
Opportunities start here.

Victim Advocacy Training 7
Project Management 10
Intellectual Property Law 21
Restorative Practices 30
Spring/Summer 2016

WCC Workforce Development is your one-stop solution for continuing education focused on the professional community. We offer on-campus and online classes and certificate programs, as well as customized training options that bring resources where you need them, when you need them. Whether you are looking to start a new career, continue your work with license renewal, or advance in your current position with new certifications, our well-designed programs will help you meet your goals. Find your class today!

Learn. Lead. Succeed.
Throughout the brochure you’ll find exciting programs to help you grow your career or launch a new career.

SPRING/SUMMER HIGHLIGHTS:
• Introduction to Personality Disorders 30
• Tools for Working with Ex-Offenders 30
• Using Circles Effectively 32

Customized Training
We can bring custom-designed curriculum to your worksite! To learn more, see page 14.

Online Learning — Anytime, Anywhere
We partner with a select group of companies to provide online classes that are flexible and do not require travel to campus. For more information, see pages 36–39.

Register online at www.wccnet.edu/economic-development
### Foundation Skills

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### Entry-Level Employment

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### Professional Development

#### Business, Career & Technology

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#### Health Care, Human & Social Services

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#### Online Training pages 36–39

Learn about our online providers and our convenient programs in business, health care, law, construction and computer technology.

### Industry Certifications

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<th>Certification</th>
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<td>Workforce Certification Center</td>
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Register Online! Information on page 43.
PREPARE TO WORK: FOUNDATION SKILLS

**WorkKeys Prep**

This 8-hour trainer-led and self-paced class will prepare participants to take the ACT WorkKeys assessments and assessments for the National Career Readiness Certificate (NCRC). Practicing or prospective paraprofessionals can take this class to prepare for their certification exams.

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<tr>
<td>10599</td>
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<td>Mon, Fri 1:00 pm - 3:00 pm</td>
<td>Jul 11 – Jul 22</td>
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<tr>
<td>Harriet Street Extension Center</td>
<td>WFD Instructor</td>
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</tbody>
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Industry-recognized NCRC certification sets you apart from other job applicants and gives you an edge in today’s job market.

**FOUNDATION SKILLS BUILDING**

This self-paced class will prepare participants in the foundation skills they need to progress to the next stage of their education and professional goals.

Participants will learn math, reading and writing through computer-based lessons that can be accomplished in the classroom or at home.

*Personal assistance is available.*

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<tr>
<th>SKL 000</th>
<th>$149</th>
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<tr>
<td>10598</td>
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<tr>
<td>Mon, Fri 10:00 am - 12:00 pm</td>
<td>May 23 – Aug 19*</td>
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<tr>
<td>Harriet Street Extension Center</td>
<td>WFD Instructor</td>
</tr>
<tr>
<td><em>No class on May 30, Jul 4.</em></td>
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</tr>
</tbody>
</table>
It doesn’t matter why you didn’t finish high school.

At this point, earning a GED is your path to a degree, a better job or the accomplishment of a dream. The Adult Transition GED Plus program offers opportunities for adult learners who need a high school credential to form the knowledge and skills needed for college and career success. We offer a program that is learner-centered, focused on building academic skills and resources that are the key benchmarks in college readiness and career performance while providing supports that address the personal barriers that may interfere with success.

For information, or to register:
Visit us on the second floor of the WCC Student Center building (Counseling) or call 734-677-5006.

Do you need assistance with math, reading or writing?
Join the Foundation Skills class at the Harriet Street Extension Center. Participants receive four hours of trainer-led weekly instruction. Individualized computer-based lessons are also available.
Harriet Street Extension Center, 332 Harriet Street, Ypsilanti, MI 48197 / Call 734-480-9950 to register.
HEALTH CARE, HUMAN & SOCIAL SERVICES

EKG Technician Certification Program

Cardiovascular Technologists and Technicians:

| Median Wage: $52,430 annually |
| Expected Job Growth: +21% |
| Projected Annual Job Openings: 80 |

This comprehensive 50-hour program prepares learners to function as EKG technicians and to take the ASPT Electrocardiograph (EKG) Technician exam and other national certification exams. This class will include important practice and background information on anatomy and physiology of the heart, medical disease processes, medical terminology, medical ethics, legal aspects of patient contact, electrocardiography and stress testing. Additionally, learners will practice with EKG equipment and perform hands-on labs including introduction to the function and proper use of the EKG machine, the normal anatomy of the chest wall for proper lead placement, and 12-lead placement.

HSC 1034  mandatory fee: $999  CEUs: 5
10617  Mon, Wed 6:00 pm - 9:30 pm  Jun 20 – Aug 10*
Main Campus  CCI
*No class on Jul 4.

Dialysis Technician Program

Health Technologists and Technicians:

| Median Wage: $37,410 annually |
| Expected Job Growth: +15% |
| Projected Annual Job Openings: 70 |

This 50-hour program provides learners with the knowledge and skills needed to perform the duties required of a dialysis technician. Under the supervision of physicians and registered nurses, dialysis technicians operate kidney dialysis machines, prepare dialyzer reprocessing and delivery systems and maintain and repair equipment. Furthermore, technicians work with patients during dialysis procedures and monitor and record vital signs as well as administer local anesthetics and drugs as needed. Additionally, they may also be involved in the training of patients for at-home dialysis treatment.

HSC 1037  mandatory fee: $999  CEUs: 5
10618  Tue, Thu 6:00 pm - 9:30 pm  Jun 21 – Aug 9
Main Campus  CCI

Medical Billing and Coding Certificate Program

Medical Records and Health Information Technicians:

| Median Wage: $35,400 annually |
| Expected Job Growth: +12% |
| Projected Annual Job Openings: 160 |

This combined 80-hour certification program offers the skills needed to solve insurance billing problems, manually file claims (using the CPT and ICD-10CM, ICD-10PCS and/or the ICD-9 manual), complete common insurance forms, trace delinquent claims, appeal denied claims and use generic forms to streamline billing procedures. The class covers: CPT (introduction, guidelines, evaluation and management), specialty fields (such as surgery, radiology and laboratory), ICD-10 and ICD-9 (introduction and guidelines) and basic claims processes for medical insurance and third-party reimbursements. Participants will learn how to find the service and codes using CPT, ICD-10CM/PCS or ICD-9 manuals.

Those who complete this class could be qualified to sit for the American Academy of Professional Coders (AAPC) Certified Professional Coder exam (CPC or CPC-H Apprentice), the American Health Information Association Certified Coding Associate (AHIMA) exam and/or other national certification exams.

HSC 1350  mandatory fee: $1,899  CEUs: 8
10619  Tue, Thu 6:00 pm - 9:30 pm  Jun 7 – Aug 11
& Sat 9:00 am - 3:00 pm  CCI
Main Campus

Register online: www.wccnet.edu/economic-development
Health Care, Human & Social Services

Victim Advocacy Training

Social and Human Service Assistants:

Median Wage: $25,610 annually  
Expected Job Growth: +16%  
Projected Annual Job Openings: 470

O*NET # 21-1093.00, USDOL 2/15/2016, www.ONetOnline.org

This intensive online program is designed to train and qualify learners to provide assistance to crime victims. Prepare to work in areas such as domestic violence shelters, crisis centers, crisis hotlines as well as with state and county governments to assist crime victims in progressing through the criminal justice system and toward successful recovery.

Class topics include legal terminology, legal process, legislation regarding victims’ rights, counseling skills, ethics, effects of victimization on the victim, victim advocate skills, guardianships and crisis intervention.

- Accreditation: Social workers: 10.0 online contact hours through the Michigan Social Work Continuing Education Collaborative. Approved provider number: MICEC-0002.
- Register online at least two week before your class start date. You will receive an email with the link to the class after the start date.

HSC 4361  
mandatory fee: $645  
CEUs: 5

10613  
ONLINE: Open Registration  
May 2 – Jun 17

10614  
ONLINE: Open Registration  
Jun 27 – Aug 12

10615  
ONLINE: Open Registration  
Aug 22 – Oct 7

I have learned so much … that will make me a thousand times better at future jobs.”

— WCC student,  
Phlebotomy Fundamentals with Deyal Riley

Phlebotomy Fundamentals and Certification

Phlebotomists:

Median Wage: $28,100 annually  
Expected Job Growth: +13%  
Projected Annual Job Openings: 80

O*NET # 31-9097.00, USDOL 2/15/2016, www.ONetOnline.org

This 45-hour certification program prepares learners to function as phlebotomy technicians and to take the Phlebotomy Technician Certification (CPT) exam through the National Health Association. This blended online and lab-based class gives participants hands-on experience with venipunctures, capillary punctures, and specimen labeling and handling.

- Prereqs: You must have the following: the ability to read, write and accurately communicate in English; basic computer skills, an email account and access to a computer for online homework; manual dexterity in both hands and normal color vision.
- The required book, Phlebotomy Essentials, ISBN 9781805476377, 5th Ed., is available at the WCC bookstore. Purchase a NEW copy so you can access the online resources. Read Chapter 1 prior to the first class session.
- Bring a sack lunch, your own box(es) of nitrile (non-latex) gloves, wear scrubs and closed-toe shoes to all sessions.
- You should not take this class if you are pregnant or breastfeeding. Consult your doctor before registering for this phlebotomy class if you have anemia, a latex allergy, or have had a mastectomy. Because participants will practice on each other, there is a risk of accidental exposure. Participants must pay for their own medical care in the event of accidental exposure or any other adverse reaction. Health insurance can be purchased from Student Assurance Services or healthcare.gov.
- Certification in First Aid and CPR are recommended for phlebotomists.

HSC 1014  
$550 | mandatory fee: $200  
CEUs: 4.5

10590  
Mon, Thu 1:00 pm - 4:00 pm  
May 9 – Jun 30*  
Main Campus  
Deyal Riley

*Entry-Level Prereqs and Information: You must be 18 years of age or older and have obtained a certificate, associates degree or achieved Silver Level or higher on the WorkKeys assessment. Call the Workforce Development Certification Center at 734-249-5920 to schedule the exam, additional fees may apply. If you have a certificate or degree, submit transcripts at workforce-development@wccnet.edu at least two weeks before start date. Please visit our website for additional information and other qualifying details.

www.wccnet.edu/economic-development
Truck Driver Training

Job opportunities in the trucking industry are exceptional!

Heavy and Tractor-Trailer Truck Drivers:
- Median Wage: $38,700 annually
- Expected Job Growth: +11%
- Projected Annual Job Openings: 46,470

And the good news just got better.

Washtenaw Community College and Trainco Truck Driving Schools have partnered to offer full-service truck driver training classes.

In just a few short weeks, you can earn your CDL license and become employed in the transportation field. Our program produces well-trained participants through many hours of hands-on driving and classroom instruction with highly qualified, personable trainers.

Trainco prepares participants to secure their CDL A or B license(s), passenger and/or school bus endorsements (as well as hazmat, tankers and doubles/triples endorsements). Graduates tell us our lifetime job placement assistance is a highly valued portion of the program.

Better yet, everything is accomplished through a single agency, at one time, with vehicles in which you’ve trained! Trainco is a state-licensed, third-party test site for Michigan trainees, and has been providing successful CDL training for nearly two decades.

Hourly coaching is also available.

For those professionals who have previous driving experience, but have been away from the industry for some time, hourly coaching is available at all our campuses. Brush up on those driving skills in sessions designed to restore your confidence, sharpen your abilities, prepare you for your CDL exam and restart your career.

More than 90% of our graduates enter employment after completing our classes!

Become an expertly trained driver. Call us today! 734-374-5000
What do you call someone who went to Washtenaw Community College? **Employed**

Apply now! wccnet.edu

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**Make a connection through Career Services.**

A key part of our mission is to assist local employers with their staffing needs. WCC Career Services maintains close ties to the community and pride ourselves in being dedicated and accessible. We provide WCC participants and alumni with career development assistance, such as workshops, career fairs and individual appointments.

**Participants:**
- Develop effective resumes
- Learn job search strategies
- Gain interview skills
- Attend workshops and career fairs
- Network to find jobs and internships

**Businesses:**
- Connect with WCC talent
- Post jobs with us to attract WCC talent
- Network at our events
- Develop effective recruitment strategies

For information:
734-677-5155
careers@wccnet.edu
BUSINESS SOFTWARE

Excel 2013: Level 1
Get to know Excel and how you can use its many features for your accounting tasks. Learn how to create and format worksheets, build formulas and use functions. Discover how to maintain and enhance a worksheet, insert and delete columns and rows in worksheets, manage workbooks and finally, get introduced to charting.

* Prereq: Computer literate. Participants should bring a USB thumb (flash) drive to transport exercise files between class meetings. The required book, Microsoft Excel 2013: Level 1 ISBN 9781591364917, is available at the WCC bookstore.

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<tbody>
<tr>
<td>BOS 1285</td>
<td>$129</td>
<td>0.8 CEUs</td>
<td>May 3 – May 12</td>
<td>Tue, Thu 6:00 pm - 8:00 pm</td>
<td>Main Campus</td>
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Excel 2013: Level 2
Take your skills to the next level. Learn how to create formulas with additional Excel functions, work with larger worksheets, build 3-D formulas within a workbook and use data features such as sorting and filtering.

* Prereq: Excel 2013: Level 1 (BOS 1285) or equivalent experience. The required book, Microsoft Excel 2013: Level 2, ISBN 9781591364924, is available at the WCC bookstore. Participants should bring a USB thumb (flash) drive to transport exercise files between class meetings.

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<td>BOS 1280</td>
<td>$129</td>
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<td>May 17 – May 26</td>
<td>Tue, Thu 6:00 pm - 8:00 pm</td>
<td>Main Campus</td>
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Excel 2013: Level 3
Advance your knowledge of formatting techniques, templates and workbooks. Use upper-level functions and analysis tools, advanced list management including pivot tables and pivot charts, auditing worksheets and custom charting.

* Prereq: Excel 2013: Level 2 (BOS 1280) or equivalent experience. The required book, Microsoft Excel 2013: Level 3, ISBN 9781591364931, is available at the WCC bookstore. Participants should bring a USB thumb (flash) drive to transport exercise files between class meetings.

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<td>BOS 1160</td>
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<td>Jun 7 – Jun 16</td>
<td>Tue, Thu 6:00 pm - 8:00 pm</td>
<td>Main Campus</td>
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Microsoft Project 2013
Learn how to set up your project in Microsoft Project and take advantage of features to support your success. In this hands-on class, you will build and fine-tune your project plan, schedule tasks and milestones, troubleshoot delays and budget overruns and more.

* Prereq: Project Management: Integrating Design and Technology (BMG 1585) or equivalent understanding of basic project management concepts and Microsoft Office experience. MS Project 2013 (Standard) is used in class. The required book, Microsoft Project 2013, ISBN 9780470133125, is available at the WCC bookstore. An E-book option, ISBN 978118734957, is also available.

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<tbody>
<tr>
<td>BOS 1026</td>
<td>$249</td>
<td>1.6 CEUs</td>
<td>Jun 13 – Jun 29</td>
<td>Mon, Wed 6:00 pm - 8:40 pm</td>
<td>Main Campus</td>
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Project Management: Integrating Design and Technology
Project management is an essential business skill and Microsoft Project is the most widely used software tool for managing projects. This training is designed to introduce the fundamentals of successful project management and allow participants to explore managing projects using MS Project software. Half of the class time will be devoted to learning how to define, set up and manage projects and how to accept and deal with project changes. The other half will focus on learning to utilize MS Project to schedule, track and chart progress.


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<tr>
<td>BMG 1585</td>
<td>$249</td>
<td>1.6 CEUs</td>
<td>Jul 11 – Jul 27</td>
<td>Mon, Wed 6:00 pm - 8:40 pm</td>
<td>Main Campus</td>
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Great tips that I can use at work to save time. Will be back for Level 2.

— WCC student,
Excel 2013: Level 1 with Connie Winters
CAREER DEVELOPMENT

Strategic Prep for PMP Certification
PMI’s project management professional (PMP®) credential is the most important industry-recognized certification for project managers. Globally recognized and demanded, the PMP® demonstrates the experience, education and competency to lead and direct projects.

If you are an experienced project manager looking to solidify your skills, stand out to employers and maximize your earning potential, the PMP credential is the right choice for you.

The trainers are practicing project managers, who have earned PMP distinction, are members of PMI-Huron Valley Chapter. They will guide you on all aspects of preparing for and submitting your application, as well as how to study for the exam. They will share resources they used to successfully pass the exam. You’ll take a sample timed test and receive feedback. If you’ve been working as a project manager but don’t have the project management education hours, this class would satisfy that requirement. The class is structured around the Project Management Body of Knowledge (PMBOK) which is what you need to know for the exam.

Discount for members of PMI-Huron Valley Chapter: Submit proof of current membership no later than 15 days before the start date to receive a $200 discount in tuition. Members should create a screen capture/snip of their PMI-HVC profile page and email it to ecdevelopment@wccnet.edu. You will receive an email with a link to register for the reduced tuition class.

Prereqs: To apply for the PMP, you need to have either a secondary degree (high school diploma, associates degree, or the global equivalent) with at least five years of project management experience, with 7,500 hours leading and directing projects and 35 hours of project management education. A four-year degree (bachelor’s degree or the global equivalent) and at least three years of project management experience, with 4,500 hours leading and directing projects and 35 hours of project management education. You will also need to pass a 200 question online examination at an approved testing site.

* Lunch and materials are included in fee.

UPCOMING WORKSHOPS:
• Government Contracting 101
• Forming Your LLC or DBA, Do It Now
• Team SBA

We can help.
For more information, contact us today.

BMG 1904  $850 | mandatory fee: $100    CEUs: 3.5
10797 Sat 9:00 am - 5:00 pm    Jul 9 – Aug 6
Main Campus    PMI Instructors

Want to start or grow your small business?

Washtenaw Community College is proud to host the Greater Washtenaw Region offices of the Michigan Small Business Development Center™.

SBDC’s core mission is to enhance Michigan’s economic well-being by providing counseling, training, research and advocacy for new ventures, existing small businesses and innovative technology companies. This coincides with WCC’s mission of working in partnership with the communities we serve.

The MI-SBDC is known throughout Michigan for its quality, no-cost counseling, low-cost training and market research capabilities.

sbdc@wccnet.edu | 734-477-8762
www.sbdcmichigan.org
SOCIAL MEDIA MARKETING

WCC’s popular e-marketing series is evolving. For a limited time, you can still earn the basic certificate of completion, but we’re taking a step forward with creation of the new social media marketing series. This new series is built on many of the e-marketing foundation classes, plus some new topics that have become essential to successful social media marketing.

New Requirements:
• Nine required and 1 elective core classes
• Minimum 12 hours of web presence classwork
• Minimum 6 hours of image/video classwork

Put your knowledge to use. Show what you know by choosing or designing a practical application of social media marketing strategy.

Do you already have the e-marketing certificate of completion?
Just fulfill the class and project requirements.

Learn more at www.tinyw.cc/emarketingseries

E-MARKETING

The WCC e-marketing series combines training in the crucial facets of today’s social media marketing.

• Gain an understanding of how to include social media into your marketing strategy
• Build knowledge of the most effective channels and tools in social media
• Learn to manage your web presence to increase and maintain your customer base
• Discover how to effectively include engaging and purposeful images and video

Participants completing e-marketing classes are more confident in making decisions regarding use of social media marketing. Based on their target audience, available resources and information from these classes, participants are able to create successful strategies for their organizations.

Requirements:
• Four required and 1 elective core classes
• Minimum 11 hours of web presence classwork
• Minimum 6 hours of image/video classwork

Learn more at www.tinyw.cc/emarketingseries
DIGITAL MARKETING

Basic Video Production
Learn to make compelling, effective videos in this hands-on class. Go from start to a polished finish, working with basic lighting, sound and editing techniques as well as marketing and SEO.

* Prereq: Effective Video Marketing (BMG 1072) is recommended. Computer user, adept at file management; knowledge of your camera's functionality and operation (if bringing one). There will be hands-on filming opportunities if you bring your own digital video camera.

* This class is an elective for WCC's E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

BMG 1017 $99 CEUs: 0.6
10661 Tue, Thu 6:00 pm - 9:00 pm Jul 12 – Jul 14
Main Campus Scott Nadeau

Blogging Best Practices
Anyone can open their laptop and become a blogger, but what makes a blogger effective and able to achieve results? Successful bloggers know who they’re trying to reach and what voice and writing style to use for a given audience or demographic. They also know the length and frequency of posts that keep people coming back and new readers seeking them out.

* Prereq: E-Marketing for Small Business and Nonprofit Organizations (BMG 1066) or working knowledge of current social media channels.

* This class is an elective for WCC's E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

BMG 1061 $45 CEUs: 0.3
10660 Mon 6:00 pm - 9:00 pm May 23
Main Campus Melanie Hilliard

Build a Business Facebook Page
Take advantage of the opportunity to connect with Facebook’s 1.06 billion monthly active users and 680 million mobile users. Build a Facebook page for your small business or nonprofit that effectively communicates your products, services and mission. Learn how to use interactive online marketing to convert your connections into customers.

* Prereq: E-Marketing for Small Business and Nonprofit Organizations (BMG 1066) or experience creating and maintaining a Facebook page.

* This class is an elective for WCC's E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

BMG 1071 $99 CEUs: 0.6
10654 Mon 6:00 pm - 9:00 pm Jun 6 – Jun 13
Main Campus Shannon Beeman

Effective Communication on Social Media
Maybe you have a blog for your business, a Facebook fan page or a Twitter account. How are you using them? Are your communications bringing your desired response? Digital content can come from many places. Make your web presence rich with information and media that effectively promote your product or service. Explore how and where to collect meaningful content.

* Prereq: E-Marketing for Small Business and Nonprofit Organizations (BMG 1066) or working knowledge of current social media channels.

* This class is an elective for WCC's E-Marketing series and required for the Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

BMG 1058 $45 CEUs: 0.3
10648 Wed 6:00 pm - 9:00 pm May 4
Main Campus Melanie Hilliard

Effective Email Marketing
Want to market your product or services to users, clients or customers using email, but you’re not sure where to start? This class will help beginners understand the key elements of email marketing from building and maintaining contact lists to analyzing the results of a campaign. If your business isn’t using email as a marketing tool, you should be. This class will help you get started.

* This class is an elective for WCC's E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

BMG 1081 $45 CEUs: 0.3
10657 Wed 6:00 pm - 9:00 pm May 11
Main Campus Melanie Hilliard

Effective Images for Social Media
Impactful images are vital to the success of your business or organization. Avatars and thumbnails have to say it all in a very small space. Photos you post must be compelling to viewers, whether your goal is selling a product, point of view or branding a company. Cruising the web and grabbing images for reuse is not the answer. In fact, the legal aspects of such actions are dangerous.

You will learn about the various types of image licensing, how to find and use them correctly. You will also be introduced to several new tools to help you size, format and create images for all your social media needs.

* Prereq: Computer user, adept at file management, familiar with basic image adjustments (selecting, cropping). Bring a USB thumb (flash) drive to class, with a self-portrait on it.

* This class is an elective for WCC's E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

BMG 1016 $99 CEUs: 1.2
10645 Wed 6:00 pm - 9:00 pm May 18 – May 25
Main Campus WFD Instructor
Workforce Development
CUSTOMIZED TRAINING

We create customized training and development solutions to meet your organizational needs.

Contact us to customize a training for your company in the following areas:

• Leadership Development
• Supervisory Success
• Customer Service
• Project Management
• Lean for Health Care
• Lean for Office Operations
• 360 Assessments and Team Reports

Why choose us?

• Customized: Choose from nationally-acclaimed curriculum, or we will create a customized solution for your needs.
• Flexibility: Receive training at our facilities or at your worksite—where and when it fits your schedule.
• Affordability: Our valuable services are cost-competitive.
• Expertise: We provide skilled local and nationally known trainers and access to state-of-the-art technology.
• Community: We have formed hundreds of successful partnerships with local companies.

To discuss options for customized training for your company, contact Raymond Tate, business development manager, 734-973-3681, or ratate@wccnet.edu.

"Our partnership with WCC Workforce Development has had a powerful impact on the way we conduct business and helped increase our efficiency in complex operations."

— Dr. Singh, Medical Director, Veterans Affairs Ann Arbor Healthcare System

To learn more: www.wccnet.edu/economic-development / 734-677-5060
Effective Video Marketing
Are you using social media for marketing? Consider adding video to engage potential customers. Learn how to tell your story, provide useful information and engage your audience. You’ll also analyze videos from successful national campaigns and local favorites as well as discuss tips that will help you create value for your viewers.
* Prereq: Must be computer and web literate and have an active email account.
* This class is required for WCC's E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

BMG 1072 $45 CEUs: 0.3
10655 Tue 6:00 pm - 9:00 pm Jun 28
Main Campus Scott Nadeau

E-Marketing for Small Business and Nonprofit Organizations
Looking to reach your customer in the digital age? Learn how to leverage social media technology to spread your message, rally support and increase your revenues. This class is designed to offer managers the bigger picture on how electronic marketing can be used to benefit their organizations. Explore effective sites and walk away with a surplus of new ideas on how to use Facebook, Twitter, LinkedIn and more to give your business a boost.
* Prereq: Must be computer and web literate and have an active email account. Experience in business/marketing is essential.
* This class is required for WCC's E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/marketingseries

BMG 1066 $45 CEUs: 0.3
10650 Mon 6:00 pm - 9:00 pm May 2
Main Campus Shannon Beeman

Facebook Advertising
Business owners, entrepreneurs and affiliate marketers, get in the game! Create attention grabbing ads on the world's most popular social network. Get to know display advertising basics and brand your business. Build your following and measure the return on your investment. You’ll also practice creating and writing ads that get users to take action.
* Prereq: Build a Business Facebook Page (BMG 1071) is highly recommended, or equivalent knowledge/experience with Facebook.
* This class is an elective for WCC's E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

BMG 1053 $45 CEUs: 0.3
10646 Tue 6:00 pm - 9:00 pm Jun 21
Main Campus Janak Mehta

Enroll Early!
Many classes fill up quickly. To ensure a space in the class of your choice, register online as soon as possible.
www.wccnet.edu/economic-development
Huron Valley Area Code Officials (HuVACO)  
Continuing Education Units

HuVACO and WCC Economic and Community Development offer eight monthly classes taught by recognized industry leaders, exclusively for HuVACO members.

Participants will be provided with a certificate of attendance for their recordkeeping purposes.

Approval by the Bureau of Construction Codes and Bureau of Fire Services is sought for:
• Building Officials
• Certified Fire Inspectors
• Building Inspectors
• Plan Reviewers

HuVACO membership is $95 per year.
Membership includes tuition for the eight monthly classes and an annual Expo in April.

For information, or to request a membership application or class schedule, please contact Eszter Cukor at 734-677-5411 or escukor@wccnet.edu.

AWS Welding Certification

• WCC is an Accredited Test Facility (ATF) of the American Welding Society (AWS).
• An AWS Certified Welding Inspector (CWI) will conduct all AWS certifications.
• AWS Welding Certification Tests available on plate and pipe.
• Base materials offered: Carbon Steel / Aluminum / Stainless Steel

NOW AVAILABLE at WCC!

Get started! Contact us today.

WCC Workforce Certification Center
workforce-certification@wccnet.edu / 734-249-5920
Digital Marketing — Continued

Social Media Best Practices 101
Want to ensure that your venture into e-marketing is effective? Proven principles of marketing, public relations and customer service can be applied to the new social media landscape. Explore some of the new best practices that have emerged and how common pitfalls can be avoided. Real-world examples will be used and we’ll relate these to your individual business.

* Prereqs: E-Marketing for Small Business and Nonprofit Organizations (BMG 1066) or working knowledge of current social media channels. Must be computer and web literate; able to manage files, access, search, upload and download from the Internet and have an active email account. Experience in business/marketing is essential.

* This class is required for the E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

LinkedIn 101
More than 400 million professionals use LinkedIn to provide their businesses and organizations a way to extend influence. In this class, you will learn what LinkedIn can do for you and your company. Understand how to build a personal page, a business page, LinkedIn groups, appropriate marketing messages and how to integrate LinkedIn with other social media platforms.

* Prereq: Must be computer and web literate and have an active email account.

* This class is required for WCC’s E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

Search Engine Optimization Tips
Explore the various ways that Google ranks webpages and learn tips to improve your website’s search engine visibility and increase traffic. After this class, you’ll know many search engine optimization techniques that you can apply within the e-marketing strategy of your business or organization.

* Prereq: Must be computer and web literate and have an active email account.

* This class is required for WCC’s E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

Social Media Community Management and Moderating
What should you do if you have a negative comment on your website? Should you let people post on your company’s Facebook page? Discover effective techniques for controlling the conversation while allowing people to give you meaningful feedback. You’ll also pick up tips on making location-based services like Yelp work in your favor.

* Prereq: E-Marketing for Small Business and Nonprofit Organizations (BMG 1066) or working knowledge of current social media channels.

* This class is required for the E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

Google Analytics
Google Analytics is a service that generates detailed statistics about your website’s traffic and also measures conversion and sales. This is an in-depth overview of the free version, walking you through what is measured and what the reported information means.

* This class is an elective for WCC’s E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

— WCC Student, E-Marketing: Social Media Best Practices with Shannon Beeman

Relevant. Up to date. Not too technical. Tied into previous class.

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Video Editing Basics

This hands-on experience with video editing software will introduce you to terminology and techniques that will result in more polished digital videos. You’ll learn how to import, trim and arrange your clips, add effects, narration and a custom soundtrack. You’ll also learn how to encode and upload your masterpiece to share on the web. Adobe Premiere Elements is used for this class, but the concepts, techniques and terminology transfers to other video editing software.

* Prereq: It is important that learners are comfortable with MS Windows computer conventions and file management.
* Video footage used for this class must be in digital format (i.e., .avi, .mov, .mp4, .mts, etc.) on a Windows-readable hard drive, thumb drive or card. Trainer will provide specific requirements at the first class meeting. Those who do not have access to compatible devices or media will be provided with footage to use during class.
* This class is an elective for WCC’s E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

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<th>Course Code</th>
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<td>Video Editing Basics</td>
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<td>10667</td>
<td>Tue, Thu 6:00 pm - 9:00 pm</td>
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Twitter Tactics for Your Business

Learn how to build brand awareness, drive sales and promote your company by harnessing the power of Twitter. It’s an opportunity you don’t want to miss.

In this class, we will use various Twitter tools to build and manage business campaigns online, by both teamwork and individual use of web-enabled PCs. Topics covered include building a personal page, creating a business page, creating appropriate marketing messages, how to integrate Twitter with other social media platforms and more!

* Prereq: Must be computer and web literate and have an active email account.
* This class is an elective for WCC’s E-Marketing series and required for the Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

Enroll Early!
Many classes fill up quickly. To ensure a space in the class of your choice, register online as soon as possible.

www.wccnet.edu/economic-development
The Center Offers:

- Free Workshops
- Business Coaching, Resources, and Networking
- Small Business Development Center (SBDC) Counseling
- Business Research Assistance

Join us and watch entrepreneurs pitch their business ideas at PITCH@WCC to win cash and make their dreams a reality. We will be celebrating entrepreneurship at all levels with contestants looking to Start, Build and Grow their business ideas. Also clients from the Entrepreneurship Center will be celebrating their successes with a pass-the-mic round.

RSVP: ENTREPRENEURSHIP@WCCNET.EDU

APRIL 21 | 6:00-9:00 P.M. | FREE!

WCC’S GREAT LAKES REGIONAL TRAINING CENTER, GL202

The Entrepreneurship Center

The Center Offers:

- Free Workshops
- Business Coaching, Resources, and Networking
- Small Business Development Center (SBDC) Counseling
- Business Research Assistance

Co-Working Space

Co-Working Space OPEN and available to you to work on your business ideas, collaborate with other entrepreneurs and schedule small meetings. WiFi and technology resources available, or Bring Your Own Devices (BYOD) and connect.
LibraryBiz Connect

Called together by leaders at WCC in 2009, LibraryBiz Connect has grown into a grassroots organization that includes public and academic libraries and business service organizations. The group works together to bolster economic development in southeast Michigan.

LibraryBiz Connect’s mission is to provide access to a network of business information and support services for businesses. We aim to do this by:

• Positioning public libraries as the local portal for economic development
• Connecting businesses to knowledge, data and training in an approachable environment
• Pooling regional resources to benefit our local communities

Washtenaw Community College’s Bailey Library is a MI-SBDC Biz Resource Center. Access to onsite print and electronic business resources are available to all community members. The Bailey Library also provides one-on-one business reference instruction sessions with a professional librarian and regular market research classes. These resources and services are all free and open to the public.

LibraryBiz Connect partners include: SPARK, Arts Alliance, Food System Economic Partnership, local chambers of commerce, Michigan eLibrary, MI-SBDC, SCORE, public and academic libraries in the greater Washtenaw County region.

For more information, visit www.wccnet.edu/library and click Biz Resource Center.

WCC ECONOMIC DEVELOPMENT WORKSHOP SERIES

March 22, 2016
2016 Washtenaw County Economic Outlook
George Fulton, Ph.D., University of Michigan

May 12, 2016
Leading the Way in Economic Recovery
Panel discussion on who’s doing well and why

September 15, 2016
Advanced Technology and Intelligent Transportation Systems

November 10, 2016
How the Election Results Effect Washtenaw County
Tim Skubick, Senior Capitol Correspondent

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Stay on top of economic trends, hear from community leaders and network with local professionals.

2016 LECTURE AND LUNCHEON SERIES

Washtenaw County Economic Club

What you need to know about the local economy: Become a member today!
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Thanks to our 2016 Sponsors:
Advanced Legal Research and Writing

This exciting class is designed to teach advanced and specialized approaches for using the legal resources available in a law library and elsewhere. You will also learn how to formulate WESTLAW search queries and effectively and efficiently use other online legal research methods in legal writing. Topics include how to conduct manual and electronic legal research; how to find, interpret and use various types of legal authorities; how to Shepardize legal authorities; how to write a legal analysis; how to draft a memorandum of law; how to brief case opinions; and how to engage in various types of legal writing.

* Prereq: Paralegal Certificate or the equivalent, or law office experience.
* Register online no less than five business days before the start date. You will receive an email with the link to the class after the start date. Classes are available from any computer with internet access. No refunds will be given once the access code has been issued. Participants successfully completing the class will receive a certificate of completion from Washtenaw Community College.

LAW 1006 mandatory fee: $729  CEUs: 5
10791 ONLINE: Open Registration  May 2 – Jun 17
10792 ONLINE: Open Registration  Jun 27 – Aug 12
10793 ONLINE: Open Registration  Aug 22 – Oct 7

Personal Injury for Paralegals

In this fast-paced class you will learn the legal terms, causes of action and remedies available to victims of personal injury accidents. We will review the negligence theory of torts upon which many personal injury claims are based. Participants will discuss interviewing, investigating and other case building techniques vital to a personal injury paralegal’s success in the law office.

* Prereq: Paralegal Certificate or the equivalent, or law office experience.
* Register online no less than five business days before the start date. You will receive an email with the link to the class after the start date. Classes are available from any computer with internet access. No refunds will be given once the access code has been issued. Participants successfully completing the class will receive a certificate of completion from Washtenaw Community College.

LAW 1004 mandatory fee: $645  CEUs: 4.5
10788 ONLINE: Open Registration  May 2 – Jun 17
10789 ONLINE: Open Registration  Jun 27 – Aug 12
10790 ONLINE: Open Registration  Aug 22 – Oct 7

Mobile Applications: Android 3.0, Self-Paced

This class will provide you with the knowledge and skills necessary to develop Android mobile applications for the commercial market. You will learn how to build robust, commercial-grade Android applications, and will gain an understanding of how to extend application functionality. We will also cover the steps to finalize applications for external release.

* This is an online class with 24/7 technical support. No refunds will be given once the access code has been issued. You will receive an access code to enter the online classroom on the start date and will have up to six months to complete your class.

CPS 1007 $299  CEUs: 2.4
10844 ONLINE: Open Registration  May 1 – Sep 1
Mobile Applications: HTML5 3.0, Self-Paced
This course prepares you to sit for the certification exam.
This class will provide you with an introduction to HTML5 technology. You will learn about basic HTML, CSS, and JavaScript as well as be introduced to the more complicated new features of HTML5. You will also receive hands-on experience building webpages and mobile applications using HTML5.
* This is an online class with 24/7 technical support. No refunds will be given once the access code has been issued. You will receive an access code to enter the online classroom on the start date and will have up to six months to complete your class.

CPS 1006 $299 CEUs: 2.4
10845 ONLINE: Open Registration May 1 – Sep 1

WordPress: Get Started
Learn to use the number one website building format in the world and create a free blog/website at WordPress.com. You'll learn how to move through the admin area, build pages and posts, set up widgets, deal with images and other media as well as search for the best theme for your needs and much more. No coding necessary. Quickly create a blog for your personal hobby or social organization.

**Prereqs:** Must be computer and web literate and have an email account. This class is an elective for WCC’s E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

INP 1011 $169 CEUs: 1.2
10663 Wed 6:00 pm - 9:00 pm Main Campus Jun 1 – Jun 22 WFD Instructor

WordPress for Professionals
This class uses the WordPress.org template-driven website format and is a continuation of the WordPress: Get Started class. It concentrates on the versatility of WordPress via plugins. You’ll learn how to edit themes, choose the best and safest plugins, how to make your WordPress site secure from hackers, the best backup methods and some options for ecommerce. This format is the most popular choice for businesses and nonprofits.

**Prereqs:** WordPress: Get Started (INP 1011) or equivalent experience creating a WordPress site. Must have purchased or be ready to make the online purchase of a domain name and hosting service. This class is an elective for WCC’s E-Marketing and Social Media Marketing series. Learn more at www.tinyw.cc/emarketingseries

INP 1012 $169 CEUs: 1.2
10664 Wed 6:00 pm - 9:00 pm Main Campus Jul 13 – Aug 3 WFD Instructor
what to do when school is out?

EXPLORE DESIGN CREATE

AGES 8-18

Have fun with hands-on learning this summer at Washtenaw Community College. Classes include:

♦ creative arts
♦ computer programming
♦ robotics
♦ and more!

Classes fill quickly. Register today!

details/registration: wccnet.edu/camps
questions: 734-677-5060
**CAREERS AND CAREER DEVELOPMENT**

**Legal Nurse Consultant Training**

This exciting program prepares medical professionals for a career in the legal field. Building on your medical education and possible clinical experience, this class provides the RN and PA with the fundamental skills necessary to advise law firms, health care providers, insurance companies and governmental agencies regarding medically related issues and to appear in court as expert witnesses.

The class teaches legal concepts related to the health care industry, as well as the role a legal nurse consultant might play in litigation areas such as medical malpractice, toxic torts, product liability, personal injury, wrongful death, criminal law and workers’ compensation. Any RN or PA interested in entering the legal field can benefit from the education provided by this class. The class is also open to anyone interested in the field of forensic testimony and medical-legal issues.

* Nurses: 42 contact hours through the Colorado Nurses Association provided by The Center for Legal Studies. All participants will receive a certificate of completion.
* Register online at least one week before your class start date. You will receive an email with the link to the course after the start date. Please note that extensions will not be granted. 24/7 online technical support is provided through The Center for Legal Studies. For more information, call The Center for Legal Studies at 1-800-522-7737.

**CLINICAL SKILLS**

**IV Therapy: Initiation Techniques, Guidelines and Nursing Responsibilities**

Review or learn best practices, guidelines and key nursing responsibilities for starting and maintaining peripheral IVs. After lecture and discussion, you will be able to practice on simulated arms and establish IV access on each other. The curriculum is based on the current standards of practice by global and national authorities such as the Infusion Nursing Society, the Association for Vascular Access and the Centers for Disease Control and Prevention.

* This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
* Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
* Please arrive 15 minutes early to sign in.

**HSC 4050**

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**HSC 4125**

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<td>May 9</td>
<td>Main Campus</td>
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<tr>
<td>Deanna Skicki</td>
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“This class was very informative. The instructor was very knowledgeable and professional.”

— WCC student, IV Therapy with Deanna Skicki
Phlebotomy Skills:
Accelerated for Health Care Professionals
This 20-hour accelerated program is designed for health care professionals who want to learn phlebotomy skills or enhance them. This blended online and lab-based class gives participants hands-on experience with venipunctures, capillary punctures, and specimen labeling and handling. Participants will develop better phlebotomy-related critical thinking skills that will reduce the potential for errors leading to injury.

- Prereqs: You must be at least 18 years of age. You must also have the following: health care-related post-secondary education (past or current student status or completed training or degree) that provides you with a working knowledge of basic body systems, medical terminology, universal precautions, anatomy, physiology and the health care delivery system; the ability to read, write and accurately communicate in English; basic computer skills, an email account and access to a computer for online homework; manual dexterity in both hands and normal color vision.
- Bring a sack lunch, your own box(es) of nitrile (non-latex) gloves, wear scrubs and closed-toe shoes to all sessions.
- You should not take this class if you are pregnant or breastfeeding. Consult your doctor before registering for this class if you have anemia, a latex allergy, or have had a mastectomy.
- Because participants will practice on each other, there is a risk of accidental exposure. Participants must pay for their own medical care in the event of accidental exposure or any other adverse reaction. Health insurance can be purchased from Student Assurance Services or healthcare.gov.

HSC 1295  $309 | mandatory fee: $40  CEUs: 2
10594  Mon, Thu 9:00 am - 2:30 pm  Aug 15 – Aug 25
Main Campus
Deyal Riley

PICCs, Ports and Other Central Lines
A growing number of patients have PICCs, ports, prolines or other central lines in acute, subacute, home and rehabilitation care. Build your related assessment and intervention skills, competency and confidence. Learn to prevent and recognize adverse events such as catheter-related bloodstream infections (CRBSI) and catheter-related vessel thrombosis (CRVT).
The most current guidelines, standards of care and best practices are explained in this interactive workshop that explores proper techniques for declotting, port access/de-access, assessing patency, proper tip placement and more.

- Prereq: Participants must have a background in health care.
- This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center's Commission of Accreditation.
- Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.

NUR 4002  $65 | mandatory fee: $15
10616  Sat 9:00 am - 1:00 pm  May 21
Main Campus
Deanna Skicki

HEALTH PROMOTION

Nutrition Management for Chronic Health Conditions
Chronic health conditions such as obesity, diabetes, cancer, stroke and heart disease are among the most common causes of disability and death in the United States. About half of all U.S. adults have at least one chronic health condition. Good nutrition is one of the major health behaviors that can impact health status and disease progression. However, nutrition management can be confusing and overwhelming for many people.
This class will help participants understand how good nutrition can improve overall health, and how it relates to some chronic health conditions. Participants will develop personal nutrition goals, while learning tips for pursuing a lifestyle of healthy choices. They will have the opportunity to ask personal health questions and engage in active participation. Health care providers and community members will benefit from this class.

- This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center's Commission of Accreditation.
- Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
- Please arrive 15 minutes early to sign in.

HSC 1041  $55
10592  Thu 6:00 pm - 8:30 pm  Jun 2
Main Campus
Jessica Kempf

Please see the website for complete information regarding the accredited contact hours for nurses, social workers, play therapists and other professionals. www.wccnet.edu/economic-development
Promoting Positive Patient Change through Motivational Interviewing

Motivational interviewing is a method for improving patient communication by helping patients understand the need for change and how to set positive health goals for themselves. Learn how to make every patient interaction an opportunity to guide patients into taking charge of their own health.

Case managers, medical social workers, medical assistants, nurses or any other medical staff responsible for counseling or assisting patients will find this interactive workshop helpful in improving patient outcomes.

* Social workers: 4.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* This continuing nursing education activity was approved by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Approval valid through 8/9/2016. Assigned #17476.
* Please arrive 15 minutes early to sign in.

LEADERSHIP AND MANAGEMENT

Preventing Resident Neglect through Policy Improvements

Explore why adverse events, such as a nursing home resident wandering off or suffering an injury while in facility care, can occur and also how you can prevent them. Through analysis of case studies, learn how risks develop and identify practical solutions to prevent neglect in your facility.

Patient advocates, nursing home ombudsmen, legal nurse consultants, health care educators, attorneys, social workers, and others interested in policy change and resident safety are invited to attend.

* Social workers: 4.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* This continuing nursing education activity was approved by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Approval valid through 7/29/2016. Assigned #17437.
* Please arrive 15 minutes early to sign in.

MENTAL AND BEHAVIORAL HEALTH & COUNSELING

Dialectical Behavior Therapy: Introduction to Treatment for Borderline Personality Disorder

Are you searching for additional interventions to help your clients/consumers with borderline personality disorder (BPD)? This workshop introduces you to the theory and practice of dialectical behavior therapy (DBT) as a treatment for BPD. Learn about the diagnostic profile of individuals diagnosed with BPD, the risk factors and how the disorder develops in childhood and adolescence in relation to one’s environment. Over three morning sessions we will examine and discuss DBT treatment including mindfulness as a foundation, and the modules of emotion regulation, interpersonal effectiveness and distress tolerance.

* Social workers: 9.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* Please arrive 15 minutes early to sign in.

Please see the website for complete information regarding the accredited contact hours for nurses, social workers, play therapists and other professionals. www.wccnet.edu/economic-development
Overview of Play Therapy Theories and Techniques

Are you a counselor, social worker or psychologist looking for additional methods to help your young clients express themselves and manage difficulty? You may want to try play therapy. This workshop includes an overview of the foundational theory and an experiential component where you can practice techniques. You will also explore the use of games to encourage interaction, reduce tension and anxiety, provide a safe means for clients to work out issues and learn about your clients.

Social workers, clinic managers, pediatric, psychiatric and school nurses, school counselors and others who work with children will benefit from this interactive and informative workshop.

* Social workers: 6.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* Play Therapists: 6.0 contact hours through the Association for Play Therapy. Approval Number: APT #13-353.
* Educators: 6.0 clock hours through State Continuing Education Clock Hours (SCECH).

Please arrive 15 minutes early to sign in. Catered lunch provided.

Play Therapy: Sand Tray Therapy

Many clients have difficulty expressing their deepest thoughts and emotions, such as shy and nonverbal children, those who are resistant and those who are suffering from trauma. Sand tray is a sensory-based treatment using miniatures to facilitate expression. This class will help therapists facilitate discovery and expression for children, adolescents and adults.

* Social workers: 6.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* Educators: 6.0 clock hours through State Continuing Education Clock Hours (SCECH).
* Play Therapists: 6.0 contact hours through the Association for Play Therapy. Approval Number: APT #13-353.
* Bring ten 1- to 4-inch tall miniatures such as animals, trees, people, etc.
* Please arrive 15 minutes early to sign in. Catered lunch provided.

Youth Mental Health First Aid Certification for Adults Working with Adolescents and Young Adults

Three-fourths of all serious mental illness starts to manifest itself in young people between the ages of 12 and 25. Therefore, it is critical that people know youth mental health first aid. This training is designed to teach parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers, and other caring citizens how to identify and help a young person who is in crisis or experiencing a mental health or addiction challenge.

The training introduces common youth mental health challenges, reviews typical adolescent development, and teaches a five-step action plan for how to help. Topics covered include anxiety, depression, substance abuse, disorders in which psychosis may occur, disruptive behavior disorders (including AD/HD) and eating disorders.

* Social workers: 8.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved provider number: MICEC-0002.
* Educators: 8.0 clock hours through State Continuing Education Clock Hours (SCECH).
* Social workers: 8.0 contact hours through the Association for Play Therapy. Approval Number: APT #13-353.

This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN -001-91) is an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the class.

All participants who attend in full, will receive a national certification from the MHFA-USA in youth mental health first aid.

Stress Reduction Techniques for Children and Adolescents

Children and adolescents experience stress, too. This workshop will help social workers identify childhood stress and anxiety, and provide hands-on activities to teach mindfulness, meditation, relaxation and other stress reduction skills to children and adolescents in clinical practice.

* Social workers: 3.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved provider number: MICEC-0002.
* Please arrive 15 minutes early to sign in.

<table>
<thead>
<tr>
<th>HSC 4332</th>
<th>$105</th>
<th>mandatory fee: $15</th>
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<td>10612</td>
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<td>Aug 17</td>
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<tr>
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<td>Main Campus</td>
<td>WFD Instructor</td>
</tr>
</tbody>
</table>
Conference & Event Services

Let us be your one-stop shop.
With just one phone call you’ll access a professional team who can meet all your media services, event layout and catering needs.

We offer:
- On-site catering, media services and technical support
- Space to accommodate a small focus group of ten, or up to 600 people for large company events
- Beautiful outdoor space for team-building activities
- A convenient location, just off U.S.-Highway 23 between Ann Arbor and Ypsilanti
- Abundant free parking, close to the venue

www.wccnet.edu/economic-development / 734-677-5060

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LANGUAGE CLASSES

Learn to communicate more effectively with your international customers, clients and colleagues.

For current language class list, go to www.wccnet.edu/economic development

WCC Community Enrichment

www.wccnet.edu/economic-development / 734-677-5060
MENTAL AND BEHAVIORAL HEALTH — CONTINUED

CISM (Critical Incident Stress Management) Group Crisis Intervention Training
Examine the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum and learn how to respond to traumatic events using group crisis intervention strategies. In this two-day, interactive, evidence-based workshop, the fundamentals of critical incident stress management (CISM) are outlined through lecture, with audio-visual aids and role-playing exercises.

You will leave with the knowledge and tools to provide several group crisis intervention tactics by demobilization, crisis management briefing, defusing and critical incident stress debriefing. The need for appropriate follow-up services and referrals, when necessary, will also be discussed. This workshop is appropriate for those working in human and social services, nurses, volunteers, counselors, members of the faith community, police and fire, school, human resources department staff and administrators.

* Social workers: 14.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* Educators: 14.0 clock hours through State Continuing Education Clock Hours (SCECH).
* This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
* Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
* Please arrive 15 minutes early to sign in. Catered breakfast and lunch provided.

**HSC 4309** $215 | mandatory fee: $85
10621 Sat 8:00 am - 4:00 pm Jul 9 - Jul 16
Main Campus Michelle Rose-Armstrong

Duty to Warn: Issues and Legal Requirements for Mental Health Professionals
Learn about duty to warn and its legal requirements. In this class, we will discuss the current statute, issues related to confidentiality and privileged communication, common approaches to identify duty to warn situations, choices for clinician response and issues on reportage.

* Social workers: 3.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* Educators: 3.0 clock hours through State Continuing Education Clock Hours (SCECH).
* Please arrive at least 15 minutes early to sign in.

**HSC 4371** $55
10623 Thu 6:00 pm - 9:00 pm May 12
Main Campus Mike Mogan

Introduction to the Crime of Sex Trafficking
Sex trafficking is a deeply rooted problem found not only overseas but within Southeast Michigan. Unfortunately, many professionals and individuals who interact with youth such as teachers, health care providers, child welfare professionals and law enforcement are unaware that these crimes occur and often are ill-equipped with how to respond to victims, survivors and those at risk.

This workshop addresses many of the basic issues and questions related to this problem, including what is sex trafficking, who are the perpetrators and how they can be identified. Victim profiles are discussed, including the emotional and physical indications. Examine the approaches, tactics, strategies and methods used by traffickers to recruit and maintain their victims in servitude. Learn resources on how to help the survivors and victims of this heinous crime.

* Social workers: 6.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* Educators: 6.0 clock hours through State Continuing Education Clock Hours (SCECH).
* This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
* Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
* Please arrive 15 minutes early to sign in. Catered lunch provided.

**HSC 4381** $105 | mandatory fee: $15
10625 Fri 8:30 am - 3:30 pm Jul 8
Main Campus Mike Mogan

Please see the website for complete information regarding the accredited contact hours for nurses, social workers, play therapists and other professionals.

www.wccnet.edu/economic-development
Mental Health First Aid Certification
Do you know what to say to a student who is struggling with acute depression or anxiety? How do you safely approach a patient or client who is experiencing a psychological crisis? This interactive, two-day certification program can help you gain skills in providing a five-step approach to help persons struggling with mental health disorders such as anxiety, depression, substance abuse or crisis situations such as suicidal behaviors, PTSD, panic attacks, psychosis, overdose or withdrawal. Nurses, social workers, educators, clergy, community volunteers, mental health advocates, family caregivers and members of the public will benefit from achieving this mental health first aid (MHFA) certification.

- Social workers: 8.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
- Educators: 8.0 clock hours through State Continuing Education Clock Hours (SCECH).
- This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
- Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
- Please arrive 15 minutes early to sign in. Catered breakfast and lunch provided.

HSC 4182 $129 | mandatory fee: $59
10608 Fri 8:00 am - 5:00 pm
Main Campus
Lorraine Chiappetta
May 6

Introduction to Personality Disorders
Learn how to identify, understand and handle clients, coworkers, and family members who have personality disorders (PD). Through lecture, group discussion, and interactive exercises, participants will learn about the incidence and challenges of personality disorders including substance abuse among this population.

- Social workers: 6.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
- Educators: 6.0 clock hours through State Continuing Education Clock Hours (SCECH).
- Please arrive at least 15 minutes early to sign in. Catered lunch provided.

HSC 4363 $105 | mandatory fee: $15
10621 Fri 8:30 am - 3:30 pm
Main Campus
Mike Mogan
Jun 10

Tools for Working with Ex-Offenders
Learn to understand common strengths, limitations, attitudes and behaviors of criminal offenders as they reintegrate into society. The class will address assessment, treatment planning, behavioral modification, effective communication and services available to assist ex-offenders. Participants will engage in group discussion and case studies as they learn to interact effectively with ex-offenders. Informational resources and a workbook will be provided for use in clinical practice.

- Social workers: 6.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
- Please arrive at least 15 minutes early to sign in. Catered lunch provided.

HSC 4351 $105 | mandatory fee: $15
10620 Fri 8:30 am - 3:30 pm
Main Campus
Mike Mogan
Jul 22

"Enlightening. I am more competent in assessing a person in crisis."
— WCC student, Mental Health First Aid Certification with Lorraine Chiappetta
Our on-site customized training is convenient and cost-effective. It will provide you and your team with the knowledge and hands-on experience you need to bring LEAN to life.

The training was absolutely perfect! For our employees to have the opportunity to work on actual projects here at the hospital was extremely beneficial. I appreciate you customizing this effort for us. The energy the team has now to go out and make a difference in our hospital is amazing. This training couldn’t have come at a better time and I couldn’t be happier with our outcome.

— Jeremy Stephens, VP and CHRO, Chelsea Community Hospital / Saint Joseph Mercy Health System

Want more information?
Please contact Raymond Tate, business development manager, 734-973-3681.
The Role of Codependence in Intimate Partner Violence

Intimate partner violence (IPV) is a global public health issue. The role of codependence as an integral part of this dynamic has been perceptually understated and inadequately addressed in most therapeutic situations. IPV victims regardless of sex, sexual preference or race have a significant need for clinical intervention that identifies and addresses codependence issues.

This seminar will help clinicians teach their clients to recognize the eight early signs of a potentially violent relationship, the dynamics of codependence and IPV, and distinguish phases of violence through examining the power and control cycle. The features of codependent thinking and behavior that perpetuate IPV will be discussed.

* Social workers: 6.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* Please arrive 15 minutes early to sign in. Catered lunch provided

Using Circles Effectively: An International Institute of Restorative Practices Workshop

Learn the value and process of circles as a practical and effective tool for creating a positive classroom or work environment in any organizational, institutional or community setting. The circle has a wide variety of purposes: conflict resolution, healing, support, decision-making, information exchange and relationship development. Circles offer an alternative to contemporary meeting, disciplinary and problem-solving processes and provides parents, teachers, youth and family workers, and administrators techniques through experiential learning that can be used immediately.

* Prereq: IIRPs Introduction to Restorative Practices (HSC 4037).
* 6.0 social work contact hours approved by the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* Educators: 6.0 clock hours through State Continuing Education Clock Hours (SCECH).
* Participants should arrive 15 minutes early to sign in. Catered lunch provided.

Recognizing Dementia, Delirium, and Depression

Along with the increased longevity of adults in the baby-boom generation comes a significant challenge for anyone who works with older adults. Learn to recognize and accurately assess dementia, delirium and/or depression, conditions that often present with similar symptoms but require different plans for intervention and treatment.

* Social workers: 3.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
* This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
* Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
* Please arrive 15 minutes early to sign in.

**This was an excellent presentation with many examples.**

— WCC student,
Recognizing Dementia, Delirium, and Depression with Patricia Hall

Please see the website for complete information regarding the accredited contact hours for nurses, social workers, play therapists and other professionals.

www.wccnet.edu/economic-development
Recognizing and Reporting Elder Abuse

The older population continues to grow and, unfortunately, so does the potential for elder abuse. While there are blatant signs of certain types of abuse, can you recognize the signs and symptoms of all types? Do you know how and where to report a suspected case? Licensed caregivers, human service workers in mental health, community health and law enforcement personnel not only have an ethical responsibility but also have a legal mandate to report suspected abuse. Using case studies, we will examine different types of abuse, evaluate risk and protective factors and learn who are commonly known as abusers. Finally, learn when and where to report elder abuse.

• Social workers: 3.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC-0002.
• This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
• Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
• Please arrive 15 minutes early to sign in.

Nutrition and Hydration in Long-Term Care

Many long-term care residents face challenges in caring for their own nutritional and hydration needs including dysphasia, verbal deficiencies and special diets for chronic health conditions. Studies show that 35-50% of elderly residents in long-term care settings are malnourished. Malnourishment predicts morbidity and mortality, functional deficits, cognitive impairment and frailty among elderly long-term care residents.

This class will prepare participants to identify risk factors of malnourishment and dehydration, and overcome common barriers and challenges in order to confidently care for this vulnerable population. Health care providers and mental health professionals working with the elderly and cognitively disabled will benefit from this class.

• This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
• Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.

HSC 1042
$55
10593 Thu 6:00 pm - 8:30 pm May 19
Main Campus
Jessica Kempf

Enroll Early!
Many classes fill up quickly. To ensure a space in the class of your choice, register online as soon as possible.
www.wccnet.edu/economic-development

Opening Doors to Employment in our Community for over 50 years
PAIN AND PAIN SYMPTOM MANAGEMENT

Chronic Pain Syndromes and Evidence-Based Treatment Options

Chronic pain affects about 100 million American adults, making it one of the most common and costly health problems in the U.S. In this class, participants will examine the latest theories on the mind-body connection and the development of chronic pain. Learn about psychosocial assessment tools and evidence-based psychotherapeutic treatments for treating chronic pain syndromes. Practice mindfulness-based cognitive therapies such as guided imagery.

Health care providers, mental health professionals and community members who interact with people experiencing chronic pain, and those who experience it for themselves, will benefit from this class.

• This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
• Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
• Please arrive 15 minutes early to sign in. Catered lunch provided.
• This class combines content from two former classes: Holistic Treatment Strategies for Chronic Pain Management: A Guide for Social Workers (HSC 4081), and New Developments in Chronic Pain Syndromes and Their Management (HSC 4364).

HSC 1039 $100 | mandatory fee: $15
10591 Sat 9:00 am - 2:00 pm  Jun 11
Main Campus  Jody Kohn

Please see the website for complete information regarding the accredited contact hours for nurses, social workers, play therapists and other professionals.
www.wccnet.edu/economic-development

Preventing Negligent Retention in Elder Care Facilities

Providers face a critical decision when residents exhibit challenging behavior or experience a spiraling decline in health status: either deliver the necessary care, treatment and supervision to protect them from harm, or promptly transfer them to a facility that is willing/able to do so with the family’s support. The failure of facility officials/staff to take either course of action constitutes a negligent retention. Examine this controversial issue through several case studies and adopt materials and principles from the course that can be applied to your profession and workplace.

All management, direct-care, nursing, case management, social workers, surveyors and admissions staff who work in nursing homes, homes for the aged, foster care homes and other elder-care facilities should attend this workshop.

• Social workers: 6.0 contact hours through the Michigan Social Work Continuing Education Collaborative. Approved provider number: MICEC-0002.
• This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association (OBN-001-91) is an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
• Please contact Washtenaw Community College at ecdevelopment@wccnet.edu for more information. You will be notified in writing that ONA approval was received prior to the start of the workshop.
• Please arrive 15 minutes early to sign in. Catered lunch provided.

HSC 4368 $105 | mandatory fee: $15
10622 Fri 9:00 am - 4:00 pm  May 13
Main Campus  Lance Youles

Enroll Early!
Many classes fill up quickly. To ensure a space in the class of your choice, register online as soon as possible.
www.wccnet.edu/economic-development
WCC Workforce Development

CUSTOMIZED TRAINING

We offer professional training customized for your business.

Clients turn to us for training to meet strategic business goals and consulting solutions to improve individual, team and organizational performance.

Our organizational development team brings a wealth of industry and training experience to the table to help create the right training solutions needed to solve organizational challenges.

To learn more: www.wccnet.edu/economic-development / 734-677-5060

YOUTH ON CAMPUS

Get involved! It’s never too early for career exploration!

Youth on Campus classes provide fun, hands-on learning opportunities, and our career and college prep programs help teens set the foundation for future success.

For our current youth class list, go to www.wccnet.edu/economic-development

Community Enrichment

www.wccnet.edu/economic-development / 734-677-5060
Meet Our Online Partners.

Look to WCC Workforce Development to provide training for in-demand skills. In addition to offering on-campus classes, we partner with a select group of highly-reputable companies to provide online classes that are flexible and do not require travel to campus.

Here is an overview of how each partner provides online classes.

<table>
<thead>
<tr>
<th>Partner</th>
<th>Details</th>
<th>Available at</th>
</tr>
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<tbody>
<tr>
<td>ed2go</td>
<td>Monthly start date (3rd Wednesday)</td>
<td><a href="http://tinyw.cc/scech">http://tinyw.cc/scech</a></td>
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<tr>
<td></td>
<td>Register up to 10 days after start date</td>
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<tr>
<td></td>
<td>Classes run over a 6-week period</td>
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<tr>
<td></td>
<td>Content is equivalent to 24 contact hours</td>
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<tr>
<td></td>
<td>12 lessons, posted Wednesdays &amp; Fridays</td>
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<tr>
<td></td>
<td>10 days to complete each lesson</td>
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<td></td>
<td>Optional quizzes</td>
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<td></td>
<td>Trainer-monitored</td>
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<tr>
<td></td>
<td>No synchronous class meetings</td>
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</tr>
<tr>
<td></td>
<td>Class materials provided</td>
<td></td>
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<tr>
<td>Pearson Workforce Education</td>
<td>Classes start 1st Monday of the month</td>
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<tr>
<td></td>
<td>Register by the Friday after (some exceptions)</td>
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<tr>
<td></td>
<td>Most classes offered 4 times/year</td>
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</tr>
<tr>
<td></td>
<td>Classes run over a 4-week period</td>
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<tr>
<td></td>
<td>1 week = 1 unit</td>
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<tr>
<td></td>
<td>For each unit, participants review narrated slides, do reading assignments, ask questions of the trainer, participate in discussion boards, and take an optional unit quiz</td>
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<tr>
<td></td>
<td>No synchronous class meetings</td>
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<tr>
<td></td>
<td>Class materials provided</td>
<td></td>
</tr>
<tr>
<td>UGotClass</td>
<td>Classes start 1st Monday of the month</td>
<td>yougotclass.org/catalog-complete.cfm/Washtenaw</td>
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<tr>
<td></td>
<td>No synchronous class meetings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Class materials provided</td>
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</tr>
</tbody>
</table>

For online class offerings please see pages 38–39.
Available classes at http://tinyw.cc/legalstudies

Is Online Training Right for You?

If you are self-directed, need more flexible timeframes for completing classwork and prefer setting your own time to work through lessons, online training can be your path to success.

Technology requirements for these programs include access to a Mac or Windows computer, internet access and an email account. Adobe Flash Player and PDF Reader are also widely used. Many classes provide audio elements, so speakers or headphones/earbuds are needed. The ability to download and submit documents, usually in .doc or .rtf format, is another common expectation.
Online Classes & Certificates

WCC Workforce Development partners with a select group of highly reputable companies to provide flexible online classes that do not require travel to campus. To learn more about our online partners, see pages 36–37.

BUSINESS & TECHNOLOGY

Online offerings in business and technology include:

**ed2go (SCECH classes)**
- A to Z Grant Writing
- An Introduction to Teaching ESL/EFL
- Creating a Classroom Web Site
- Creating the Inclusive Classroom: Strategies for Success
- Differentiated Instruction in the Classroom
- Empowering Students with Disabilities
- Enhancing Language Development in Childhood
- Get Assertive!
- Guided Reading and Writing: Strategies for Maximum Student Achievement
- Handling Medical Emergencies
- Integrating Technology in the Classroom
- Interpersonal Communication
- Leadership
- Practical Ideas for the Adult ESL/EFL Classroom
- Skills for Making Great Decisions
- Solving Classroom Discipline Problems
- Survival Kit for New Teachers
- The Creative Classroom
- Understanding Adolescents
- Working Successfully with Learning Disabled Students

**UGotClass**

**Certificates**
- Business Research
- Presentation Media
- Workplace Communication
- Business Coaching
- Inbound Marketing
- Mobile Marketing
- Managing Social Media Platforms
- Designing Webinars

**Classes**
- Prezi
- Self-Publishing eBooks
- LEED Green Workplace
- Evernote
- Google+

*Classes offered 4 times/year and start 1st Monday of the month.*

Go to www.yougotclass.org/catalog-complete.cfm/washtenaw

**New Horizons Online LIVE®**
- Information Technology
- Project Management
- Desktop Applications
- Business Skills
- Online Marketing

Go to nhlearningsolutions.com/wcc

**Pearson Workforce Education**

**Self-Paced**
- Mobile App Development – Android, 21
- Mobile App Development – HTML5, 22

Choose your own start date.

Go to http://tinyw.cc/biztech

**The Center for Legal Studies**
- Advanced Legal Research and Writing, 21
- Intellectual Property Law for Engineers, 21
- Personal Injury for Paralegals, 21

Seven week module classes start May 2 – Aug 22

Go to http://tinyw.cc/legalstudies
HEALTH CARE

Online offerings in health care and social services include:

**ed2go (SHECH classes)**
- Handling Medical Emergencies
  Available at [http://tinyw.cc/scech](http://tinyw.cc/scech)

**UGotClass**
- Dementia Care
- Spanish for Medical Professionals
  Go to [yougoclass.org/catalog-complete.cfm](http://yougoclass.org/catalog-complete.cfm)

**Pearson Workforce Education**
**Self-Paced**
- ICD-10 for Allied Health Professionals
- Customer Service for Health Care
- Health Insurance 1 & 2
- Patient Access Specialist
- Introduction to Medical Terminology
  Available at [http://tinyw.cc/healthcare](http://tinyw.cc/healthcare)

**The Center for Legal Studies**
- Legal Nurse Consultant Training, 24
- Victim Advocacy Training, 7
  Available at [http://tinyw.cc/legalstudies](http://tinyw.cc/legalstudies)

Is Online Training for You?
If you are self-directed, need more flexible timeframes for completing classwork and prefer setting your own time to work through lessons, online training can be your path to success.

Technology requirements: Access to a Mac or Windows computer, internet access and an email account. Adobe Flash Player and PDF Reader are also widely used. Many classes will require you to download and submit documents, usually in .doc or .rtf format.
Enhance Your Career: Get Certified!

With over 600 certifications in numerous industries, the Workforce Certification Center at WCC can help take your career to the next level.

**INDUSTRY CERTIFICATIONS**

**INDUSTRY CERTIFICATIONS**

**PEARSON**

- CompTIA Evaluation Systems (Michigan Test for Teacher Certification)
- Cisco Systems

**AWS**

- Welding Certification Tests on Plate and Pipe

**CERTIPORT**

- Microsoft Office Specialist
- Microsoft Technology Associate
- Adobe Certified Associate

**Castle Worldwide**

- Board Athletic Trainer Certification Exam (BOC) & Personal Trainer (ACE)
- Rehabilitation Nursing Certification Board (RNCP) & Association of Rehabilitation Nursing (ARN)
- Registered Roof Observer

**KRYTERION**

- Salesforce.com Certification
- Contract Management
- Council of Development Finance Agencies

**WorkKeys**

- Para Pro Careers in Education Health Care Assessment
- Soft Skills Assessment

**ProV**

- Arkansas Master Electrician
- W. Virginia / S. Carolina / Florida Contractor’s Licensing Board
- Certified Professional Midwife (NARM)

**CLA Certifications**

- Certified Logistics Associates
- CLT Certified Logistics Technicians

**State of Michigan**

- Motor Vehicle Mechanic Competency Assessments

**WCC Workforce Certification Center**

Monday–Friday 9:00 am to 5:00 pm / After-hours and weekends by appointment.
ServSafe®
Certification Class & Exam
at Washtenaw Community College

Food Manager
Michigan food law requires licensed foodservice establishments to certify a manager by an accredited food safety exam. The Servsafe® Certification Class and Exam offerings at WCC include an 8-hour class, a self-study format and a proctored exam.

ServSafe®
Food Safety Offerings:

8-Hour Class
includes book and proctored exam
MRA Member: $125 / Nonmember: $195
WCC Price: $155*
Price includes six-hour trainer review, book & exam.

Self-Study Format
includes book and proctored exam
MRA Member Price: $90 / Nonmember: $135
WCC Price: $110*
Price includes book and exam.

Proctored Exam
MRA Member Price: $65 / Nonmember: $100
WCC Price: $85*
Price includes exam only.

Alcohol
Responsible alcohol service is valuable to your business, your customers and your community. The National Restaurant Association ServSafe Alcohol® program is your solution for responsible alcohol service training. The self-study format includes a book and proctored exam that you can take in person at WCC on training days. Prior registration and self-study is expected.

ServSafe Alcohol® Offering:
Self-Study Format
includes book and proctored exam
MRA Member Price: $35 / Nonmember: $65
Pricing includes book and exam. WCC pricing not available.

*To register call Chari at 800-968-9668, ext 3922. Register online at michiganrestaurant.org/servsafe.

UPCOMING DATES:
Mon, Jun 13, 8 am – 5 pm
Mon, Aug 22, 8 am – 5 pm

For more information, call 734-677-5007 or email workforce-development@wccnet.edu
**Class Drop/Refund Policy**

Drops are accepted up to the start of the first class. No refunds are given, for any reason, once the class starts. Mandatory fees will only be refunded if a class is dropped at least 72 hours prior to the start of the first class. To request a drop from a class:

- If you registered online or in person, contact our offices at 734-677-5060 or ecedvelopment@wccnet.edu.
- If you registered by mail, include your full name, address, class title, course number, and class ID, and send your request to Division of Economic and Community Development, ML 104, Washtenaw Community College, 4800 East Huron River Drive, Ann Arbor, MI 48105-4800.

**Mandatory Fees**

Some classes require additional fees for supplies or materials. These are noted in the class details. All mandatory fees are paid at the time of registration.

**Cancellations**

Washtenaw Community College reserves the right to cancel or reschedule a class that does not meet minimum paid enrollment. Participants will be notified of cancellations via email or phone.

**Mandatory Fees**

Some classes require additional fees for supplies or materials. These are noted in the class details. All mandatory fees are paid at the time of registration.

**Location and Parking**

A majority of classes are held on the main campus of WCC. The locations of off-campus classes are indicated in the class details. Parking on campus is now easier than ever with the new centrally located parking structure. For additional parking info and directions, visit www.wccnet.edu/about-us/visiting/

**What is a CEU?**

A CEU (Continuing Education Unit) is a national measurement unit. One CEU equals ten classroom or equivalent hours, and is used to record, transfer, and recognize participation in noncredit learning experiences.

**Emeritus Scholarship**

- Have in-district residency status per WCC residency policy.
- Be 65 years old as of May 1, 2016.
- Make an in-person visit to the Student Connection with your driver’s license or state-issued photo ID to confirm status and update your record prior to registering for your first class.

Note: Once your scholarship qualification has been confirmed, you may enroll in any noncredit class during regular registration times. To register online with the scholarship, please contact our offices at 734-677-5060. WCC will apply the scholarship to your tuition for noncredit classes. The Emeritus Scholarship does not apply to mandatory class fees.

**Nonprofit Agency Scholarship**

This scholarship provides payment for tuition (only) of agency-approved Economic and Community Development noncredit classes. You must complete all items on this checklist to qualify. Submit an application each semester for each class you attend:

- You must be a permanent employee of a nonprofit agency (permanent position) in Washtenaw County.
- Submit the nonprofit agency scholarship application, complete with supervisor approved class(es) and signature, ten business days before start of class.
- You must attend all class sessions and complete all class requirements. If the class is not successfully completed, you (or your agency) may be billed for the full tuition amount of the class and/or have your scholarship discontinued.
- You must submit your completed application form with a copy of your agency’s 501(c)3 documentation no later than ten business days before start of class.

For more information or a scholarship application, please go to www4.wccnet.edu/employerservices/nonprofit or contact Shelly Rush at mrush@wccnet.edu or 734-677-5233.
How to Register

ONLINE
wccnet.edu/economic-development
Register and pay by credit card.

• Before registering online for the first time, you must create a student profile.
• Household profiles are available to allow a family to have a single account where adults can register children for youth programs. For more information on using a household profile, please call our office at 734-677-5060.
• To find classes, click All Classes on the Browse menu to select a subcategory. To see full class descriptions, click on class titles.
• To register for a class, click Add to Cart, enter your credit card payment information and print your receipt.

WALK-IN*
Student Center Building
WCC Main Campus
4800 East Huron River Drive
Ann Arbor, MI 48105-4800
Payment by check (including all fees) is due at the time of registration.

MAIL-IN*
Send completed registration form with check or money order (payable to Washtenaw Community College) to:
Workforce Development Registration
Student Records, SC 203
Washtenaw Community College
4800 East Huron River Drive
Ann Arbor, MI 48105-4800
• Only registrations accompanied by full payment will be processed.
• No credit card payment options are available for mail-in registration.
• Deadline for mail-in registration is seven business days prior to the first class.
• Mail-in registration does not guarantee a seat in the class.

*NOTE: Participants who are registering for online classes and those with a coupon must register online at www.wccnet.edu/economic-development.

REGISTRATION FORM

Name / Last ________________________________________________________________
First _______________________________________
Middle _______________________________________

WCC Student ID # __________________________________________ Date of Birth ______ / ____ / ______

Mailing Address __________________________________________________________________________________

City __________________________________________ State __________________ Zip Code __________________

Phone __________________________ Email Address ______________________

Are you Hispanic or Latino? □ Yes □ No □ Decline to answer

Select one or more race
□ American Indian or Alaska Native □ Native Hawaiian or other Pacific Islander
□ Black or African American □ White
□ Asian □ Do not wish to specify

Citizenship □ U.S. Citizen □ Not a U.S. Citizen

Washtenaw County Resident □ Yes □ No

Gender □ Male □ Female

START DATE COURSE TITLE / NUMBER TUITION MANDATORY COMBINED

________________________________________________________

________________________________________________________

________________________________________________________

IMPORTANT! You must agree to WCC Drop/Refund Policy to register.

□ I agree to the Drop/Refund Policy as outlined on page 42.

Total Enclosed: $ __________________

Signature required __________________________________________ Date ______ / ____ / ______

Questions? ecdevelopment@wccnet.edu / 734-677-5060

*NOTE: Participants who are registering for online classes and those with a coupon must register online at www.wccnet.edu/economic-development.
Looking for workplace training designed to improve and develop your workforce, grow your career or meet professional requirements? **Look inside.**

**DISCOVER CUSTOMIZED TRAINING**

- Leadership training
- Lean for human resources
- Executive coaching
- Team building
- Succession planning
- Change management

Find your class at [www.wccnet.edu/economic-development](http://www.wccnet.edu/economic-development) / 734-973-3681