

CORE COURSES

- ▲ Introduction to Paralegalism
- ▲ Legal Interviewing and Investigation
- ▲ Legal Case Analysis
- ▲ Legal Research and Writing
- ▲ Professionalism and Ethics
- ▲ The Professional Paralegal
- ▲ Legal Technology

ELECTIVE COURSES

- ▲ Bankruptcy/Creditors' Rights
- ▲ Business Organizations
- ▲ Civil Procedures and Litigation
- ▲ Computer 1* (Online)
- ▲ Computer 2* (Online)
- ▲ Contract Law
- ▲ Criminal Law and Procedure
- ▲ Family Law
- ▲ Intellectual Property
- ▲ Law Office Management
- ▲ Labor Law
- ▲ Real Estate Law
- ▲ Torts
- ▲ Wills, Trusts and Estates

PARALEGAL CERTIFICATE PROGRAM

The Paralegal Certificate program at UNF offers superior paralegal training through a combination of classroom and online instruction. The curriculum focus is on law theory and skill training, for legal careers in action.

PROGRAM STRUCTURE

The program consists of seven core courses, six electives and a 120-hour internship. Additional electives may be taken as desired.

Our course schedules are created with the working student in mind. Classes meet on weekdays from 6 to 9 p.m. at the UNF Adam W. Herbert University Center.

Terms are 14 weeks long, and there are three terms per year beginning in September, January and May. Not all courses are offered each term.

Are you ready to make your move toward a career that can make a difference? For complete paralegal program costs, start dates and requirements, contact John Yancey at (904) 620-5176 or jyancey@unf.edu, or visit us online www.unflsi.com.

“ I thought I would let you know that I have accepted the position working at the FBI. I will be part of the Evidence Response Team. I greatly appreciate the opportunities and education UNF has provided me. ”
— *Vilma Tipps*



MEET YOUR INSTRUCTOR

Judge Brent Shore

By Lynn Conradt-Eberlin

Judge Brent Shore knows our legal system. He is a valued member of our community, ensuring our adversarial justice system is conducted within the scope of the law in his courtroom. He is entrusted with decisions that have a vital impact on a person's right to a fair trial. He considers and imposes penal judgments in the absence of a jury.

Judge Shore also chooses to be an instructor in UNF's Continuing Education Paralegal Certificate Program.

He graduated from the University of Florida (BSBA and JD degrees). Upon graduation, he accepted a position as an attorney with the Federal Communications Commission in Washington, D.C.

Returning to Jacksonville, he joined the Office of the State Attorney for the Fourth Judicial Circuit. He remained there for five years, serving the last four as a Felony Division Chief. In that capacity, he tried a large number of serious felony cases while also supervising other attorneys and staff.

Five years later, Judge Shore left to accept a position in private practice where he concentrated on civil and criminal litigation, as well as family law. Since 1997, he has served as a County Judge in Duval County,

presiding over both civil and criminal cases.

He chose to teach Civil Procedure and Litigation due to the opportunities for paralegal employment in this field. Judge Shore states that the course covers, at a minimum:

- ▲ Federal and State Court Systems
- ▲ The participants in the system
- ▲ How to evaluate and file a case
- ▲ All pleadings that are available to plaintiffs and defendants
- ▲ How the Rules of Evidence impact a case
- ▲ How to conduct proper discovery
- ▲ How to conduct Motion Practice
- ▲ Preparing for and conducting a trial
- ▲ Proving damages
- ▲ The appeal process
- ▲ The alternatives of Settlement, Arbitration and Mediation

"This course provides important and practical information to any student considering a career in any aspect of civil law," Judge Shore said. "A student who successfully completes this course should have a substantial working knowledge of the Court

system, the law office and how civil cases are conducted, from the beginning of the case to the end."

Judge Shore brings his experience and knowledge to the Interviewing and Investigation course as well.

"Since almost all paralegals will, in one way or another, be involved in interviewing clients and potential witnesses and conducting investigations, it is imperative that they are aware of how the law affects both, as well as how to properly plan and execute an investigation."

Judge Shore elected to teach this course because it provides a combination of legal and practical information that will be useful to any paralegal. The course materials apply to any area of the law in which the paralegal becomes employed.

"Students are also provided with information concerning the limits on what they are allowed to do and the issues that may be encountered if they are unaware of those limits," he explained.

"The course also provides a focus on the importance of written, oral and nonverbal communication. At the conclusion of the course, students should have sufficient knowledge to plan and efficiently perform a case investigation, including interviewing techniques used to obtain reliable information."

Are you seeking a field offering new challenges and an opportunity to help others? Consider becoming a paralegal.

Each case can bring a fresh opportunity to use your knowledge and skill. You are substantially involved in people's lives and have a significant role in our community. You become a vital contributor to an attorney's work and our legal system.



40%

Reports show that more than 40 percent of corporate strategic objectives are never realized. Organizations spend significant time, money and effort developing their strategic objectives but fail to take necessary action.

PROJECT MANAGEMENT

High-performing organizations are significantly more likely to focus on talent management, establishing ongoing training, and formal, effective knowledge transfer. This is especially important in project management, where technical skills are enhanced by the leadership and strategic and business management capabilities that are nurtured through experience.

10 STRATEGIC SKILLS FOR EXECUTION EXCELLENCE – NEW!

This program increases an organization’s profitability by focusing on fundamental strategic competencies that are crucial to success. The skills cover both management and leadership topics. Developing proficiency in each of the skills creates a synergy that is greater than the individual parts giving you the skills to:

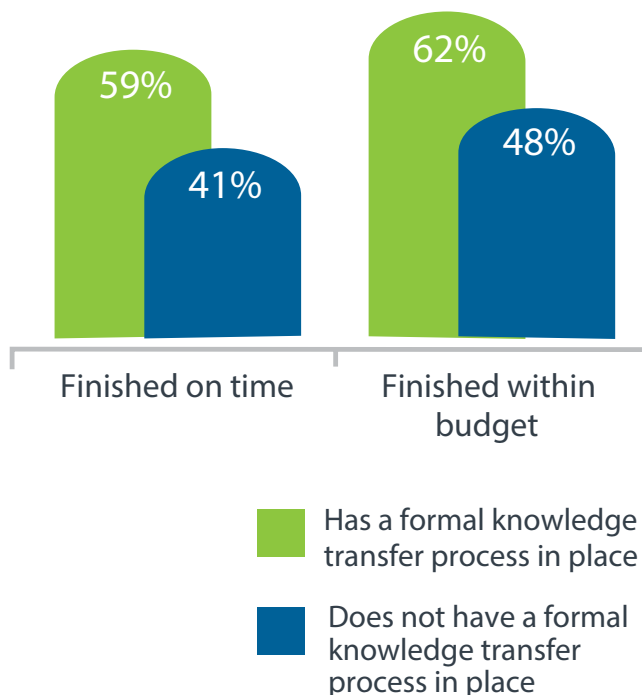
- ▲ Take strategy and turn it into actionable and realistic plans
- ▲ Adapt to market changes to ensure strategic objectives are met
- ▲ Work with diligence and purpose
- ▲ Know how the project at hand is important to the overall strategy of the organization
- ▲ Understand that there are always tradeoffs and priority tug-of-wars but act with integrity and make decisions for the benefit of all
- ▲ Escalate when known risks threaten the achievement of objectives
- ▲ Move mountains by gaining trust and commitment of others

Individuals mastering these ten skills will be able to work well together to create an organization that can adapt and execute faster. Waste is eliminated at all levels and customer satisfaction is maximized. Bring your whole team and watch the transformation begin.

OCT. 16 – 17 (F-S) 8:30 A.M. TO 4:30 P.M. - \$499
INSTRUCTOR: DIANE BUCKLEY-ALTWIES

Knowledge Transfer and Project Management Performance

It’s true! The more you know, the better you perform!



PROJECT MANAGEMENT BASICS

Juggling deadlines, dollars and unexpected demands along the continuum of a project can challenge even the most seasoned veterans. Let us help you bring order to the chaos as we provide you with the knowledge and tools necessary to successfully complete any project.

Anyone who is or will be leading a project in a business or a non-profit environment will benefit from this training. Content is in alignment with Project Management Institute standard practices, yet is customized for any 'Let's just do it!' business audience.

Our interactive course gives you exactly what you need to be successful managing any challenging mission — right now and in the future.

- ▲ Learn how to mitigate scope, creep and keep your project moving forward.
- ▲ Immediately apply the KIS (Keep It Simple) concepts and methods of project management
- ▲ Experience hands-on case studies with a set of repeatable, easy-to-use PM tools that help you get the job done (provided in class)

SEPT. 1 – 22 (T) 6 TO 9 P.M. - \$499

OR OCT. 13 – NOV. 3 (T) 6 TO 9 P.M. - \$499

OR FEB. 9 – MAR. 1, 2016 (T) 6 TO 9 P.M. - \$499

OR APR. 5 – 26, 2016 (T) 6 TO 9 P.M. - \$499

INSTRUCTOR: BARBARA PRATT



PROJECT MANAGEMENT PROFESSIONAL CERTIFICATION PREPARATION (PMP)

Lead don't follow! This course will provide you with insight into the testing process while reinforcing the skills and knowledge base that you already bring to the table. This combination will prepare you to face the PMP credentialing process with confidence as you prepare to sit for an exam that will change your professional life.

This course meets the 35-hour certification requirement of PMI and provides you with real world knowledge you can use when you are chosen to lead the next big project where you work.

SEPT. 11 – 12, 25 – 26 (F-S) 8 A.M. TO 6 P.M. - \$1,295

OR DEC. 4 – 5, 11 – 12 (F-S) 8 A.M. TO 6 P.M. - \$1,295

OR MAR. 4 – 5, 18 – 19, 2016 (F-S) 8 A.M. TO 6 P.M. - \$1,295

OR JUN. 10 – 11, 24 – 25, 2016 (F-S) 8 A.M. TO 6 P.M. - \$1,295

INSTRUCTOR: ELIZABETH COPLEY

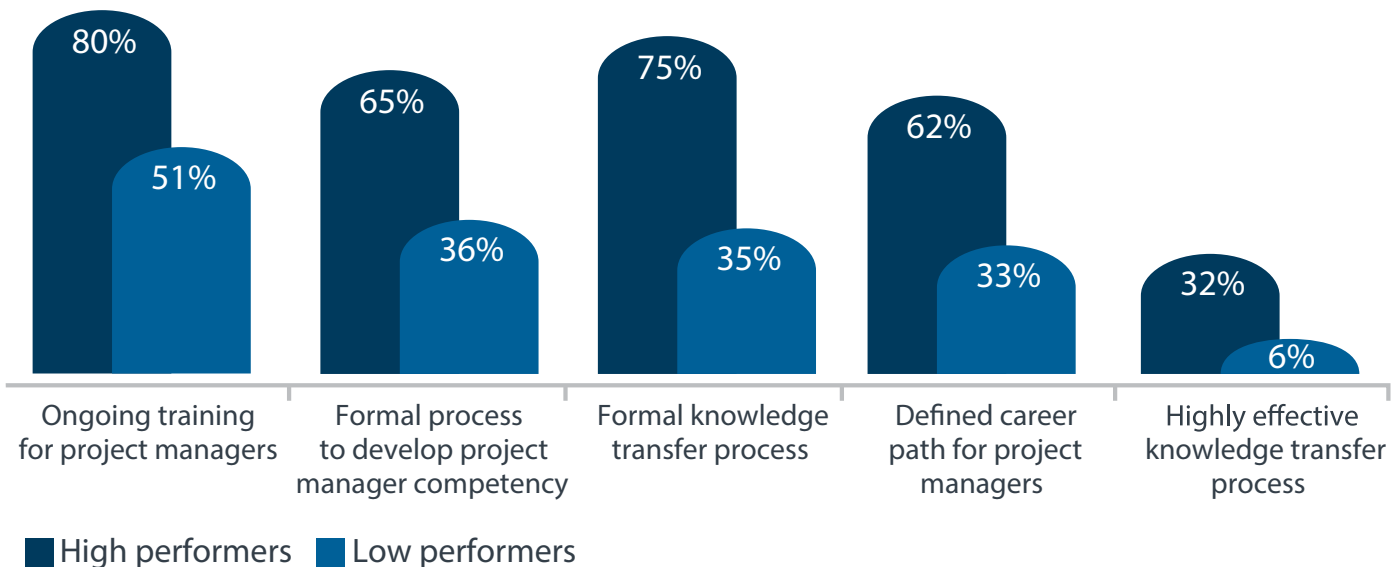
THE FIVE KEYS TO MANAGING ANY PROJECT

Projects are all around us. At our work, at our home and in our every day life. Whether you are managing a large software implementation or planning a wedding, all of us manage or participate in projects. This course covers five fundamental concepts that are critical to success in any project of any size. If you are a project manager, wanting to hone your skills or someone wanting to manage their personal projects better, this class is for you.

OCT. 24 (S) 8 A.M. TO 6 P.M. - \$249

INSTRUCTOR: ELIZABETH COPLEY

High-Performing Organizations Focus on Talent Management



 **21%**

Health and wellness careers continue to look promising with the number of jobs in the field projected to increase 21 percent by 2022.

— Bureau of Labor Statistics



HEALTH AND WELLNESS

As health care costs continue to surge, more companies are beginning to hire health coaches to establish workplace wellness programs for employees. In fact, according to the Huffington Post, 51 percent of all employers with a workforce of 50 or more employees have created workplace wellness programs since 2013.



Live training sessions are telecast (trainees call an assigned bridge-line) and last 90 minutes. Get the training you need to become a health and wellness coach at your convenience.

HEALTH AND WELLNESS COACH TRAINING

Health and wellness coaches facilitate a partnership and change process that enables clients to change their mindsets, develop and sustain behaviors proven to improve health and well-being. Health professionals who become Certified Health and Wellness Coaches have increased job opportunities and a greater probability of making a positive impact on the lives of their clients and patients.

Help your customers face some of the toughest challenges of our times: the epidemics of obesity, sedentary lifestyles, stress, depression, poor nutrition and rising health care costs.

The program runs for 18 consecutive weeks, with cohorts beginning in January, March, May, July, September and November in each calendar year. Coach trainees select one weekly date/time and participate in the same class each week.

Behavior change starts in minds and hearts. You can help others develop the mindsets needed to navigate the challenging path of altering their lifestyles for good.

Earning a certification endorsed by the American College of Sports Medicine (ACSM) means that you have the knowledge and appropriate level of professional recognition to hold a legitimate place on the health care continuum. It makes you more attractive to large corporate organizations, public health departments, insurance companies, physician offices, wellness programs and athletic centers.

To register, contact our Customer Care Team at (904) 620-4200 or unfce@unf.edu. Visit www.unfhealthcoach.com for additional information.



REGISTERED BEHAVIORAL TECHNICIAN (RBT) ONLINE PROGRAM

Have you always found behavior fascinating? Do you want to be part of a team of professionals who work to improve challenging behaviors? Are you interested in learning more about how to teach new skills?

Registered Behavioral Technicians (RBTs) typically work on the front lines with supervising senior behavior analysts who guide the implementation of behavior and skill development plans. You will learn the fundamental principles of Applied Behavior Analysis as well as how to apply these to create positive behavior change.

This 40-hour online training series meets the requirements of the Behavior Analysts Certification Board (BACB) for becoming a certified RBT.

This training program is based on the RBT Task List and is designed to meet the 40-hour training requirement for the RBT credential. This program is offered independently of the BACB.

Six Assessment Areas:

- ▲ Measurement
- ▲ Assessment
- ▲ Skill acquisition
- ▲ Behavior reduction
- ▲ Documentation and reporting
- ▲ Professional conduct and scope of practice

\$325 - TO REGISTER, CONTACT OUR CUSTOMER CARE TEAM AT (904) 620-4200, OR VISIT US ONLINE AT WWW.UNF.EDU/CE.

Have you always found behavior fascinating?
Do you want to help those with behavior challenges live life to their full potential? Consider becoming a Registered Behavioral Technician.



OFFICE OF ACADEMIC TESTING

The UNF Office of Academic Testing is located in Founder's Hall (Building 2) Room 2200

University of North Florida
1 UNF Drive, 2/2200
Jacksonville, FL 32224

NEED TESTING?

We are here to help you reach all of your educational goals from instruction through certification.

The Office of Academic Testing assists University of North Florida students and the local community by providing entrance, institutional, statewide and national testing opportunities while adhering to State of Florida regulations and National College Testing Association standards and guidelines.

- ▲ College Level Examination Program (CLEP)
- ▲ Accuplacer College Placement Test (CPT)
- ▲ Florida Teacher Certification Examinations (FTCE)
- ▲ Florida Educational Leadership Examination (FELE)
- ▲ Georgia Assessments for the Certification of Educators (GACE)
- ▲ Graduate Record Exam (GRE)
- ▲ Praxis Series Tests
- ▲ Postsecondary Education Readiness Test (PERT)
- ▲ Test of English as a Foreign Language (TOEFL)
- ▲ Test of Essential Academic Skills (TEAS)
- ▲ PLUS Individualized Testing

For schedules and test appointments, contact Jamie Spruell at the UNF Office of Academic Testing at (904) 620-2927 or acatest@unf.edu.

ACT:

"The resources given to us and the explanation of the answers were very useful." – *Noha Shaikh*

"Mrs. Smith knew what she was talking about and went step by step." – *Brooke Snyder*

SAT:

"I learned a lot these past sessions. Mrs. Strauss teaches the sessions perfectly. I found that the instructor was really informative and gave many examples that helped me learn those subjects well." – *Christopher Vebuilla*

"I really like how Mrs. Strauss explained each question we practiced about how each choice was right or wrong." – *Sanam Naik*

"I really learned a lot! I felt ready for my SAT!" – *Kiersten Goetz*

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, your anxiety can be reduced and your concentration can increase.

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

Great scores open doors to better schools and financing.

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



ONLINE SKILL ENHANCERS



“While a significant part of learning comes from teaching – by good teaching and by good teachers – a major measure comes from exploration, from reinventing the wheel and finding out for oneself.”

-- Founder and Director of the MIT Media Lab, Nicholas Negroponte

ACCOUNTING, BUSINESS, FINANCE AND GRANTS

ACCOUNTING FUNDAMENTALS

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

ACCOUNTING FUNDAMENTALS II

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

INTRODUCTION TO QUICKBOOKS 2015

Learn how to quickly and efficiently gain control over the financial aspects of your business using this powerful software program. Also available for Quick Books 2012, 2013 and 2014.

ADMINISTRATIVE ASSISTANT FUNDAMENTALS

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

BUILDING TEAMS THAT WORK

Explore communication techniques and problem-solving skills that will help you get your team on track in no time.

COMPUTER SKILLS FOR THE WORKPLACE

Gain a working knowledge of the computer skills you will need to succeed in today's world.

FUNDAMENTALS OF SUPERVISION AND MANAGEMENT

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

MANAGING CUSTOMER SERVICE

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

REAL ESTATE INVESTING

Build and protect your wealth by investing in real estate.

A TO Z GRANT WRITING

Learn how to research and develop relationships with potential funding sources, organize grant-writing campaigns and prepare proposals.

WRITING EFFECTIVE GRANT PROPOSALS

Learn to prepare grant proposals that get solid results for your favorite organization or charity.

\$99

PER COURSE



ONLINE SKILL ENHANCERS

- ▲ Instructors lead the course and answer your questions.
- ▲ Access at your convenience.
- ▲ New courses start every six weeks.
- ▲ Visit www.unf.edu/ce/online for additional courses and registration!

MICROSOFT ACCESS

Learn to build, edit and maintain a database in Microsoft Access 2013, complete with tables, reports, forms, macros and queries to give you fast access to all your important information. Available for Microsoft Access 2010. Intermediate and advanced programs are also available.

MICROSOFT EXCEL

Become proficient in using Microsoft Excel 2013 and discover countless shortcuts, tricks and features for creating and formatting worksheets quickly and efficiently. Also available for Microsoft Excel 2010.

WHAT IS NEW IN MICROSOFT OFFICE 2013

Get up to speed on the exciting new features of Microsoft Office 2013, including Word, Excel, PowerPoint, Access, Outlook, OneNote and Publisher.

MICROSOFT OUTLOOK 2013

Get up to speed with the latest developments in Outlook, including how to manage your e-mail, calendar and contacts and how to get the most out of program tools such as Search Folders and Quick Steps. Also available for Microsoft Outlook 2010.

MICROSOFT POWERPOINT

Learn how to use Microsoft PowerPoint to create animated presentations formatted with color, text, pictures shapes, charts and text and object hyperlinks.

MICROSOFT PROJECT

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

MICROSOFT PUBLISHER

Learn how to design professional publications, including newsletters, flyers and brochures, with Microsoft Publisher.

MICROSOFT WORD 2013

Master the basic features of this powerful word-processing program to professionally type, edit and format text, and spell check and print documents. Also available for Microsoft Word 2010 and Intermediate Word.

Benefits of Certification

Certification provides you a competitive advantage.

Certification provides proof of your expertise.

Certification is proof you take your career seriously.

For some companies, certifications are mandatory to get Microsoft referrals.

MICROSOFT OFFICE MASTER CERTIFICATION TRAINING

The Microsoft Office 2013 Master training program prepares students for the Microsoft Office Specialist (MOS) Certification Exams

77-418, 77-425 and 77-426 (Word),

77-420, 77-427 and 77-428 (Excel),

77-422 (PowerPoint) and 77-423 (Outlook).

\$1,695



\$99
PER COURSE



ONLINE SKILL ENHANCERS

- ▲ Instructors lead the course and answer your questions.
- ▲ Access at your convenience.
- ▲ New courses start every six weeks.
- ▲ Visit www.unf.edu/ce/online for additional courses and registration!

Adobe is the global leader in ground-breaking digital content creation software that can be utilized by all types of media and devices to help you brand and communicate your marketing message and ultimately achieve greater business success.

ADOBE ACROBAT X

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

DREAMWEAVER

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

EDGE ANIMATE

Learn how to use Edge Animate, Adobe's tool for creating graphics, animation and interactive content for the Web and mobile devices. Intermediate and advanced courses are also available.

FLASH

Uncover the fundamentals of Adobe Flash. Create engaging Web pages, mobile apps, Flash movies, animation, graphics and interactive applications.

ILLUSTRATOR

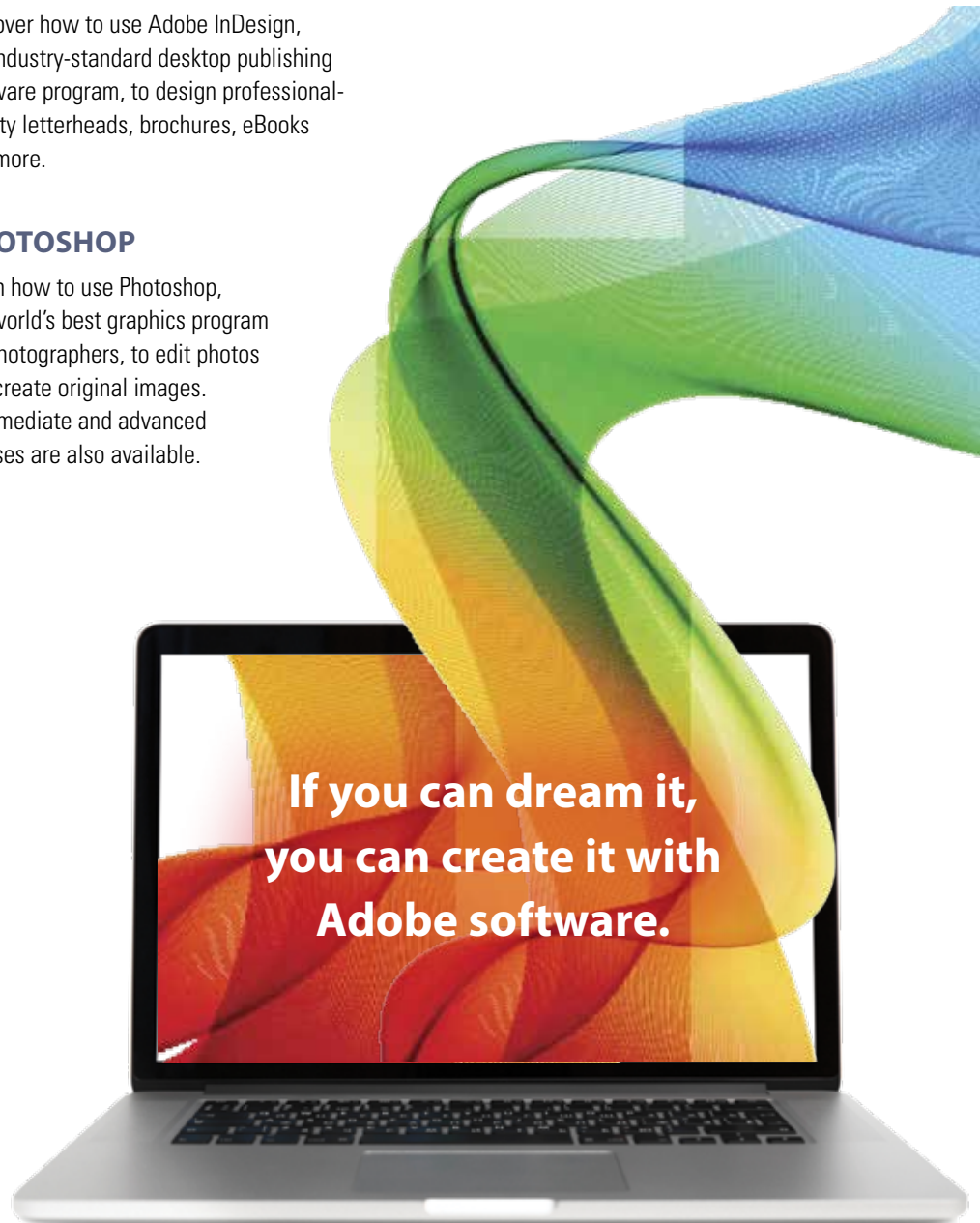
Design and draw vector art, work with shape gradients and manipulate color images using Adobe Illustrator. Intermediate and advanced courses are also available.

INDESIGN

Discover how to use Adobe InDesign, the industry-standard desktop publishing software program, to design professional-quality letterheads, brochures, eBooks and more.

PHOTOSHOP

Learn how to use Photoshop, the world's best graphics program for photographers, to edit photos and create original images. Intermediate and advanced courses are also available.



COMPUTER SKILLS AND APPLICATIONS

BASIC COMPTIA A+ CERTIFICATION PREP

Start preparing for CompTIA A+ certification as you learn PC basics and troubleshooting in a real world PC environment.

INTRODUCTION TO C# PROGRAMMING

Learn the fundamentals of computer programming with C# programming language.

INTERMEDIATE C# PROGRAMMING

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

INTRODUCTION TO JAVA PROGRAMMING

An experienced Java programmer introduces important Java topics with clear, systematic instructions.

INTRODUCTION TO NETWORKING

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

INTRODUCTION TO ORACLE

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

INTRODUCTION TO PC SECURITY

Security expert teaches the fundamentals of PC and network security.

INTRODUCTION TO PC TROUBLESHOOTING

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

INTRODUCTION TO SQL

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

INTERMEDIATE SQL

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

INTRODUCTION TO PHP AND MYSQL

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

INTERMEDIATE PHP AND MYSQL

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

KEYBOARDING

Learn how to touch-type or improve your existing typing skills using Keyboarding Pro 5.

MORE THAN
50%
OF U.S.
BUSINESSES
NOW USE CLOUD
COMPUTING

– FORBES



UNDERSTANDING THE CLOUD

Learn everything you need to truly understand the cloud, including how it works, what drives it, why it is so popular and how to make the cloud work for you.

HEALTH CARE AND MEDICAL

\$99

PER COURSE

CERTIFICATE IN BRAIN HEALTH

In this innovative certificate program, you will gain insights into the amazing brain and learn how to support health and happiness through lifestyle choices that impact this remarkable organ.

CERTIFICATE IN FOOD, NUTRITION AND HEALTH

In this certificate program, you will gain a holistic overview of current food and nutrition issues and their impact on physical, social, emotional and spiritual health.

CERTIFICATE IN HOLISTIC AND INTEGRATIVE HEALTH

Explore the exciting, growing field of holistic and integrative health in this comprehensive certificate program designed for medical providers and consumers.

EXPLORE A CAREER AS AN ADMINISTRATIVE MEDICAL ASSISTANT

Learn all about the in-demand career of medical information management. Explore the job of an administrative medical assistant (AMA) in a doctor's office, from appointment scheduling and chart creation to medical billing and coding.

EXPLORE A CAREER IN MEDICAL CODING

Learn how to use the CPT manual and the ICD-9-CM to find medical codes for any disease, condition, treatment, or surgical procedure.

HUMAN ANATOMY AND PHYSIOLOGY

Gain a greater appreciation and understanding of the marvelous complexity of the human body.

MEDICAL TERMINOLOGY: A WORD ASSOCIATION APPROACH

Prepare for a career in the health services industry by learning medical terminology in a memorable and enjoyable fashion.

SPANISH FOR MEDICAL PROFESSIONALS

Learn medical Spanish quickly and easily, honing your basic conversational skills and mastering essential healthcare words and phrases.

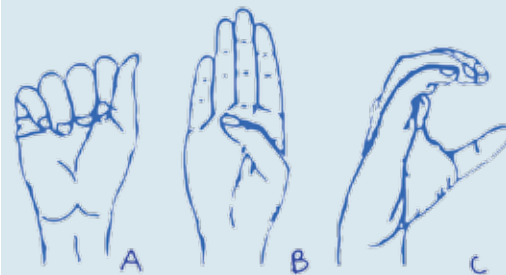
VETERINARY ASSISTANT

Learn the practical skills you need to work in a veterinary office or hospital.

ONLINE SKILL ENHANCERS

- ▲ Instructors lead the course and answer your questions.
- ▲ Access at your convenience.
- ▲ New courses start every six weeks.
- ▲ Visit www.unf.edu/ce/online for additional courses and registration!

LANGUAGE ARTS



DISCOVER SIGN LANGUAGE

Discover the fun of learning sign language and using your hands to communicate with the hearing impaired.

GRAMMAR FOR ESL

If English is your second language and you are headed to college, this course will teach you the principles of grammar and structure you will need to succeed.

SPEED SPANISH

Learn six easy recipes to glue Spanish words together into sentences, and you will be engaging in conversational Spanish in no time.

SPEED SPANISH II

Several new recipes help you continue building fluency and confidence as you speak and read Spanish.





LAW AND LEGAL

EMPLOYMENT LAW FUNDAMENTALS

Learn the basics of employment law so you can legally hire, evaluate and manage employees.

REAL ESTATE LAW

Learn the basics of real estate law, including investing, title searching and mortgages.

PERSONAL DEVELOPMENT

ACHIEVING SUCCESS WITH DIFFICULT PEOPLE

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

GET ASSERTIVE!

Find out how you can stop others from intimidating you or treating you poorly.

INTRODUCTION TO NATURAL HEALTH AND HEALING

Learn how to promote wellness, balance and health in all aspects of your daily life.

INTRODUCTION TO INTERIOR DESIGN

Explore a career in interior design as you learn how to transform any room into a beautiful and functional space.

KEYS TO EFFECTIVE COMMUNICATION

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

PERSONAL FINANCE

PERSONAL FINANCE

Protect your assets and discover how best to achieve all your financial goals.

STOCKS, BONDS AND INVESTING: OH, MY!

Learn how to make wise investment decisions so that you have enough money to live comfortably through your retirement.

WRITING AND PUBLISHING

BEGINNING WRITER'S WORKSHOP

Get a taste of the writer's life and improve your writing skills in this introduction to writing creatively.

FUNDAMENTALS OF TECHNICAL WRITING

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

THE KEYS TO EFFECTIVE EDITING

If you aspire to be an editor, this course will teach you the fundamentals of top-notch editing for both fiction and nonfiction.

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.

WEBSITES AND SOCIAL MEDIA

ACHIEVING TOP SEARCH ENGINE POSITIONS

Gain the knowledge you need to boost your website's visibility. Learn proven, step-by-step strategies to achieve higher positions with major search engines.

BLOGGING AND PODCASTING FOR BEGINNERS

Learn how to create your very own blog and add a podcast by using the tools that you already have available on your computer.

CREATING MOBILE APPS WITH HTML5

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

CREATING WORDPRESS WEBSITES

Learn how to use WordPress, a free and accessible Web design tool. Quickly and easily create attractive blogs and interactive websites.

INTRODUCTION TO CSS3 AND HTML5

Learn to create state-of-the-art websites using CSS3 and HTML5 techniques.

JUMP-START YOUR CAREER WITH LINKEDIN

Learn how to use LinkedIn, a free job search and career tool to expand your professional network.

USING SOCIAL MEDIA IN BUSINESS

Learn the most popular social media platforms to promote your business: Facebook, Twitter, LinkedIn, Pinterest and Google+.

Develop teachers now for new assignments. Choose from 100 online subject-specific courses.

TEACHER DEVELOPMENT



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.

HIGHLY EFFECTIVE TEACHER DEVELOPMENT FOR NEW SUBJECT ASSIGNMENTS

Every teacher will have a new assignment at some point. Practical, economical and convenient, this is the just-in-time solution to prepare you for a new assignment.

Included with each program is everything teachers new to a course would typically need to prepare themselves for the school year:

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

The cost of each full school year program is \$1,449.

VIEW ALL 100 SUBJECT-SPECIFIC PROGRAMS AND DETAILED COURSE DESCRIPTIONS ONLINE AT WWW.UNFTEACHERPD.COM.

Over 100 courses available to choose from, including:

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

REGISTRATION INFORMATION

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

Five easy ways to register:

1. ONLINE at www.unf.edu/ce

Use Quick Links to access the online course catalog and select a subject. There you will find a list of all of the courses with their dates and times. To register for the course, click on Add to Cart.

2. 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:

Timothy Giles

Continuing Education, University of North Florida

12000 Alumni Drive

Jacksonville, FL 32224-2678

4. E-MAIL us at unfce@unf.edu

E-mail your registration information. Upon successful registration, you will receive a confirmation e-mail.

5. 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.

Courses are limited in size to provide the best interactive opportunity for you. Act now to reserve your seat.

Payment is due at the time of registration. You may pay by credit card (Visa, American Express, Discover or MasterCard), check, money order or purchase order. Make checks payable to: UNF Continuing Education. If paying by personal check, include a photocopy of your driver's license. State of Florida fee waivers do not apply to non-credit courses. Call Financial Services at (904) 620-4232 if you have questions about payment.

We will confirm your early registration by e-mail. We will also e-mail a course confirmation and location verification, prior to the course start date.

If course enrollment is low, we may need to cancel, postpone or combine classes. You will receive an e-mail with any changes. We may substitute qualified instructors when necessary.

Please arrive at least 15 minutes before the program begins.

For information on veterans benefits, cancellation policies and more, please visit www.unf.edu/ce/registration.



WE LOVE VETERANS.

UNF Continuing Education holds the deepest appreciation and respect for the veterans of the U.S. Armed Forces. We provide education and training opportunities to help veterans transition from military duty to civilian careers. For many of the courses in this catalog, veterans can use their VA benefits to pay for their education.

In order to provide veterans the best education experience possible, please keep in mind these additional required U.S. military regulations regarding veteran benefits:

Veteran's Attendance Policy

Excused absences will be granted for extenuating circumstances only. Excused absences must be substantiated by entries in students' files. Early departures, class cuts, tardiness, etc., for any portion of the class period will be counted as a complete absence. Students exceeding 8 hours of unexcused absences in a 32-hour block time period will be terminated from their VA benefits for unsatisfactory attendance. The student's attendance record will be retained in the veteran's file for USDVA and SAA audit purposes.

Standards of Academic Progress for VA Students

Students receiving VA educational benefits must maintain a minimum cumulative grade point average (CGPA) of 2.0 each evaluation period (course module) (term, quarter, semester, evaluation period, etc.). A VA student whose CGPA falls below 2.0 at the end of any evaluation period will be placed on academic probation for a maximum of two consecutive terms of enrollment. If the VA student's CGPA is still below 2.0 at the end of the second consecutive term of probation, the student's VA educational benefits will be terminated. A VA student terminated from VA educational benefits due to unsatisfactory progress may petition the school to be recertified after attaining a CGPA of 2.0.

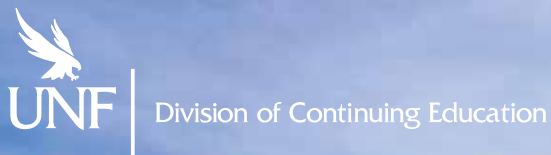
Veteran's Refund Policy

The refund of the unused portion of tuition, fees, and other charges for veterans or eligible persons who fail to enter a course or withdraw or discontinue prior to completion will be made for all amounts paid which exceed the approximate pro-rata portion of the total charges that the length of the completed portion of the course bears to the total length of the course. The pro-ration will be determined on the ratio of the number of days or hours of instruction completed by the student to the total number of instructional days or hours in the course.

Veteran's Credit for Previous Education or Training

Students must report all education and training. The school must evaluate and grant credit, if appropriate, with the training time shortened, the tuition reduced proportionately, and the VA and student notified.

2015 – 2016
TRAINING AND
DEVELOPMENT
CATALOG



WHAT WILL SPARK YOUR AMBITION?
LOOK INSIDE NOW.

MAKE YOUR MOVE.

