Louisiana State University
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Tools for Changing Times!

In today's uncertain business environment one thing is certain—change.

LSU is committed to providing you with the latest tools you need to stay ahead in a rapidly changing world. We invite you to select from our comprehensive listing of courses in this bulletin which contains an array of new course and certificate program offerings. Register risk-free—there are no cancellation penalties if your plans change. If you are wondering what to take, let us help you choose the course or program that’s right for you.

Call us for further information at 225-578-6325.

LSU Certificate Programs

If you’re interested in pursuing a new career, advancing in your current field or expanding your knowledge, consider an LSU certificate program. These noncredit, non-degree programs, developed by academic specialists and experienced professionals, offer planned sequences of courses ideal for people who want to acquire an in-depth background in a particular field without pursuing a formal degree program. The courses are open to all people, not just those enrolled in the certificate programs.

What’s new in Professional Development

Business & Management:
- Management & Leadership Certificate (Page 12)
- Project Management Certificate (Page 4)

Computer & Information Technology:
- Database Development Certificate (Page 35)
- Desktop Applications Specialist Certificate (Page 22)
- Desktop Support Specialist Certificate (Page 39)
- Geographic Information Systems (GIS) (Page 40)
- Microsoft Certified Technology Specialists (MCTS) in Microsoft SQL Server 2005 (Page 41)
- Microsoft Certified Desktop Support Technician (MCDST) (Page 41)
- .NET Programming Certificate (Page 32)

Safety Management:
- Certified Occupational Safety Specialist (Page 54)
- Certified Hazardous Materials Manager (Page 56)
- Emergency & Crisis Management (Page 57)

Some of our most popular programs include:
- Fundamentals of Supervision (Page 13)
- Developing Your Managerial Effectiveness (Page 14)
- Project Management Program (Page 4)
- Accounting Specialist Program (Page 6)
- Purchasing & Supply Management Program (Page 7)
- Human Resource Management Program (Page 9)
- Microsoft Office (Page 23)
- Web Design Program (Page 27)
- Web Development Program (Page 27)
- Microsoft Certified Systems Engineer (Page 42)
- Certified Occupational Safety Specialist Program (Page 54)
- Paralegal Studies Program (Page 66)
- Medical Coding Program (Page 71)
- Professional Test Preparation (Page 74)
- Notary Public Preparatory Course (Page 74)

Continuing Education Units (CEUs)

CEUs are a nationally recognized method of documenting the duration and quality of noncredit course work. One CEU is equal to 10 class hours of participation in a qualifying educational activity. A record of your CEUs is maintained by LSU Continuing Education, and transcripts may be requested by contacting the department sponsoring the course or the noncredit registration area at 225-578-6325.
Business & Management

Business & Technical Communication

Business Communication

Every communication that bears your name is your personal representative to the world. What do your letters, memos and e-mails say about you? Make sure that you are using up-to-date form and language by attending this informative session. Also, the response you receive will depend on how clearly and professionally you state your point. Practice and lecture will show you how to generate documents that not only say what you mean, but also assure response from the ones who receive your communications.

Instructor: Patricia Morgan, LSU Department of English

Course Code: PBCBC  Fee: $295  CEUs: 0.6

Session 08–1: Feb. 25; Mon.; 8:30 A.M.–4 P.M. (1 mtg.)

Technical Writing for Busy Professionals

Do you spend a considerable amount of your workday writing? Most of us do, yet when it comes to writing reports, procedures, letters or interoffice communication, too many harried professionals do not allow their computer to carry the communications burden these machines were designed to do. This course (which will be taught making hands-on use of computers) will teach you how to use your personal computer to manage your writing duties.

Topics include:

• Analyzing your audience.
• Creating a document template.
• Conducting a writing inventory.
• Designing more effective documents.
• Devising a document checklist.

Instructor: Patricia Morgan, LSU Department of English

Course Code: PBCBA  Fee: $295  CEUs: 0.6

Session 08–1: Apr. 21; Mon.; 8:30 A.M.–4 P.M. (1 mtg.)

Public Speaking: Personal & Professional

As a public representative, how you conduct yourself at meetings, social gatherings, news briefings, and other speaking engagements is critical. Learn various strategies to make you a successful presenter in whatever situation is required. Other topics to be covered include:

• Effective vocal and visual delivery.
• Selling yourself and your ideas, choosing the right words.
• Staying focused, directed, and organized in different situations.
• Creating effective presentations.

Instructors: Tommy Karam, LSU Department of Marketing; E.J. Smith, management consultant

Course Code: PBPCD  Fee: $295  CEUs: 0.6

Session 08–1: Mar. 24; Mon.; 8:30 A.M.–4 P.M. (1 mtg.)

For more information on the Business & Technical Communication Series, contact Lisa Graves at 225-578-3506 or lgraves@outreach.lsu.edu.
Project Management

Principles of Project Management

The development and execution of projects has taken on new importance as a significant way of organizing and getting work done in the workplace. Regardless of your field, successful planning involves a carefully crafted set of steps leading to planned and measurable goals. In today's fast-paced business environment, the challenge of planning ahead becomes increasingly complex. As deadlines get tighter, budgets get smaller, and resources become scarcer, organizations turn to their managers, supervisors and employees to do more with less.

This course is designed for practical application in the workplace and is intended as a basic overview describing the fundamental principles, processes, knowledge areas, tools and techniques of project management. It takes attendees through the project life cycle in the same sequence they would face when managing a real project in the workplace.

Major topics to be presented include:

- Improve productivity.
- Effectively organize projects.
- Understand the project life cycle.
- Master basic project management skills.
- Link realistic objectives to stakeholder needs.
- Establish dependable monitoring techniques.
- Estimate project costs.
- Agree on realistic time schedules.

This seminar is ideal for:
Project and program managers, project analysts, consultants, trainers, human resource professionals, and others who want to enhance their project management skills.

Key benefits of participation:
Individuals successfully completing this course can be expected to demonstrate a basic understanding of the requirements for leading and participating in successful projects and have the ability to apply their learning in a practical way in the workplace.

Instructors: Ron Rogers, Quality Systems Associates; E.J. Smith, management consultant.

Course Code: PBMPD Fee: $595 CEUs: 1.2
Session 08-1: Feb. 27-28; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)
Leveraging Projects for Success

Leveraging Projects for Success will involve active participation in applying advanced principles, through a practical case study analysis. This course provides an understanding of the effective application of project management standards in daily life situations. The program focuses on the more complex tasks of handling projects, including multi-project team facilitation and interrelationships.

Our seminar leaders have attained diverse and highly experienced backgrounds in project management through their industrial and business centered careers. They have cumulatively consulted companies in all aspects of project management, from administrative to technical functions.

Major topics to be presented include:
• Project Integration: determination of how the project will become part of the organization's business operations.
• Project Scope: articulates the boundaries of the project including the Project Work Breakdown Structure.
• Project Time Management: scheduling all phases of the project with coordinated functions between each component of the project.
• Project Cost Management: estimation and forecasting of all defined project costs within a specified master budget.
• Project Quality Management: understanding how quality measures are planned and built into a project, with metrics developed for monitoring and improvement.
• Project Resource Management: includes all facets of viable resources including people, materials, equipment, and information necessary for a project.
• Project Communications Management: establishing information criteria and utilizing communication channels amongst all stakeholders of a project.
• Project Risk Management: deciding the associated risks involved with a project and how to manage them for successful project completion.
• Project Procurement Management: developing purchasing and resource acquisition plans for the entire project life cycle.

This seminar is ideal for:
Senior executives, portfolio managers, project and program managers, purchasing and quality managers, office managers, consultants, trainers, human resource managers, and others who want to more effectively apply their basic project management skills.

Instructors: Ron Rogers, Quality Systems Associates; E.J. Smith, management consultant.

Prerequisite: Principles of Project Management or equivalent knowledge.

Course Code: PBMPE Fee: $595  CEUs: 1.2
Session 08-1: Apr. 29-30; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.)

Microsoft Project 2007: Creating and Managing Projects

This course is designed for individuals who will use Microsoft Project as a tool to assist them in managing projects. The two-day program teaches you how to keep track of project details and modify a project that is in progress. You will create tasks, organize these tasks in a work breakdown structure containing task relationships, create and assign resources, and finalize the project in order to implement the project plan. You will exchange project plan data with other applications, update project plans, create custom reports, and re-use project plan information.

• Create a project plan file and enter task information.
• Create a work breakdown structure by organizing tasks and setting up relationships.
• Finalize the project plan file.
• Exchange project plan data with other applications.
• Update a project plan.
• Create custom reports.
• Re-use existing project plan information.

Prerequisite: A basic understanding of project management is recommended.

Course Code: CDMP1 Fee: $595  CEUs: 1.2
Session 08-1: Mar. 10-11; Mon.- Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Cost Estimation and Analysis

In project management accurate estimates are the basis of good planning. Many processes have been developed to aid an individual in making accurate estimates. A systematic approach can apply to any project from building a house to developing a new product.

Major topics to be presented include:
• Structured planning.
• Examining historical data.
• Identifying discrepancies.
• Breakdown of tasks.
• Estimating each task.
• Documenting the results.

This seminar is ideal for:
Senior executives, portfolio managers, project and program managers, project analysts, consultants, trainers, human resource professionals, and others who want to enhance their project management skills.

Key benefits of participation:
By the conclusion of this course, you should be able to develop detailed estimates as required by the project.

Prerequisite: Principles of Project Management or equivalent knowledge.

Course Code: PBMPF Fee: $595  CEUs: 1.2
Session 08-1: May 13-14; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.)
Accounting/Finance

Accounting Specialist Certificate Program

The Accounting Specialist Certificate Program is designed to provide you with the accounting and computer skills needed to perform a variety of accounting applications. You will learn correct accounting procedures, accounting terminology and proper organization of accounting records. To earn an Accounting Specialist Certificate, participants must complete the following four (4) courses:

- Accounting Basics
- Payroll Accounting
- QuickBooks Pro 2007
- Choose one elective from list:
  - Financial Record Keeping and Taxes for the Small Business
  - Mastering Microsoft Excel (Page 24)
  - Business Communication (Page 3)
  - or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Accounting Specialist Certificate Program, contact Lisa Graves at 225-578-3506 or lgraves@outreach.lsu.edu.

Accounting Basics

Having knowledge of accounting is important for managing an office, operating a business or for maintaining your personal finances. To prepare yourself, become familiar with the basics of the language and mechanics of accounting. Written materials included.

Instructor: Laura DeLaune, CPA, LSU Department of Accounting

Course Code: PBFAA Fee: $295 CEUs: 1.2
Session 08–1: Jan. 22-31; Tue. & Thu.; 5:30–8:30 P.M. (4 mtgs.)

Payroll Accounting

This course covers accounting for payments to employees and independent contractors as well as remitting withholdings and other taxes to the proper authorities. Topics include taxability of compensation, employer benefits, payroll reporting requirements, timing and calculation of federal and state tax deposits, including EFTPS. A review of several popular software preparation packages will also be covered.

Instructor: Jesse Armentor, CPA, LSU Department of Accounting

Course Code: PBFAE Fee: $295 CEUs: 1.2
Session 08–1: Feb. 18–27; Mon. & Wed.; 5:30–8:30 P.M. (4 mtgs.)

QuickBooks Pro 2007

This full-featured course covers the basic features and functionality of the software. Learn how to fully utilize the many facets of this software, if you are just beginning or have been using it for some time. Other topics include:

- Setting up a company.
- Working with lists.
- Creating invoices and processing payments.
- Setting up inventory and customizing forms.
- Creating graphs.
- Estimating time tracking and job costing.

Prerequisites: A basic understanding of the computer operating system you are using is recommended; Accounting Basics; Payroll Accounting; or equivalent knowledge.

Instructor: Laura DeLaune, CPA, LSU Department of Accounting

Course Code: CQQWP Fee: $395 CEUs: 1.2
Session 08–1: Apr. 2-30; Mon. & Wed.; 5:30-8:30 P.M. (4 mtgs.)

Financial Record Keeping and Taxes for the Small Business

Learn how to prepare critical tax reports for a small business in this one-day seminar. Guidelines and forms are included for payroll, sales, and other taxes that small businesses must deal with every year. Know which records you need to keep and retain them in an effective manner. Other topics include:

- Sales and use taxes.
- Ad valorem taxes (personal and real property).
- Occupational licenses.
- Federal and state payroll taxes.

Seminar Leader: Jesse Armentor, CPA, LSU Department of Accounting

Course Code: PBFAD Fee: $295 CEUs: 0.6
Session 08–1: Nov. 20; Thu.; 8:30 A.M.-3:30 P.M. (1 mtg.)
LSU's Purchasing & Supply Management Certificate Program is designed to provide you with the practical insights and skills you need to function as a procurement professional. The courses offer practical hands-on exercises and the fundamental principles from which a participant can properly apply sound procurement techniques.

The courses are ideal for supply management personnel, purchasing agents, buyers, analysts, inventory specialists, expediters, schedulers, and all management personnel who deal with supply management functions.

To earn a Purchasing & Supply Management Certificate, participants must complete the following five (5) courses:

1. Supply Management Fundamentals
2. Contract Writing & Implementation
3. Negotiation Strategies
4. Choose two electives from list:
   - Indexing Strategies
   - Principles of Project Management (Page 4)
   - Business Communication (Page 3)
   - Technical Writing for Busy Professionals (Page 3)
   - Mastering Microsoft Excel 2007 (Page 24)
   - Microsoft Access 2007 (Page 35)
   - or approved elective

Upon the completion of each seminar, participants will receive CEUs (Continuing Education Units) applicable to C.P.M. (Certified Purchasing Manager) or A.P.P. (Accredited Purchasing Practitioner) certifications. Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Purchasing & Supply Management Certificate Program, contact Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.

LSU CONTINUING EDUCATION • SPRING 2008

Supply Management Fundamentals

Reduce costs, improve quality, increase customer satisfaction, and boost profits. Discover new procedures and techniques to enhance your personal productivity, immediately adding value. Other topics include:

- Purchase price versus total cost of ownership.
- Supplier selection techniques.
- Functionality analysis.
- How purchasing fundamentals directly affect ‘cost of doing business.’
- Negotiation considerations.
- Ethics and legal responsibilities.

This course is ideal for new supply management (purchasing) personnel and front-line supervisors.

Instructor: Lee Ferriss, C.P.M.

Course Code: PBFPA  Fee: $295  CEUs: 0.6
Session 08–1: Feb. 14; Thu.; 8:30 A.M.-4 P.M. (1 mtg.)
**Negotiation Strategies**

Planning, planning, planning . . . is the key to successful negotiations. Learn effective procedures for gathering information and what information is really beneficial. Other topics include:

- Determining needs and assessment strategies.
- Negotiation styles and strategies.
- Non-verbal considerations.
- Pre- and post-negotiation actions.
- Negotiation considerations.
- Understanding and developing ‘good listening.’

**Prerequisite:** Supply Management Fundamentals

**Instructor:** Lee Ferriss, C.P.M.

**Course Code:** PBFPC  **Fee:** $295  **CEUs:** 0.6

**Session 08–1:** Feb. 15; Fri.; 8:30 A.M.-4 P.M. (1 mtg.)

**Contract Writing & Implementation**

Need to write or interpret contracts and want to be sure you have met all legal considerations? This course is a must for new supply management personnel who want to be sure they have produced a document that will ensure a quality process. The program covers effective contract verbiage, legal considerations, as well as global considerations. Other topics include:

- Basic contract law.
- Types of contracts.
- What to incorporate into the contract—and what NOT to include.
- Statements of Work (S.O.W.).
- Effective execution of contracts.

**Prerequisite:** Supply Management Fundamentals

**Course Code:** PBFPB  **Fee:** $295  **CEUs:** 0.6

**Session 08–1:** Mar. 13; Thu.; 8:30 A.M.-4 P.M. (1 mtg.)

**Indexing Strategies**

With the move towards strategic and long-term supplier relations, effective measurements must be employed to project timely cost changes and ensure contracts provide the lowest total cost. Indexing provides a method of measuring, investigating and controlling costs while enhancing business relationships with suppliers. Topics include:

- What is indexing?
- How to use indexing to relate to price.
- Advantages/disadvantages of some published indexes.
- Using and developing customized indexes.
- Case studies demonstrating how to use indexing.

This course is ideal for supply management personnel with a minimum of two (2) years purchasing experience, and for managers new to purchasing who wish to acquire a greater understanding of this method.

**Prerequisite:** Supply Management Fundamentals; Negotiation Strategies

**Course Code:** PBFPF  **Fee:** $295  **CEUs:** 0.6

**Session 08–1:** Mar. 14; Fri.; 8:30 A.M.-4 P.M. (1 mtg.)

Recent Participants Include:

- Aaon Coil Products
- Allen Business Solutions
- Alma Plantation
- Amedisys
- API Outdoors
- Arch Chemicals
- Arizona Chemicals Co.
- Automation USA
- Baton Rouge Clinic
- Baton Rouge General Medical Center
- Baxter Healthcare
- Blue Cross Blue Shield of Louisiana
- Blue Runner Foods
- Carline Geismar Fleet
- Capitol City Family Health Center
- Carter Chambers
- Cellular One
- Chemtura
- Chevron Phillips Chemical
- City of Plaquemine, LA
- Creative Presentations
- Davis International
- DSM Elastomers
- EATEL
- Edgen Murray
- Entergy
- ExxonMobil Chemical
- Fugro Chance Inc.
- G.E. Plastics
- Georgia Gulf Corp.
- Group Contractors
- ICI Americas
- INO Therapeutics
- Industrial Specialty Contractors
- Innovative Emergency Management
- International Paper
- Kerr McGee Oil & Gas Corp.
- Lion Copolymer
- Louisiana Lottery Corp.
- Louisiana Municipal Association
- Louisiana Roofing Supply
- Marathon Petroleum
- Maytag
- Mosaic Fertilizer
- Motiva Enterprises
- Neese Industries
- Orion Instruments
- Our Lady of the Lake Regional Medical Center
- PHS Industries
- Performance Inc.
- Pioneer Americas
- Provider HealthNet Services
- QDS Systems
- Rubicon Inc.
- Safety Council of the Louisiana Capital Area
- Scientific Systems
- Stupp Corp.
- Syngenta Crop Protection
- Templet N’ Templet Welding Supply
- Total Petrochemicals USA
- Turner Industries
- W.S. Nelson & Co.
- Williams Olefins
- Woman’s Hospital
The importance and complexity of managing human resources has grown over the years, as have the opportunities for employment in this exciting area of management. Recognizing these changes, LSU Continuing Education developed a series of professional development programs to assist individuals and organizations in improving the value they contribute to their business success from a Human Resource Management (HRM) perspective. The program is designed for human resource professionals and support staff, and for line managers who find their job duties involving more human resource-related activities.

The HRM Certificate Program involves four separate courses covering a range of HRM-related topics. These topics include the personal skills to manage individual employees and the general HRM knowledge to manage the HRM function in the business. To earn a Human Resource Management Certificate, participants must complete the following four (4) courses.

**Fundamentals of Supervision**

*For more information on the Human Resource Management Program, contact Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.*

<table>
<thead>
<tr>
<th>Managing Employees</th>
<th>Managing Benefits and Employee Relations</th>
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| • Learn the key concepts involved in orientation and training new employees.  
• Explore the importance of on-the-job coaching, management development and career management.  
• Learn the basics of compensation management.  
• Understand the key issues in occupational safety and health.  
• Develop an understanding of workers’ compensation and unemployment insurance. | • Understand the key issues in health care management from an employer’s perspective.  
• Develop a basic understanding of retirement planning concepts and issues.  
• Review federal and state employment laws.  
• Explore the role of employer-employee conflicts in the management of human resources. |

**Recent Participants Include:**

• AllBrands  
• Allen Canning Co.  
• All Star Automotive Group  
• Associated Grocers  
• Auger Services  
• Bank of St. Francisville  
• Baton Rouge Clinic  
• Billy Heroman’s Flowerland  
• Blue Runner Foods  
• Capital City Press  
• Carter Chambers  
• Edgen Murray  
• Entergy  
• Evans Industries  
• Evergreen Presbyterian Ministries  
• Fibrebond Corp.  
• Fidelity Bank and Trust Co.  
• Ineos  
• Kornmeyer’s Furniture Co.  
• Landmark Bank  
• Lion Copolymer  
• Liquid Container  
• Louisiana House of Representatives  
• Louisiana Lottery Corp.  
• Maintenance Enterprises  
• National Oilwell, AmClyde  
• Orion Instruments  
• PCS Nitrogen  
• Placid Refining Co.  
• Rickey Heroman’s Enterprises  
• Rubicon Inc.  
• Safety Council of the Louisiana Capital Area  
• Schering-Plough Animal Health Corp.  
• Shell Chemical Co.  
• SIF Consultants of Louisiana  
• SJB Group  
• Southeastern Louisiana University  
• Spectrum Metals  
• Target  
• U.S. Bankruptcy Court  
• Urban Restoration  
• YWCA

Course Code: PBHRB  
Fee: $595  
CEUs: 1.2

Session 08–1: Mar. 12-13;  
Wed.-Thur.; 8:30 A.M.-4 P.M. (2 mtgs.)

Course Code: PBHRC  
Fee: $595  
CEUs: 1.2

Session 08–1: Apr. 16-17;  
Wed.-Thur.; 8:30 A.M.-4 P.M. (2 mtgs.)

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

The Practical and Legal Aspects of Staffing

• Learn about the HRM field and profession.  
• Review the key concepts involved in the employment process, including job analysis, HR planning, recruiting, testing and interviewing.  
• Understand the legal, practical and ethical considerations associated with hiring and evaluating employees.  
• Discuss contemporary challenges to the HRM field.

Course Code: PBHRA  
Fee: $595  
CEUs: 1.2

Session 08–1: Feb. 20-21;  
Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)
Train the Trainer

Train the Trainer Workshop
This interactive, two-day workshop on instructional techniques will benefit novice instructors and experienced trainers alike. Participants will learn training concepts which they can apply directly to classroom or business settings for both technical and non-technical training. This comprehensive, practical program follows the 14 competencies of the International Board of Standards for Training Performance and Instruction (IBSTPI).

Major topics covered include: approach to adult learning; presentation skills; the learning environment; presentation tools, and putting concepts into practice.

This program is both CompTIA and Microsoft Approved, and meets the Certified Technical Trainer (CTT+) requirements to become a Microsoft Certified Trainer (MCT). CompTIA’s Certified Technical Trainer (CTT+) credential is a cross-industry certification which validates that a technical instructor has attained a standard of excellence in the training industry. Upon successful completion of the workshop, participants receive a Microsoft Recognized “Certificate of Achievement.”

Workshop Leaders: John Rials, LSU Continuing Education.

Course Code: PBHTW   Fee: $595   CEUs: 1.4
Session 08–1: Apr. 14-15; Mon.-Tue.; 8:30A.M.-4:30 P.M. (2 mtgs.)

For more information, contact Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.

LSU Certificate Programs

Energize your career, expand your knowledge and skills, update your professional expertise, explore new fields, or justify promotion with a LSU certificate program.

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- Paralegal Studies Program (Page 66)
- Medical Coding Program (Page 71)

Bring LSU to Your Workplace

Let us train your employees at your selected location. Courses are tailored to meet the specific needs of your business or organization. We have a long record of successful presentations of on-site courses for selected groups. Our staff and instructors are experts at matching educational programs to client needs.

In addition to the courses listed in this bulletin, we can tailor the following programs and others to meet the needs of your professional, technical and support staff members:

- Review of Business English
- Proposal Writing for Engineers and Other Technical Professionals
- Writing Procedures and Instructions
- Memo, Letter and E-mail Writing
- Evaluating Employee Performance
- Delivering Superior Customer Service

For more information about course topics, pricing and scheduling, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.
Interpersonal Success in the Workplace

Interpersonal Success in the Workplace is offered by LSU Continuing Education’s Management & Leadership Institute. The program provides a fundamental and concentrated study of human behavior. This seminar is designed to help people understand and work effectively with other people, and to prepare individuals for working in groups and/or supervising others. This program will be valuable for new or aspiring supervisors, sales and customer service personnel, and others who must interact with people regularly in their work.

This two-day seminar begins with an explanation of how individual personality patterns develop and how interpersonal perception and communication influence interpersonal dynamics. The program then provides an understanding of the role attitudes play in affecting workplace behavior. On the second day, attention focuses on the impact of these normal behaviors on group and team effectiveness and concludes with a detailed discussion of why personality characteristics are so important to workplace success.

Major topics to be presented include:

- Understanding Human Behavior and Improving Interpersonal Skills
  Learn about human needs and personality development, including the role of defense and coping mechanisms and how perceptual processes influence behavior.

- Is Attitude Everything? Understanding the Role Attitudes Play in the Workplace
  Understand how attitudes affect job behavior and learn ways of managing attitudinal and generational differences.

- Individual, Interpersonal and Group Dynamics Impacting Team Effectiveness
  Understand and learn to manage individual, interpersonal and group dynamics affecting team performance.

- Personality Matters: Personality Characteristics that Impact Workplace Behavior
  Understand the role personality plays in influencing workplace behavior and how to work effectively with different types of people.

This seminar is ideal for:

- New or aspiring supervisors, sales and customer service personnel, and others who must interact with people regularly in their work.
- People who wish to prepare for working in groups and/or supervising others.

Key benefits of participation:

- Learn how human needs influence behavior and how personality develops.
- Understand how defense and coping behaviors affect relationships.
- Learn how attitudes affect workplace conduct and how to manage human differences.
- Develop insight into interpersonal and group dynamics and learn to manage group dynamics.
- Examine the role personality plays in workplace behavior and learn how to work with different kinds of people.

Seminar Leaders: Courtland Chaney, LSU Department of Management; Kerry Sauley, LSU Department of Management.

Course Code: PBMIS Fee: $795 CEUs: 1.2
Session 08–1: Apr. 22-23; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.
Leadership, Management & Supervision

LSU’s Management & Leadership Certificate Program is the outgrowth of more than forty years of providing professional development in the areas of supervisory effectiveness and organizational leadership.

Recognizing that today’s leaders must be able to manage individual employees as well as the overall business, this certificate program is a comprehensive personal and professional development experience covering a range of management competencies, including public speaking and finance.

The certificate program starts with our flagship course, “Fundamentals of Supervision” (FOS), as the foundation for management success. After completing FOS, you will take our follow-up course “Developing Your Managerial Effectiveness” to expand and strengthen your fundamental competencies.

In addition to these two core courses, you will take “Public Speaking: Personal and Professional” to improve your oratory skills and personal confidence, and “Finance for Non-Financial Managers” to assure you are prepared for the financial management demands of your position. The last course in the certificate program is an elective. This will allow you to address unique development needs and career goals.

To earn a Management & Leadership Certificate, participants must complete the following five (5) courses:

1. Fundamentals of Supervision (Page 13)
2. Developing your Managerial Effectiveness (Page 14)
3. Finance for Non-Financial Managers (Page 15)
4. Public Speaking: Personal and Professional (Page 3)
5. Choose one elective from list:
   - Interpersonal Success in the Workplace (Page 11)
   - Managing the Overall Enterprise (Page 15)
   - Leading the Organization of Tomorrow (Page 16)
   - Enhancing Organizational Performance (Page 17)
   - Risk Management (Page 18)
   - Business Communication (Page 3)
   - Principles of Project Management (Page 4)
   - Supply Management Fundamentals (Page 7)
   - Negotiation Strategies (Page 8)
   - The Practical and Legal Aspects of Staffing (Page 9)
   - Managing Employees (Page 9)
   - Managing Benefits and Employee Relations (Page 9)
   - or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.
Fundamentals of Supervision

Fundamentals of Supervision (FOS) is the flagship program offered by LSU Continuing Education’s Management & Leadership Institute. FOS delivers basic, practical training for supervisors, managers, business professionals, and team leaders in a three-day seminar format. The goal is to enhance individual management skills and personal effectiveness in the work environment. FOS gives supervisors and other business professionals the opportunity to master the basic leadership skills that are essential for high productivity and continuing quality improvement. The program specifically designed for new or aspiring supervisors or those desiring a refresher. FOS emphasizes the achievement of goals by using practical solutions to real-world problems. Instructors prepare managers to face trends in the business world, including quality management, team building, and the organizational restructuring that is evident in today’s business climate. FOS was introduced in 1964 by an executive from private industry and has been operating continuously for more than 40 years. Over 7,500 supervisors and managers have attended this comprehensive course. An outstanding faculty of recognized management and supervisory training experts includes LSU faculty members and industry experts.

Major topics presented in FOS include:

• Managerial Behavior—Thinking & Acting Like a Manager
  Understand the basic management functions and skills and avoid the pitfalls and common mistakes made by first-time managers.

• Organizational Behavior—How to Build Effective Teams
  Understand the foundational theories of organizational development and how to build effective teams.

• Motivating, Developing & Empowering Your Staff
  Analyze employee needs and discover useful ways to overcome resistance to change.

• Supervisory Practices—Counseling & Disciplining Employees and Learning to Delegate
  Learn how to counsel and discipline employees effectively and learn how to delegate as a management technique for developing and motivating employees.

• Giving Effective Feedback
  Learn helpful ways to give positive and effective feedback to staff.

• Positive Conflict Resolution
  Understand behavioral styles and learn new skills to maximize the positive resolution of conflicts.

Instructors: Courtland Chaney, LSU Department of Management; Steve Robichaux, Capital City Consultants; Kerry Sauley, LSU Department of Management; and, Melinda Stallings, Impact Leadership.

Course Code: PBMFS Fee: $1095 CEUs: 1.8

Session 08–1: Mar. 10-12; Mon.-Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.)
Session 08–2: Apr. 14-16; Mon.-Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.)
Session 08–3: May 19-21; Mon.-Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.)
Session 08–4: June 16-18; Mon.-Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.)

For more information, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.

Recent FOS Participants Include:

• ABB Vetco Gray
• Albenmarle Corp.
• All Star Automotive Group
• Associated Grocers
• Bank of St. Francisville
• BASF Corp.
• Basic Industries
• Baton Rouge Business Report
• Baton Rouge Clinic
• Bayer Inc.
• BellSouth Telecommunications
• Berenc
• Berg Steel Pipe Corp.
• BioLab Inc.
• Blue Cross Blue Shield of Louisiana
• Blue Runner Foods
• Bollinger Shipyards
• Brown-Eagle Contract Services
• CF Industries
• Cajun Sugar Cooperative
• Capital Area United Way
• Capital City Press
• Carter Chambers
• Chemtura
• Chevron Phillips Chemical Company
• Cil Carbon
• City of Hammond
• Cleco Corp.
• Coca-Cola Bottling Co.
• Consumer Credit Counseling Services
• Continental Kennel Club
• Custom Printed Products
• DSM Elastomers
• Deltech Corp.
• Dixie Pipeline Co.
• Dow Chemical Co.
• DuPont Company
• DuPont-Dow Elastomers
• EATEL
• East Baton Rouge Sheriff’s Office
• Edgen Murray
• Entergy
• Excel Maintenance Services
• Ferro – Grant Chemical Division
• Formosa Plastics Corp.
• Fugro Chance Inc.
• Georgia Gulf Corp.
• Georgia-Pacific Corp.
• Gramercy Alumina Corp.

• Halliburton
• Haynes International
• Honeywell
• HydroChem Industrial Services
• Ineos
• Innophos
• Innovative Emergency Management
• International Paper
• Kinder Morgan Bulk Terminals
• Laitram Corp.
• Lamar Advertising
• Lion Copolymer
• Liquid Container
• Lockheed Martin
• Louisiana Dept. of Social Services
• Louisiana Generating
• Louisiana Lottery Corp.
• Louisiana Workers’ Compensation Corp.
• Lucite International
• Marathon Petroleum
• Morton Salt
• Mosaic Fertilizer
• Motiva Enterprises
• PCS Nitrogen
• Pennington Biomedical Research Center
• Placid Refining Co.
• Plantation Pipe Line
• Regions Financial
• Rhodia Inc.
• Rubicon Inc.
• SLEMCO
• SGL Carbon Group
• SJB Group
• Safety Council of La. Capital Area
• Schering-Plough Animal Health Corp.
• Shell Chemical Co.
• Sigma Consulting Group
• Sigma Engineers & Constructors
• Southern Ionics
• Stone Energy
• Syngenta Crop Protection
• Thomas & Betts Corp.
• Total Petrochemicals USA
• Turner Industries
• U S Agencies
• Valero Energy
• Westlake Chemical Corp.
• Weyerhaeuser
• Zen-Noh Grain Corp.
Developing Your Managerial Effectiveness

Developing Your Managerial Effectiveness, offered by LSU Continuing Education’s Management & Leadership Institute, is a follow-up program to LSU’s Fundamentals of Supervision program. This interactive, two-day seminar is designed to deliver practical management training for first-line supervisors as well as mid-managers. The program gives supervisors and other business professionals the opportunity to build their leadership and interpersonal skills, as well as, add to their management expertise. Experienced instructors prepare managers to face trends in the business world by providing practical solutions to real-world problems.

An outstanding faculty of recognized management and supervisory training experts offers participants the best possible opportunity to enhance their professional skills and prepare for new management responsibilities. Interaction with colleagues in different business areas and disciplines provides a chance to discover how other organizations act, react and interact in the working world. Participants are exposed to problems and solutions in industries other than their own.

Major topics to be presented include:

• Understanding and Managing Workplace Motivation
  Review motivation models and learn how to diagnose and deal with motivation-related performance problems.

• Managing Up and Down the Organizational Hierarchy
  Review the dynamics and recommended strategies for influencing change within the organization.

• Managing Conflict and Coping with Difficult People
  Understand human conflict and learn how to mediate conflict between others.

• Understanding Your Personality Type and Managing Workplace Behavior

  • Gain insight about your own personality and learn how to manage different personalities in the workplace.

This seminar is ideal for:

• Supervisors and managers, in general, as well as those who have participated in LSU’s Fundamentals of Supervision program.

• Supervisors and managers interested in developing their managerial potential and improving their effectiveness.

Key benefits of participation:

• Review motivational models and learn to diagnose motivation-related performance problems.

• Identify organizational policies and practices inhibiting motivation.

• Learn how to influence others.

• Understand the causes of interpersonal conflict on the job.

• Develop interpersonal skills and confidence in managing interpersonal conflicts.

• Learn how to provide feedback to others.

• Learn more about your own personality and behavior tendencies.

• Develop an awareness of successful and effective leadership styles and behaviors.

Seminar Leaders:

Courtland M. Chaney, Ph.D., SPHR, is an instructor in the Department of Management at Louisiana State University. Dr. Chaney is an industrial/organizational psychologist and consultant in the field of supervisory/management development, employee selection, performance appraisal and improvement, test development and validation, and organization needs analysis and development. He is a member of the Academy of Management, Society for Industrial and Organizational Psychology and Society of Human Resource Management.

Kerry S. Sauley, Ph.D., is an instructor in the Department of Management at Louisiana State University. Dr. Sauley’s
What your peers and colleagues are saying about this program:

“Really enjoyed the dialogue between instructors and peers.”

“Courtland Chaney has a passion for his work.”

“Really got some payback from Kerry Sauley — took home some great ideas.”

“Excellent topics, just in time for me.”

“Found it to be very useful in my work.”

“My company needs to make this seminar mandatory for everyone.”

doctorate is in industrial/organizational psychology and his teaching/research interests include equity perceptions at work, honesty testing, team building, and organizational behavior. He has won numerous teaching awards at LSU. As an active management consultant, he specializes in management development training, employee counseling, and human resource management. He is a member of the Southern Management Association and the Academy of Management.

Course Code: PBMME Fee: $795  CEUs: 1.4
Session 08–1: Mar. 5-6; Wed.-Thu.; 8 A.M.-4:30 P.M. (2 mtgs.)
Session 08–2: June 4-5; Wed.-Thu.; 8 A.M.-4:30 P.M. (2 mtgs.)

For more information, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.

NEW! Finance for Non-Financial Managers
Finance for Non-Financial Managers, offered by LSU Continuing Education’s Management & Leadership Institute, is a follow-up program to LSU’s Fundamentals of Supervision program. This interactive, two-day seminar is designed to provide basic financial statement analysis. This program gives supervisors and mid-managers who do not have an accounting background, the ability to analyze data and prepare ratios to make better fiscal decisions. Our instructors will help demystify financial jargon and reduce projected risks through improved financial analysis.

Knowledge is power, and understanding your financial position will help prepare managers to make more meaningful decisions based on data.

Our instructors are experienced and offer practical, useful information that can be put into practice immediately. Interaction with other participants from a variety of business environments offer the chance to discover other methods of operations, and how other organizations interact in today’s economy.

Major topics to be presented include:

• Analyzing and decoding balance sheets and income statements.
• Ratio and cash flow analysis.
• Capital requirements (e.g. tax/liability/depreciation).
• Budgeting methods (e.g. Activity based, Zero-based, Top-down or Bottom-up).

This seminar is ideal for:

• Supervisors, managers and past participants of Fundamentals of Supervision.
• Supervisors and managers interested in providing better data to back-up projects.

Key benefits of participation:

• Improve success and reduce risk of projects.
• Support decisions through data based on specific initiatives.

Seminar Leaders:

Jesse Armentor, CPA, is a practicing CPA as a sole practitioner and an instructor in the LSU Department of Accounting. Jesse earned his Bachelor of Business Administration from the University of Louisiana at Lafayette, an M.B.A. from San Diego State University, and a Master of Science in Accounting from LSU.

Sherri L. Winslow, P.E., is Director of Customer Service Process Improvement for Entergy Corporation, involved with distribution operations, budgets and personnel management. She earned a B.S. in Electrical Engineering from the University of Houston, an M.B.A. from LSU, and is a registered professional engineer in Louisiana. Sherri brings her knowledge together with an energy and awareness of the importance of planning effective projects through budget analysis.

Course Code: PBMFA Fee: $795  CEUs: 1.2
Session 08–1: Apr. 2-3; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact Lisa Graves at 225-578-3506 or lgraves@outreach.lsu.edu.

Managing the Overall Enterprise
Managing the Overall Enterprise, offered by LSU Continuing Education’s Management & Leadership Institute, is a follow up program to the highly successful Fundamentals of Supervision (FOS) and Developing Your Managerial Effectiveness (DYME) programs.

This program builds on the basic leadership skills by focusing on those management issues and competencies impacting the overall organization. This interactive, two-day seminar addresses the challenges of strategic planning, integrating ethics into daily management

Continued on next page
Continued from previous page

decision making, balancing legal and practical considerations involved in human resource decisions, and conceptualizing human resource development from a strategic advantage perspective. The program also builds on general leadership development by addressing personality awareness and its role in leadership success.

Major topics to be presented include:

- **Strategic Thinking and Planning and the Role of Ethics**
  Learn the critical elements and steps to strategic planning and how to integrate ethics considerations into the business culture.

- **Personality Awareness and Effective Leadership**
  Deepen your understanding of human personality and how to be an effective leader.

- **Managing Performance and Risk: Legal and Practical Considerations in Human Resource Management**
  Gain insight into the legal risks involving human resource management practices such as hiring, performance appraisal, accommodating people with disabilities, and making layoff decisions.

- **Managing Human Resource Development Strategically (HRD)**
  Learn how to integrate your human resource development plans with your strategic plan.

This seminar is ideal for:

- Supervisors and managers who have participated in LSU’s Fundamentals of Supervision and/or Developing Your Managerial Effectiveness programs.

- Supervisors and managers interested in addressing the management practices affecting the larger organization and/or preparing for higher levels of organizational responsibilities.

Key benefits of participation:

- Learn about the strategic planning process.

- Explore the meaning of ethics and how a code of conduct can be integrated into the organization’s culture.

- Learn how to link HRD activities to strategic goals.

- Gain knowledge and skills to manage the HRD function as a strategic organizational asset.

- Learn the key federal employment laws.

- Develop insight into management responsibilities and options relative to employment law compliance.

- Learn more about your own personality and behavior tendencies.

- Develop an awareness of successful and effective leadership styles and behaviors.

Seminar Leaders: Courtland Chaney, LSU Department of Management; Kerry Sauley, LSU Department of Management.

Course Code: PBMOE Fee: $795 CEUs: 1.2

Session 08–1: Apr. 23-24; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

NEW! **Leading the Organization of Tomorrow**

Leading the Organization of Tomorrow is the capstone course in the professional and management development series offered by LSU Continuing Education’s Management & Leadership Institute. This interactive two-day seminar is designed to help supervisors and managers learn how to manage organization improvement and change and prepare for crisis management. It also provides a framework and procedures for coaching others and conceptualizing the manager’s job as an internal consultant. Finally, the program explores the concept of Emotional Intelligence as another dimension to effective leadership.

An outstanding faculty of recognized management experts offers participants the opportunity to enhance leadership skills and prepare for greater organizational responsibilities. Interaction with colleagues from other businesses and disciplines also provides an opportunity for informal networking and benchmarking.

Major topics to be presented include:

- **Organizational Development and Change Management**
  Learn the logic, dynamics and procedures for organization improvement and change management.

- **Emotional Intelligence**
  Learn about “emotional intelligence” and how to manage your own emotions and motivations as well as others’ emotions during conflict.

- **Disaster and Crisis Management**
  Prepare for crises and manage them effectively when they occur.

- **Coaching and Consulting: Management Roles and Practices**
  Develop your skills as a coach and learn how managers can develop their organizations through effective coaching and internal consulting.

This seminar is ideal for:

- Supervisors and managers who have participated in LSU’s Fundamentals of Supervision and/or Developing Your Managerial Effectiveness programs.

- Supervisors and managers interested in addressing the management practices affecting the larger organization and/or preparing for higher levels of organizational responsibilities.

Key benefits of participation:

- Understand the origin and meaning of organization development.
Register online at www.outreach.lsu.edu

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Major topics to be presented include:

• Creative Thought Processes
  Stimulate and manage the creative process as a step toward organizational innovation and change.

• Benchmarking
  Create an approach to the identification and selection of the best practices in your industry or business and use these standards to guide your business improvement efforts.

• Business Process Redesign
  Learn how to analyze, describe and map work processes as a basis for redesigning and improving business efficiency and effectiveness.

This seminar is ideal for:

• Supervisors and managers, in general, as well as those who have participated in LSU’s Fundamentals of Supervision and/or Developing Your Managerial Effectiveness programs.

• Technical or non-technical supervisors and managers interested in developing their ability to manage organizational improvement initiatives.

Key benefits of participation:

• Acquire an understanding of the way creativity is stimulated.

• Enhance your awareness of the way the mind functions and the way barriers to creativity are instituted.

• Learn the basics of benchmarking and how to apply the techniques.

• Discover the “how to” of business process redesign as well as the “when” of timely process redesign.

• Understand the meaning and role of organizational culture.

• Identify the characteristics that foster a quality-oriented organizational culture.

Seminar Leader: Thomas G. Ray, Ph.D. (Virginia Polytechnic Institute), P.E., LSU Department of Construction Management and Industrial Engineering. Dr. Ray is a general systems analyst who is soundly grounded in the practical aspects of business operations and management. His teaching, research and consulting interests keep him constantly updated in current methods for improvements in operations. He has been responsible for the development of working systems in product development, manufacturing, quality control, logistics and distribution. His practical experience as a professional has been very diverse, beginning as a methods engineer for Owens Corning Fiberglass, to construction management and serving as the CEO of a marine manufacturing company for five years. He is a senior member of the Institute of Industrial Engineers and a member of INFORMS.

Course Code: PBMO  Fee: $795  CEUs: 1.2

To be offered Fall 2008. For more information, contact Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.
NEW! Risk Management

LSU Continuing Education’s Management & Leadership Institute, is pleased to offer Risk Management, an interactive, two-day seminar designed to enhance the risk management knowledge of those individuals who are involved with managing and controlling the risk associated with commercial business operations. The program covers the risk treatments that can be applied to commercial risk to help you understand, evaluate and implement risk reduction strategies. It blends the ideas of risk control with the implementation of loss control, loss mitigation and loss financing from a structured and methodical presentation of risk management fundamentals.

The treatments of risk — avoidance, reduction, retention and transfer covered with an in-depth analysis of risk transfer; — the purchase of insurance. A review of insurance contracts includes:

- Workers Compensation
- Automobile Liability Coverage
- Commercial General Liability
- Property Insurance
- Business Interruption Insurance
- Inland Marine Coverage

This seminar is ideal for:

Those individuals within a business organization charged with the oversight of identifying and reducing to an acceptable level the risks that face the organization. Such risks are a result of ongoing business activity and operations. Risk is a controllable variable and those entities that understand and manage risk will enjoy a competitive advantage as they are able to:

- Protect organization assets, especially employees.
- Enhance production as incidents/accidents are impediments to production.
- Enjoy lower insurance costs.
- Prevent negative media.
- Comply with federal statutes such as OSHA.

Seminar Leader:

Chris Conti is the owner of RiskWise, a Loss Control and Injury Management Company. Chris has over 19 years experience in the field of workers’ compensation in such roles as Loss Control Representative, Underwriter, and Account Executive. As an Underwriter he earned Region of the Year in Loss Ratio and Production for two years in a row. As an Account Executive, Chris earned the STAR Award for Innovation. He holds a B.S. in Business Administration from the University of Louisiana at Lafayette, and he is a Board Certified Safety Professional (CSP), a Chartered Property Casualty Underwriter (CPCU), an Associate in Loss Control Management (ALCM) and an Associate in Risk Management (ARM). Chris is also an OSHA Instructor for General Industry and Construction Standards. He has written and published over 30 articles on risk management and loss control topics. Chris is a member of the Society of Chartered Property Casualty Underwriters and the American Society of Safety Engineers.

Course Code: PBMRM Fee: $795 CEUs: 1.2

To be offered Fall 2008. For more information, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.
Computer & Information Technology

Authorized Training

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IT Foundations
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Technical Specialty
- COMPUTER SECURITY
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To register or for information call 225-578-6325

Your Certified Instructors Include:

**Tony Bernard**
Tony is a computer consultant and trainer. He earned his master's degree from Columbia University and holds the MCT, MCSA, MCDBA, MCSE 2003, MCDST, A+, Network+, and Security+ certifications. He is HP, IBM and Lexmark certified. (He teaches A+: Network+: Microsoft SQL Server; Windows Networking.)

**Jennifer Bernard**
Jennifer is a Microsoft Office Specialist Authorized Instructor who has been an applications trainer for over five years. Her undergraduate degree is in Business Management from Loyola University in New Orleans. (Microsoft Office)

**Alex Cook**
Alex is a graduate of LSU’s Computer Science program and has over 15 years software development experience with the Louisiana state government and private industry. He currently works as a freelance software developer, journalist and author. (Microsoft Office; Microsoft Project; Web Development)

**Kathy Geske**
Kathy is a computer consultant who has been involved in computer application instruction at LSU for over 20 years. She is a Microsoft Office Specialist Authorized Instructor, who brings to her classes career experience in systems analysis/design/development and a focus of problem solving and productivity. (Microsoft Office; WordPerfect Office)

**Martin Guidry**
Martin Guidry is an independent computer consultant and entrepreneur. His areas of expertise are in application development, database administration and networking. He holds the following certifications: MSCE, MCDBA, MCSD, MCSA, MCP+SB, iNet+, and CIW. (Database Development; Programming; Windows Networking)

**Nashid Hasan**
Nashid is a computer analyst for the LSU Fire and Emergency Training Institute. He earned M.S. in Information and Decision Science (ISDS) from LSU and has over five years experience in systems administration, Web design, desktop publishing, graphic design as well as IT training and development. (Microsoft Office; Web Design & Development)

**Karen Silver Holton**
Karen is a Microsoft Office Specialist Authorized Instructor who has taught computer application courses at LSU since 1992. She taught classes in the Virginia Community College system as well as worked as an IBM consultant. Karen earned her B.S. degree at LSU and her MBA at Virginia Tech. (Microsoft Office; L’Ami; CAPS; TIPS)

**Sarah Johnston**
Sarah Johnston is a developer for the LSU AgCenter. When off campus, she creates Web sites for local businesses. She received her M.S. in System Design & Development from Capella University. (Web Design)

**Susana Reyes Lee**
Susana is in charge of e-Learning development for LSU’s National Center for Biomedical Research and Training. She earned her M.S. in Human Resource Development from LSU. She has over five years of experience in IT training and development as well as programming and Web design. (Microsoft Office)

**Ray LePine**
Ray is a computer analyst and Webmaster for LSU Continuing Education. He has been teaching computer courses for continuing education for more than 20 years. While not on campus, he consults on the design and implementation of Web sites around the world. (Web Design & Development; Programming)

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**Bring LSU to Your Workplace**

Let us train your employees at your selected location. Courses are tailored to meet the specific needs of your business or organization. We have a long record of successful presentations of on-site courses for selected groups. Our staff and instructors are experts at matching educational programs to client needs.

In addition to the courses listed in this bulletin, we can tailor the following programs and others to meet the needs of your professional, technical and support staff members:

- AutoCAD
- MicroStation Version 8
- MicroStation Version 8 Upgrade Course
- Oracle
- Lotus 1-2-3
- Lotus Notes
- Cold Fusion MX
- Microsoft Publisher
- Microsoft Visual C#.NET
- QuarkXPress
- Adobe PageMaker
- Novell
- WordPerfect
- WordPerfect to Word 2007 Conversion Course

For more information about course topics, pricing and scheduling, contact Kristy Anthony at 225-578-3313 or kanthony@outreach.lsu.edu.
Judy Middleton
Judy Middleton (Microsoft Office Specialist Master Certified) has been a computer office applications instructor and consultant for over 15 years in both Baton Rouge and Houston. She has taught office applications for LSU Continuing Education for the past 10 years. Before that she taught office applications at Woman's Hospital in Baton Rouge and at San Jacinto Junior College in Houston, Texas. She holds a B.S. in Business Education from Southeastern La. University. (Microsoft Office; Microsoft Outlook; Lotus Notes)

Monica Murphy
Monica is a database developer and computer consultant. Her client base includes local and multi-national commercial enterprises and local non-profits. She has over 10 years in the IT training industry working for commercial as well as educational institutions. She holds the following certifications: MCT, MCDBA, ACE and MOS-MI. (Microsoft Office; Database Development; Adobe Creative Suite)

Jeremy Norris
Jeremy is the Chief Creative Director of a major government IT project for the LSU Law Enforcement Online Program. He has worked as a designer in Baton Rouge for over 10 years and teaches Web design courses for LSU Continuing Education. (Web Design & Development)

Martha Ratcliff
Martha is Manager of Course Development and Learning Technologies for LSU Continuing Education. She has worked in the graphics field for over 15 years doing desktop publishing, graphic design and multimedia development as well as IT training and development. (Web Design & Development)

Julie Reynolds
Julie is a Microsoft Office Specialist Authorized Instructor who has taught a variety of computer application courses at LSU for over eight years. She earned her MBA from LSU and has over 12 years experience in the marketing and IT industries. (Microsoft Office; Microsoft Project; Lotus Notes; Novell GroupWise)

John Rials
An instructor for LSU since 1993, John brings broad business experience to his classes that range from application training to operating systems and networking. He holds CTT, MCT, MCSE, MCP+Internet, CNA, A+, and Network+ certifications. While not in the classroom, John consults with clients on network design, implementation and maintenance. John is manager of IT Administration for LSU Continuing Education (A+; Windows Networking; Train the Trainer)

Kimberly Seeger
Kim has over 10 years experience as a computer consultant and trainer. She is a Microsoft Office Specialist Authorized Instructor who teaches a variety of computer application courses at LSU. She earned her M.S. in Human Resource Education at LSU and she is an Achieve Global Certified Instructor for Leadership and Service. (Microsoft Windows; Microsoft Office; WordPerfect Office)

Michael Thrower
Mike is President of I.T. by Design, a local consulting firm that specializes in the design and development of custom software applications. He has over 10 years experience designing and building custom database applications for Windows and the Internet using Access, SQL Server and Oracle. He is also proficient in all versions of Visual Basic. He has been an instructor at LSU for more than five years and teaches the .Net programming track, database classes and other Web technologies. (Database Development; Programming)

Phil Van Zandt
Phil is Managing Partner of Creative Support Systems, a network management and consulting company specializing in integration of Novell solutions in multivendor environments. He uses his Master CNE and Master CNI credentials to teach Novell certified courses at LSU and at other authorized centers throughout the nation. In addition, he teaches courses in operating systems and networking technology. He has over 20 years in the IT industry and has been a certified trainer since 1991. (Novell; IT Project+)
LSU’s Desktop Applications Specialist Certificate Program is designed to help you develop and validate your skills in using the Microsoft Office suite of business software. The courses cover key concepts and skills, and they also assist those preparing to seek certification as Microsoft Office Specialists (Please Note: certification is optional).

The Microsoft Office Specialist program is designed for individuals who use Microsoft’s business desktop software and who seek recognition for their expertise with specific Microsoft products. Certification candidates must pass one or more product proficiency exams in order to earn Microsoft Office Specialist certification.

The courses assume that you are familiar with using personal computers and have used a mouse and keyboard (basic typing skills are recommended). You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

To earn a Desktop Applications Specialist Certificate, participants must complete the following six (6) courses:

1. Introduction to Microsoft Word 2007
3. Introduction to Microsoft Excel 2007
5. Choose two electives from list:
   - Microsoft Access 2007: Introduction to Relational Databases
   - Mastering Microsoft Outlook 2007
   - Mastering Microsoft PowerPoint 2007
   - or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Desktop Applications Specialist Certificate Program, contact Melissa Stafford at 225-578-1263 or mstafford@outreach.lsu.edu.
Computer & Information Technology

Microsoft Office

Introduction to Microsoft Word 2007

This course introduces you to using Microsoft Word. It will teach you the fundamentals of word processing with Word. After taking this course, you will be able to create, edit, format, add tables, and print basic business documents using Word. The course also helps you prepare for the Word Core certification exam in the Microsoft Office Specialist Program. No matter what version of Microsoft Word you currently use, this course will benefit you.

- Explore the various components of the Microsoft Office Word 2007 environment.
- Create a document.
- Edit documents by locating and modifying text.
- Format text.
- Format paragraphs.
- Add tables to a document.
- Add graphic elements to a document.
- Proof documents to make them more accurate.
- Control a document's page setup and its overall appearance.

Prerequisites: Participants should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Course Code: CWMW1 Fee: $175 CEUs: 0.6
Session 08–1: Jan. 30; Wed.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Session 08–2: Mar. 24 & 26; Mon. & Wed.; 6-9 P.M. (2 mtgs.)
Session 08–3: May 2; Mon.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Session 08–4: July 7 & 9; Mon. & Wed.; 6-9 P.M. (2 mtgs.)

Mastering Microsoft Word 2007

In the first course in this series, Introduction to Microsoft Word 2007, you gained all the basic skills that you need to create a wide range of standardized business documents. If you use Microsoft Word 2007 on a regular basis, then once you have mastered the basic skills, the next step is to improve your proficiency. To do so, you can customize and automate the way Microsoft Word 2007 works for you. You can also improve the quality of your work by enhancing your documents with customized Microsoft Word 2007 elements. In this course, you will create complex documents in Microsoft Word 2007 by adding components such as, customized lists, tables, charts, and graphics. You will also create personalized Microsoft Word 2007 efficiency tools. The course also helps you prepare for the Word Expert certification exam in the Microsoft Office Specialist Program.

- Manage lists.
- Customize tables and charts.
- Present a professional appearance to your documents by customizing formatting.
- Customize styles for document elements.
- Modify pictures in a document.
- Create customized graphic elements.
- Structure content using Quick Parts.
- Control text flow.
- Automate common tasks.
- Automate document creation.
- Perform mail merges.

Prerequisite: Introduction to Microsoft Word 2007 or equivalent knowledge.

Course Code: CWMM5 Fee: $295 CEUs: 1.2
Session 08–1: Feb. 25-26; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: Apr. 2-30; Mon. & Wed.; 6-9 P.M. (4 mtgs.)
Session 08–3: June 9-10; Mon. & Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
**Introduction to Microsoft Excel 2007**

This course introduces you to using Microsoft Excel. It will teach you the fundamentals of spreadsheets with Excel. After taking this course, you will be able to create, edit, format and print basic worksheets and charts in Excel. The course also helps you prepare for the Excel Core certification exam in the Microsoft Office Specialist Program. No matter what version of Microsoft Excel you currently use, this course will benefit you.

- Explore the Excel 2007 environment.
- Work with an Excel worksheet by entering and selecting the data in it. You will also save the data in the worksheet.
- Modify a worksheet.
- Perform calculations.
- Format a worksheet.
- Develop a workbook.
- Print workbook contents.
- Customize the layout of the Excel application window.

Prerequisites: Participants should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Course Code: CSXK1  Fee: $175  CEUs: 0.6

Session 08–1: Jan. 28; Mon.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Session 08–2: Mar. 10 & 12; Mon. & Wed.; 6-9 P.M. (2 mtgs.)
Session 08–3: May 14; Wed.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Session 08–4: July 14 & 16; Mon. & Wed.; 6-9 P.M. (2 mtgs.)

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**Mastering Microsoft Excel 2007**

This is a follow-up program to the Introduction to Microsoft Excel 2007 course. In this course, you will use Excel to streamline and enhance your spreadsheets with templates, charts, graphics and formulas. The course also helps you prepare for the Excel Expert certification exam in the Microsoft Office Specialist Program.

- Enhance the workbook.
- Automate workbook creation by using templates.
- Organize data using tables.
- Create and modify charts.
- Analyze data using PivotTables and PivotCharts.
- Work with graphic objects.
- Calculate with advanced formulas.
- Sort and filter data.

Prerequisite: Introduction to Microsoft Excel 2007 or equivalent knowledge.

Course Code: CSXMS  Fee: $295  CEUs: 1.2

Session 08–1: Feb. 11-20; Mon. & Wed.; 6-9 P.M. (4 mtgs.)
Session 08–2: Apr. 7-8; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–3: June 6-25; Mon. & Wed.; 6-9 P.M. (4 mtgs.)

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**Mastering Microsoft PowerPoint 2007**

This course will help you learn how to create and modify basic Microsoft PowerPoint presentations for delivery in front of an audience. You will explore the PowerPoint environment and create a new presentation. You will enhance your presentation with features that will transform it into a powerful means of communication. The course also helps you prepare for the PowerPoint Core certification exam in the Microsoft Office Specialist Program. No matter what version of Microsoft PowerPoint you currently use, this course will benefit you.

- Explore the PowerPoint environment.
- Create a presentation. You will also add text and themes to a presentation.
- Format text on slides.
- Add graphical objects to a presentation.
- Modify objects on slides.
- Add tables to a presentation.
- Add charts to a presentation.
- Prepare to deliver a presentation.
- Customize the PowerPoint environment.
- Customize a design template.
- Add diagrams to your presentation.
- Add special effects to a PowerPoint presentation.
- Use the various options to customize slide shows.
- Use PowerPoint to publish slides to a slide library and secure your presentations.
- Finalize a presentation.

Prerequisite: Introduction to Microsoft Word 2007 or equivalent knowledge.

Course Code: CGPMS  Fee: $295  CEUs: 1.2

Session 08–1: Jan. 22-23; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: July 8-17; Tue. & Thu.; 6-9 P.M. (4 mtgs.)
Mastering Microsoft Outlook 2007

This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft Outlook to compose and send e-mail, schedule appointments and meetings, manage contact information and tasks, and use notes. You will then learn how to customize your environment, calendar and mail messages to meet your specific needs as well as track, share, assign and quickly locate various Outlook items. The course also helps you prepare for the Outlook Core certification exam in the Microsoft Office Specialist Program.

- Identify the components of the Outlook environment. You will also perform simple tasks such as sending and responding to email messages.
- Compose messages.
- Use folders to organize messages.
- Manage contacts and contact information.
- Schedule appointments.
- Schedule meetings.
- Create and edit tasks.
- Create and edit notes.
- Customize the calendar by setting various calendar options.
- Set message options.
- Track work activities using the Journal.
- Assign and track tasks.
- Share folder information.
- Customize the Outlook environment.
- Sort, find, and color-code items in your mailbox and calendar.
- Work with public folders.

Prerequisite: Mastering Microsoft Word 2007 or equivalent knowledge.

Course Code: CIMMS Fee: $350 CEUs: 1.2

Session 08–1: Mar. 3-4; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: July 28-29; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Microsoft Access

- See Database Development including Microsoft Access courses, page 35.
Business Applications

**QuickBooks Pro 2007**

This full-featured course covers the basic features and functionality of the software. Learn how to fully utilize the many facets of this software, if you are just beginning or have been using it for sometime. Other topics include:

- Setting up a company.
- Working with lists.
- Creating invoices and processing payments.
- Setting up inventory and customizing forms.
- Creating graphs.
- Estimating time tracking and job costing.

**Prerequisites:** A basic understanding of the computer operating system you are using is recommended; Accounting Basics; Payroll Accounting; or equivalent knowledge.

**Instructor:** Laura DeLaune, CPA, LSU Department of Accounting

**Course Code:** CQQWP  **Fee:** $395  **CEUs:** 1.2

**Session 08–1:** Apr. 2–30; Mon. & Wed.; 5:30-8:30 P.M. (4 mtgs.)

**Microsoft Project 2007: Creating and Managing Projects**

This course is designed for individuals who will use Microsoft Project as a tool to assist them in managing projects. The two-day program teaches you how to keep track of project details and modify a project that is in progress. You will create tasks, organize these tasks in a work breakdown structure containing task relationships, create and assign resources, and finalize the project in order to implement the project plan. You will exchange project plan data with other applications, update project plans, create custom reports, and re-use project plan information.

- Create a project plan file and enter task information.
- Create a work breakdown structure by organizing tasks and setting up relationships.
- Finalize the project plan file.
- Exchange project plan data with other applications.
- Update a project plan.
- Create custom reports.
- Re-use existing project plan information.

**Prerequisite:** A basic understanding of project management is recommended.

**Course Code:** CDMP1  **Fee:** $595  **CEUs:** 1.2

**Session 08–1:** Mar. 5-6; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

**NEW! Introduction to Crystal Reports**

Crystal Reports is the primary recommended course you should take if your job responsibilities require you to obtain output from databases. This course is designed for the novice Crystal Reports user who needs to quickly become proficient in creating and modifying reports. In this course, you will build basic list and group reports that work with almost any database. Some of the topics include planning a report, creating a basic report, using the Report Explorer, record selection, sorting, grouping and summarizing, charting, basic formulas, and exporting.

- Create a list report by using data from an existing database.
- Locate and present data in a specified order.
- Create groups to summarize report data.
- Build formulas to add non-database data to a report and display data differently.
- Format reports.
- Enhance reports by adding and modifying elements in a report.
- Create single data series charts.
- Distribute report data to other users.

**Course Code:** CDCRA  **Fee:** $795  **CEUs:** 1.2

**Session 08–1:** Mar. 5-6; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Web Design & Web Development Certificate Programs

LSU’s Web Design & Web Development Certificate Programs are designed to help individuals develop and validate their skills in Internet-related technologies. The programs cover key concepts and skills and they also assist individuals who wish to prepare for vendor-neutral certification options, such as the Brainbench Certified Internet Professional (BCIP), Certified Internet Webmaster (CIW), and CompTIA’s i-Net+ Certification. Certification offers structured and reliable evidence that an individual has the necessary Internet skill competencies to excel in the industry.

Web Design Certificate Program

The Web Design career track is a flexible program that focuses on the skills needed to design interesting, successful and functional Web sites. This track allows individuals to prove their skills and expertise in the physical layout and design of Web pages, including the use of color, layout, functionality, multiple types of media, typography, and user interfaces. The structure of the Web Design track has been designed to recognize that there are many different types of Web designers performing different activities using different applications. Participants complete core concept courses that cover what all Web designers should know, one application-specific course that covers a key tool used by most Web designers, and an elective course to allow you to tailor the career track to your needs.

To earn a Web Design Certificate, participants must complete the following five (5) courses:

Core Courses (Three Required)
• Web Design Basics/Introduction to HTML (HyperText Markup Language)
• Mastering Web Design/Advanced Web Authoring
• Enhancing Web Design with Active Server Pages

Application (One Required)
• Mastering Dreamweaver CS3

Elective (Choose One)
• Mastering Flash CS3
• Mastering Photoshop CS3

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Web Design Certificate Program, contact Kristy Anthony at 225-578-3313 or kanthony@outreach.lsu.edu.

Web Development Certificate Program

The Internet has become a communication tool that is critical in our society. As this has developed, organizations around the world have come to realize that it makes sense to deliver application functionality over the Internet, and specifically the World Wide Web. Building software designed to execute over the Internet is the most common development paradigm in use today.

After completing this track, you will be able to write Visual Basic .NET applications that leverage the Internet. Specifically, you will learn how to create Web-based applications that allow end users’ functionality of an installed program running within a Web browser.

To earn a Web Development Certificate, participants must complete the following five (5) courses:

Core Courses (Three Required)
• Web Design Basics/Introduction to HTML
• Mastering Web Design/Advanced Web Authoring
• Enhancing Web Design with Active Server Pages

Programming Courses (Two Required)
• Data Collaboration with XML
• Introduction to Programming using Visual Basic .NET

To earn a Master Web Development Certificate, two (2) additional programming courses are required.

• Introduction to Internet Programming using ASP.NET and Visual Basic .NET
• Advanced Internet Programming using Visual Basic .NET and XML Web Services

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Web Development Certificate Program, contact Melissa Stafford at 225-578-1263 or mstafford@outreach.lsu.edu.
Web Design Basics / Introduction to HTML

This course introduces technical concepts underlying the World Wide Web. It is suitable for anyone who has used a Web browser, but is now looking to learn more about how the Internet and the Web works. This information is useful for anyone embarking on a technical career related to computers, as well as those who intend to use the Internet for business or commercial purposes.

- Learn to create Web documents using HTML 4.01.
- Learn good HTML coding practices to create Web pages that work and will continue to work in the ever-changing world of Web development.
- Understand how Web servers and client software such as Web browsers work together to enable users to browse information and run applications on the Web.
- Recognize security hazards that go along with connecting to the Internet and some of the tactics that can be used to minimize those hazards.
- Understand what HTML is, how it is used, and how it came to be.

- Use a text editor to set up both global and content structures of an HTML document.
- Create links to locations within a site and out to other sites on the Internet.
- Efficiently format Web page content by using both non-deprecated HTML tags and Cascading Style Sheets.
- Incorporate graphics into Web pages as embedded images, links and backgrounds.
- Generate unordered, ordered and nested lists in HTML documents.

Course Code: CIGHA  Fee: $350  CEUs: 1.2
Session 08–1: Jan. 30-31; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: Apr. 1-10; Tue. & Thu.; 6-9 P.M. (4 mtgs.)
Session 08–3: June 10-11; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Mastering Web Design/Advanced Web Authoring

This course provides you with the tools to create your own HTML documents. Learn how to create Web sites with a variety of HTML elements and attributes and create well-formed code that complies with the XHTML standard. You will learn how to use Cascading Style Sheets (CSS) to develop and design Web sites. Learn how to use all the features of the CSS-1 specification and a few features of CSS-2. Explore browser workarounds and sound development principles along the way. Upon completion of this course, you will be able to identify style sheets of various types, customize styles, apply positioning properties, control background appearance, and create styles that break down gracefully.

- Create well-formed code that conforms to the XHTML standard.
- Modify tables and create nested tables.
- Control the sizing, spacing and alignment of images and understand how image maps work.
- Create Web forms with a variety of different controls.
- Modify form attributes to make forms more usable and navigable.
- Apply the meta tag and understand how JavaScript is embedded into HTML documents.
- Create framed pages.
- Use style sheets to design Web documents.
- Identify style sheets of various types, understand the advantages and risks of designing with style sheets, and apply correct style sheet syntax.
- Apply CLASS and ID selectors to customize styles, use the DIV and SPAN elements to construct styles, and create an external style sheet and link documents to it.
• Style text with typographical properties, including aligning and indenting text, controlling the spacing of lines and characters modifying other text characteristics, declare specific and generic fonts, size fonts with various methods; and create variations of font styles.

• Apply text and background colors with a variety of methods and other background techniques, like controlling background tiling and position.

• Control the margins, borders and padding of page elements, and create floating elements and list styles.

• Apply position properties to control page layout by absolute and relative coordinates, and control the width, overflow, and layering of page elements.

• Create styles that break down gracefully, such as dynamic hyperlinks and cursor styles, and apply filters and contextual styles.

Prerequisite: Web Design Basics or equivalent knowledge.

Course Code: CIGHM Fee: $350 CEUs: 1.2
Session 08–1: Feb. 20-21; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: May 6-15; Tue. & Thu.; 6-9 P.M. (4 mtgs.)
Session 08–3: July 15-16; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Enhancing Web Design with Active Server Pages

This course introduces you to the powerful capabilities of Active Server Pages (ASP). ASP allows Web designers to incorporate live database content into Web pages, process form information and store it, and create search engines, chat rooms, and shopping carts. For the Web designer with knowledge of HTML, CSS, and ASP, no Web project is beyond reach.

• Learn the essentials and gain a better understanding of how ASP works with HTML.

• Include content such as menu bars on multiple pages.

• Open and display live data from a database on a Web page.

• Learn how to use SQL to find information in a database.

• Process form information and store it.

• Create and use cookies.

• Develop a login page.

• Learn how a chat room is constructed.

• Study the basics of a shopping cart.

Prerequisites: Web Design Basics; Mastering Web Design; or equivalent knowledge.

Course Code: CPASA Fee: $350 CEUs: 1.2
Session 08–1: Mar. 26-27; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: May 28-29; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Mastering Dreamweaver CS3

This course introduces you to the basic and advanced features of the Macromedia Dreamweaver Web development application. You will learn about creating, organizing and managing Web sites using Dreamweaver, and how to create and edit Web pages using Dreamweaver. In this course we will cover everything from basic Web pages to advanced dynamic content.

• Explain basic concepts about the Internet and the World Wide Web, and how to publish a site.

• Create a basic Web page by typing text and importing graphics.

• Perform character and paragraph formatting on text and define and apply HTML styles to speed up repetitive formatting.

• Add links within a site, create anchors and specify external links.

• Create and format tables to assist in page design.

• Create dynamic user-interface elements, including simple rollovers and complex navigation bars.

• Define keyword, description and other meta tags in order to make your site visible to automatic search engine spiders.

• Create layers using a number of techniques and manage the size, position, stacking order and visibility of layers.

Prerequisite: Web Design Basics or equivalent knowledge.

Course Code: CIGDW Fee: $350 CEUs: 1.2
Session 08–1: Mar. 12-13; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: May 20-21; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–3: July 30-31; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Mastering Flash CS3

Macromedia Flash is used for producing animated and interactive Web sites. In this course, you will gain experience with Flash tools and methods for working in Flash. You will build on this knowledge by using Flash to create animations that you can

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publish on the Web or as stand-alone files. In this course, you will use Flash to create dynamic applications that range from e-commerce shopping carts to online forms.

• View a Flash movie and modify the appearance of the Stage.
• Draw, paint and create custom colors and line styles using Flash tools.
• Manipulate objects, experiment with shape interaction and import artwork.
• Build layers and use them to create effects.
• Add text and manipulate its behavior and appearance.
• Create frame-by-frame, shape tweened and motion tweened animation.
• Publish a Flash movie with sound.
• Create animated sequences using frame-by-frame and tweened animation, and implement the three types of symbols and instances as both a development shortcut and a method for optimizing file size.

**Course Code: CIGFL  Fee: $350  CEUs: 1.2**
**Session 08–1:** Apr. 22-23; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

**Mastering Photoshop CS3**

Learn to modify and combine scanned photographs to create realistic composite images using Adobe Photoshop. Learn to use several tools for selecting parts of images and to move, duplicate and resize images. Learn to use layers and to apply layer effects and filters to create special effects, including lighting and texture effects. Additionally, you will use painting tools and blending modes to create shading effects. You will further your understanding of isolating image areas by creating and saving masks with specialized tools, commands, modes and layer elements. You will also learn to create and apply creative elements such as gradients, patterns and color overlays, and to save them along with effects in easy-to-apply layer styles. Upon completion of the course you will have a firm grasp on Photoshop concepts that are applicable to almost every facet of using the application, including Web design, preparing photographic images for printing and illustration.

• Select appropriate resolutions for different image and output types.
• Resize and crop image areas.
• Create and manipulate multiple layers to composite images easily.
• Apply blending and shading effects to create realistic composites.
• Use Photoshop’s painting tools to create artwork or to retouch photographs.
• Add and format text within an image.
• Modify the brightness, contrast, color balance, hue, and saturation of images.
• Save images in file formats for use with other applications and the Web.

**NEW! Mastering InDesign CS3**

This course will familiarize you with print layout and design tools and features available to you in Adobe InDesign CS3. You will learn to create eye-catching printed documents. You will set up documents, work with text and type styles, add color, work with tables, use transparency and other effects, and bring in graphics to your InDesign projects. You will use the advanced features in InDesign to create documents that are attractive and have the highest degree of perfection.

• Manage the InDesign environment.
• Design documents.
• Manage and control text.
• Utilize colors, swatches, and gradients.
• Manage transparency.
• Utilize tables.
• Create Acrobat PDF files.
• Import and export files.

**Course Code: CGIPS  Fee: $350  CEUs: 1.2**
**Session 08–1:** Mar. 5-6; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
**Session 08–2:** June 6-25; Mon. & Wed.; 6-9 P.M. (4 mtgs.)

**NEW! Mastering Illustrator CS3**

Adobe Illustrator CS3 is a sophisticated graphics application that helps you to create complex and attractive designs with...
type effects. You will create logos, advertisements, and other illustrations with ease using this software. In this course, you will learn to use Illustrator by drawing and manipulating simple shapes to create logos. You will also combine text and graphics to create advertisements. You will learn to create complex illustrations, print documents without any errors or color mismatches and prepare illustrations for the Web. Create logos using simple shapes and custom paths.

- Enhance logo text.
- Manipulate body type.
- Create an advertisement.
- Organize creative assets using Adobe Bridge.
- Create a complex illustration.
- Provide support for PDF and PSD files.
- Convert raster graphics to vector graphics.
- Color an artwork using the Live Paint feature.
- Create a poster.
- Export a graphic for the Web.
- Apply color management so that colors match as closely as possible.
- Prepare documents for composite and commercial printing.

Course Code: CGILL   Fee: $350   CEUs: 1.2
Session 08–1: Mar. 18-19; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Prepare for the future with structured and reliable training paths to some of the most in-demand careers. Our technical training programs cover vendor-neutral and vendor-specific certification options that offer evidence that an individual has the necessary skill competencies to excel in the Information Technology field. LSU Continuing Education can help you develop a specified training plan to help you stay focused and reach your technical goals. A specified career path can lead to greater opportunities and achievements and help you save valuable time and costs.

- CompTIA A+ Certification (Page 37)
- CompTIA Network+ Certification (Page 38)
- CompTIA Security+ Certification (Page 39)
- LSU .NET Programming Certificate (Page 32)
- LSU Database Development Program (Page 35)
- LSU Web Design Program (Page 27)
- LSU Web Development Program (Page 27)
- LSU Desktop Applications Specialist Program (Page 22)
- Microsoft Certified Application Specialist (Page 25)
- Microsoft Certified Systems Administrator (Page 41)
- Microsoft Certified Technology Specialist in Microsoft SQL Server 2005 (Page 41)
- Microsoft Certified Systems Engineer (Page 42)
- Microsoft Certified Desktop Support Technician (Page 41)
- Microsoft Certified Trainer (Page 47)

For more information about the certification options and training paths, contact Kristy Anthony at 225-578-3313 or kanthony@outreach.lsu.edu.
Programming

Introduction to Programming using Visual Basic .NET

Visual Basic .NET, the newest generation of Visual Basic, is designed to be the easiest and most productive tool for creating .NET applications, including Windows applications, Web Services and Web applications. While providing the traditional ease-of-use of Visual Basic development, Visual Basic .NET also allows optional use of new language features. Inheritance, method overloading, structured exception handling, and free threading all make Visual Basic a powerful object-oriented programming language. In this course, you will learn the fundamentals of programming by using Visual Basic .NET to create user interface applications. You will, through hands-on training, quickly gain the core programming skills required to develop functionally sound Visual Basic .NET applications.

- Define .NET and understand the purpose of the .NET Framework.
- Practice using the Visual Studio .NET integrated development environment to create and compile applications.
- Work with .NET Toolbox including controls, menus, and dialog boxes.
- Utilize the new debugging tools and structured error handling to build robust code.
- Develop an understanding of how to handle typical form events.
- Explore several existing namespaces and classes inside the .NET Framework class library.
- Learn to use the basic structures of programming including variables, decision structures, and loops.
- Discover similarities and differences with coding Web forms, console applications, and Windows applications.

Course Code: CPViP  Fee: $395  CEUs: 1.2
Session 08–1: Jan. 28-29; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: Mar. 3-Apr. 9; Mon. & Wed.; 6-9 P.M. (4 mtgs.)
Session 08–3: Jun. 2-3; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Object-Oriented Programming using Visual Studio .NET

This course introduces you to general principles underlying the practice of object-oriented programming. The concepts and principles in this course are presented in a generic manner, and as such are intended to prepare you for programming in virtually any object-oriented programming language. In this course, you learn how to work with the IDE Windows in Visual Studio .NET to create the different .NET project types. You will learn general programming concepts that provide a basis for object-oriented programming in many different languages.

- Explain what constitutes an object-oriented approach to programming and identify the potential benefits of object-oriented programming over other approaches.
- Describe the following aspects of object-oriented programming: objects, classes, subclassing, inheritance, and polymorphism.
- List and describe the steps and critical attributes involved in a good software project plan.
Data Collaboration with XML

XML has become the industry standard mechanism for data collaboration between different applications, systems and platforms. This course is a gentle introduction to XML. It is designed for both technical and non-technical participants. All of the central XML technologies are covered, including XSLT, XML DOM, XML Linking, DTD Design, and XML Schema. You will learn all the basic components of the XML Schemas recommendation, including its elements, attributes, data types and facets. You will also learn techniques for XML document and data modeling, an essential aspect of schema design. In addition to XML-specific technologies, other Web-centric technologies are also discussed.

- Write well-formed XML using XML syntax such as elements, attributes, comments and processing instructions.
- Write valid XML with DTDs and schema.
- Use DOM and SAX effectively.
- Display XML in Internet Explorer using Cascading Style Sheets (CSS).
- Transform XML using XSLT.
- Use XML namespaces and create links using the HTML namespace.
- Identify the functions and benefits of the XML linking specifications.
- Define and identify the basics of DTD functionality and the benefits of developing valid XML.
- Create element and attribute declarations, complex type definitions, and annotation information in writing your first schema.
- Provide additional modularity to your XML by importing, including and redefining schemas and declarations.

Prerequisite: Web Design Basics or equivalent knowledge.

Course Code: CPXML Fee: $395 CEUs: 1.2
Session 08–1: May 19-20; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Programming Data Access with ADO.NET using Visual Basic .NET

ADO.NET is the data-access technology included with the .NET Framework. Regardless of the database platform chosen, ADO.NET will provide the tools necessary to bring required data into your applications. This course will teach you how to build data-oriented applications and Web services with Microsoft ADO.NET, Microsoft SQL Server 2000, and the Microsoft .NET Framework. It is designed for the professional platform developer who is responsible for designing and building data-oriented, distributed applications for his or her organization.

- Describe data-centric applications, ADO.NET architecture, and ADO.NET and XML.
- Connect to SQL Server and other data sources.
- Perform connected database operations, including executing SELECT commands, database definition commands, dynamic SQL commands, and commands that return data from a SQL Server database in XML.
- Build a DataSet schema, populate it with data and modify the data programmatically.
- Build a DataSet from an existing data source.
- Use XML techniques while working with DataSets, including mapping tables and columns, creating XSD schemas, building strongly typed DataSets, and interacting with XML Data Documents.
- Build a Web service that uses ADO.NET to query and update a data source.
- Trap and handle ADO.NET and SQL server errors from within your applications.

Prerequisite: Introduction to Programming using Visual Basic .NET or equivalent knowledge.

Course Code: CPVDA Fee: $595 CEUs: 1.8
Session 08–1: Apr. 21-23; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

Advanced Visual Basic .NET Topics

This course builds upon the foundation of Introduction to Programming using Visual Basic .NET and Object-Oriented Programming using Visual Studio .NET. Advanced topics including XML interaction, versioning, deployment, assemblies, and memory management are discussed and practiced with lab exercises. In addition, advanced object-oriented principles including events, delegates, types and interfaces are explained using hands-on coding examples.

- Learn to deploy applications and to use versioning features of the .NET runtime to deploy multiple versions of the same program or component.

Continued on next page
To register or for information call 225-578-6325

Continued from previous page

• Learn how to package assemblies and about using the Global Assembly Cache.
• Create and use components in Windows Forms and ASP.NET applications.
• Create, use and extend types by understanding the common type system architecture.
• Describe and control how memory and other resources are managed in the .NET Framework using threading and garbage collection techniques.
• Use delegates and events so that an event sender will signal the occurrence of an action to an event receiver.
• Create interfaces that define required functionality within a class and discuss situations where it would be appropriate to use interfaces.
• Discuss XML Web Services and the architectural advantages of their use.
• Read and output XML data and schema files.

Prerequisites: Introduction to Programming using Visual Basic .NET; Object-Oriented Programming using Visual Basic .NET; or equivalent knowledge.

Course Code: CPVAT Fee: $595 CEUs: 1.8
Session 08–1: July 21-23; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

Enhancing Web Design with Active Server Pages

This course introduces you to the powerful capabilities of Active Server Pages (ASP). ASP allows Web designers to incorporate live database content into Web pages, process form information and store it, and create search engines, chat rooms, and shopping carts. For the Web designer with knowledge of HTML, CSS, and ASP, no Web project is beyond reach.

• Learn the essentials and gain a better understanding of how ASP works with HTML.
• Include content such as menu bars on multiple pages.
• Open and display live data from a database on a Web page.
• Learn how to use SQL to find information in a database.
• Process form information and store it.
• Create and use cookies.
• Develop a login page.
• Learn how a chat room is constructed.
• Study the basics of a shopping cart.

Prerequisites: Web Design Basics; Mastering Web Design; or equivalent knowledge.

Course Code: CPASA Fee: $350 CEUs: 1.2
Session 08–1: Mar. 26-27; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: May 28-29; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Introduction to Internet Programming using ASP.NET and Visual Basic .NET

Active Server Pages.NET (ASP.NET) is Microsoft’s newest Web development model. In this course you will learn the basics of how ASP.NET works and how to put together the pieces of an ASP.NET application. Through hands-on exercises you will work with the common language runtime, Web Forms, XML Web services, and the Microsoft .NET Framework.

• Explore the process of Internet communication between a browser and a Web server.
• Learn the fundamentals of the ASP.NET classes in the .NET Framework.
• Using Visual Studio .NET, layout Web forms without writing any code.
• Configure ASP applications, including setting up security.
• Learn simple data-binding methods.
• Create and reuse custom server controls.
• Discover how to use ASP.NET tracing and debugging tools.
• Manage application state and user information.

Prerequisite: Introduction to Programming using Visual Basic .NET; or equivalent knowledge.

Course Code: CPASB Fee: $595 CEUs: 1.8
Session 08–1: June 16-18; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

Advanced Internet Programming using Visual Basic .NET and XML Web Services

In this course you will dive deeper into Web forms, managing user state and securing a Web application. This course will also give you hands-on experience in creating and consuming XML Web Services from within an ASP.NET environment. Several sample applications and labs will be used to teach practical solutions to common Web programming issues.

• Review the complete event model available within the Page class.
• Identify how to authenticate users and the most efficient ways to capture and pass along user security credentials.
• Discover the various technologies available for securing your applications including SSL.
• Learn to create XML Web Services including adding authentication to the service itself.
• Practice discovering, registering and using XML Web Services from within an ASP.NET application.
• Explore sample applications and application blocks to find existing code that can be immediately used in your own applications.
• Cache user interface elements and data objects for maximum performance and usability.

Prerequisite: Introduction to Internet Programming using ASP.NET and Visual Basic .NET or equivalent knowledge.

Course Code: CPASC Fee: $495 CEUs: 1.2
Session 08–1: July 28-29; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Most professional requirements for application development center on the need to organize, store, and retrieve data. Understanding how databases themselves are designed, built, and maintained is crucial to software developers. Being able to access and update data programmatically is the difference between hobbyist and professional applications.

After completing this track, you will be able to design and build a database on either the Microsoft Access or Microsoft SQL Server platform. You will also learn how to write Visual Basic .NET code, focusing on using code to interact with databases.

To earn a Database Development Certificate, participants must complete the following courses:

- Microsoft Access 2007: Introduction to Relational Database Design (Page 35)
- Microsoft Access 2007: Database Application Development (Page 36)
- Microsoft Access 2007: Advanced Topics OR Structured Query Language (SQL) (Page 36)
- Introduction to Programming using Visual Basic .NET (Page 32)
- Programming Data Access with ADO.NET using Visual Basic .NET (Page 33)

Please Note:
- #2779 Implementing a Microsoft SQL Server 2005 Database, may be substituted for the Microsoft Access 2007/SQL course requirements listed above.

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Database Development Certificate Program, contact Melissa Stafford at 225-578-1263 or mstafford@outreach.lsu.edu.

Microsoft Access 2007: Introduction to Relational Database Design

You will learn the basic skills necessary to begin using Access and to design and create databases, tables, queries, forms, and reports. Additionally, you will learn the general principles involved in designing a database that complies with the relational database model.

- Examine the basic database concepts and explore the Microsoft Office Access 2007 environment.
- Design a simple database.
- Build a new database with related tables.
- Manage the data in a table.
- Query a database using different methods.
- Design forms.
- Generate reports.

Prerequisite: Participants should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Course Code: CDMAA Fee: $350 CEUs: 1.2

Session 08–1: Feb. 11-12; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: Apr. 28-May 7; Mon. & Wed.; 6-9 P.M. (4 mtgs.)
Session 08–3: June 23-24; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Microsoft Access 2007: Database Application Development

Learn how to enhance your database designs by using the principles of normalization and table relationships. Take the guesswork out of creating databases by using data-normalization techniques. Take advantage of relational database efficiency to maintain data. Save time by controlling data entry and automating tasks. You will also benefit by becoming familiar with Access features that will enable you to customize forms and reports.

- Modify the design and field properties of a table to streamline data entry and maintain data integrity.
- Retrieve data from tables using joins.
- Create flexible queries to display specified records, allow for user-determined query criteria, and modify data using queries.
- Enhance the capabilities of a form.
- Customize reports to organize the displayed information and produce specific print layouts.
- Share Access data across other applications.
- Restructure the data into appropriate tables to ensure data dependency and minimize redundancy.
- Write advanced queries to analyze and summarize data.
- Create and revise Access macros.
- Display data more effectively in a form.
- Customize reports by using various Access features, thus making them more effective.
- Maintain your database using tools provided by Access.

Prerequisite: Microsoft Access 2007: Introduction to Relational Database Design or equivalent knowledge.

Course Code: CDMAB  Fee: $450  CEUs: 1.2
Session 08–1: Mar. 17-18; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Session 08–2: May 13-14; Tue. & Thu.; 6-9 P.M. (4 mtgs.)
Session 08–2: July 14-15; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Structured Query Language (SQL)

You will learn what SQL is and how it can help you query a database to answer business questions. You will also learn advanced queries and how to add, update and delete data, tables, views and indexes.

- Define what a relational database is and identify some uses for the SQL language.
- Recognize proper syntax for an SQL statement.
- Use aggregate functions, column aliases, and mathematical expressions in a query statement.
- Use the WHERE clause to select specific rows of information from a database.
- Write queries that return both aggregate and non-aggregate information simultaneously.
- Write queries that select information from two tables simultaneously.
- Generate a query and its report using Microsoft Access.
- Query with subqueries.
- Add data to a database.
- Change and delete data from a database.
- Create, alter and delete tables, and create, use and delete views.
- Manage how data is altered through the use of transactions.

Prerequisites: Microsoft Access 2007: Introduction to Relational Database Design; Microsoft Access 2007: Database Application Development; or equivalent knowledge.

Course Code: CDSQL  Fee: $450  CEUs: 1.2
Session 08–1: June 30-July 1; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Microsoft Access 2007: Advanced Topics

In previous levels, you were introduced to the various features of Access 2007 that dealt with local database management. However, effective database management calls for mastering the advanced administrative and collaborative features of Access. In this course, you will exchange data with other applications, automate business processes by using VBA code, and secure and share databases.

- Share Access data with other applications.
- Use VBA to automate a business process.
- Create and modify a database switchboard, and set the startup options.
- Secure databases.
- Share a database using a SharePoint site.

Prerequisites: Microsoft Access 2007: Introduction to Relational Database Design; Microsoft Access 2007: Database Application Development; Structured Query Language (SQL); or equivalent knowledge.

Course Code: CDMAC  Fee: $450  CEUs: 1.2
Session 08–1: June 19-20; Thu.-Fri.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

NEW! #2779 Implementing a Microsoft SQL Server 2005 Database

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

- Create databases and database files.
- Create data types and tables.
- Use XML-related features in Microsoft SQL Server 2005.
- Plan, create, and optimize indexes.
- Implement data integrity in Microsoft SQL Server 2005 databases by using constraints, triggers, and XML schemas.
- Implement views.
- Implement stored procedures and functions.
- Implement managed code in the database.
- Use Service Broker to build a messaging-based solution.

Prerequisite: Introduction to Programming using Visual Basic .NET or equivalent knowledge.

Course Code: CM2779  Fee: $1995  CEUs: 3.5
Session 08–1: Apr. 14-18; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)
CompTIA Certifications

Computing Technology Industry Association (CompTIA) certification programs are the recognized industry standards for foundation- level information technology (IT) skills. CompTIA vendor-neutral certification programs are known throughout the technology community as one of the best ways to break into the information technology field and build a solid career. Many companies preferentially hire people with certifications.

Already certified? Acquiring additional CompTIA certifications will add to your current credentials and pave the way to more lucrative and challenging positions. Top technology companies like Cisco, Hewlett Packard, IBM, Intel, Microsoft, and Novell use CompTIA certifications as electives or equivalents to their own certification tracks.

For more information on the CompTIA A+, Network+ or Security + Certifications, contact Kristy Anthony at 225-578-3313 or kanthony@outreach.lsu.edu.

A+ Certification

A+ Certification is a CompTIA-sponsored testing program that is backed by major computer hardware and software vendors, distributors, resellers and publications. A+ certification signifies that the certified individual possesses the knowledge and skills essential for a successful entry-level (6 months experience) computer service technician, as defined by experts from companies across the industry. Earning CompTIA A+ certification proves that a candidate has a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance, and basic networking.

Two courses provide participants with the core hardware and operating systems concepts and skills that all computer service technicians should be able to demonstrate on the job.

A+ Essentials

This course validates knowledge of basic computer hardware and operating systems, covering skills such as installing, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing and preventive maintenance, with additional elements of soft skills and security. The Essentials Exam (CompTIA A+ Exam: 220-601) validates the basic skills needed by any entry-level service technician regardless of job environment.

• Identify proper procedures for installing and configuring system components and devices.
• Diagnose and troubleshoot system problems and determine whether they are hardware or software-related.
• Identify safety procedures, environmental hazards and preventive maintenance techniques.
• Identify popular motherboards, types of memory, bus architectures and the purpose of CMOS.
• Define the print process and identify procedures for servicing printers.
• Identify the unique components of portable systems.
• Define basic networking concepts and configure a computer to function on a network.
• Differentiate between effective and ineffective behaviors related to customer satisfaction.

Course Code: CTAPC Fee: $1195 CEUs: 3.1

Session 08–1: Feb. 11-15; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)

Session 08–2: May 5-9; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)

NEW! Introduction to Crystal Reports

Crystal Reports is the primary recommended course you should take if your job responsibilities require you to obtain output from databases. This course is designed for the novice Crystal Reports user who needs to quickly become proficient in creating and modifying reports. In this course, you will build basic list and group reports that work with almost any database. Some of the topics include planning a report, creating a basic report, using the Report Explorer, record selection, sorting, grouping and summarizing, charting, basic formulas, and exporting.

• Create a list report by using data from an existing database.
• Locate and present data in a specified order.
• Create groups to summarize report data.
• Build formulas to add non-database data to a report and display data differently.
• Format reports.
• Enhance reports by adding and modifying elements in a report.
• Create single data series charts.
• Distribute report data to other users.

Course Code: CDCRA Fee: $795 CEUs: 1.2

Session 08–1: Mar. 5-6, Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
A+: IT Technician
This course validates the ability to perform tasks such as installation, building, repairing, configuration, troubleshooting, optimizing, diagnosing and preventive maintenance in the context of the field service or enterprise environment. This credential (CompTIA A+ Exam: 220-602), is appropriate for those who work, or plan to work, in a mobile or corporate environment, or hold a position characterized by a high-level of in-person customer interaction.

- Measure and describe the characteristics of electricity; understand and follow safe practices when working with electricity; describe the purpose and features of power supplies, and install a new power supply into a PC; install power conditioning equipment and configure systems to minimize power consumption; and troubleshoot faulty power supplies.
- Describe the function and features of CPUs; describe the techniques used to cool CPUs and other PC components; describe motherboards and identify the typical components they contain; install a CPU onto a motherboard and install a motherboard into a case; and identify the symptoms of, probable causes of, and potential solutions to motherboard- and CPU-related problems.
- Describe the function of memory and describe various amounts of memory; differentiate between different types of memory chips; install RAM into a system while handling it properly and meeting your PC's installation requirements; test memory with a memory-testing application; and troubleshoot memory problems.
- Define interrupt, IRQ, I/O address, DMA, and base memory address, and describe how those resources are involved with device interaction with system resources; install and configure an expansion card, laptop expansion devices, and legacy expansion adapters; and troubleshoot expansion-card problems.
- Install hard drives into a PC; partition and format drives to prepare them for use; install and use optical drives and discs; install floppy drives and use floppy disks to store data; connect, use, and troubleshoot USB and FireWire external drives; describe, install, use, and troubleshoot tape drives; and back up and restore data.
- Identify features of dot-matrix printers and install, use, and troubleshoot inkjet printers and laser printers.
- Describe, install, and troubleshoot CRT and LCD displays; and troubleshoot and maintain display devices.
- Identify features of, use of, and ways to troubleshoot problems with laptop and notebook computers.
- Manage directories and files; monitor and manage the operating system; monitor events on the computer; and manage the Registry.

Course Code: CtaPd Fee: $1195 CEUs: 3.1
Session 08–1: Mar. 10-14; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)
Session 08–2: June 9-13; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)

Network+ Certification
Network+
Network+ is a CompTIA, vendor-neutral certification that indicates technical competency in networking administration and support. Professionals holding the Network+ certification demonstrate critical knowledge of media and topologies, protocols and standards, network implementation and network support. The certification is aimed at individuals with nine months field experience in network administration and support. This exam covers a wide range of vendor and product-neutral networking technologies that can also serve as a prerequisite for vendor-specific IT certifications.

- Describe the purpose of networking protocols and networking in general.
- Identify features of various network operating systems and the clients used to access them.
- Describe the OSI networking model and its relationship to networking components.
- Describe the network components relating to the Physical layer of the OSI model.
- Describe the function of the Data Link layer of the OSI model.
- Explain how data is transmitted over a network.
- Describe the functions of the Network, Transport and Session layers of the OSI model.
- Explain the fundamental concepts of the TCP/IP protocol suite.
- Explain the use of TCP/IP addresses and subnets.
- Access and use a TCP/IP network.
- Describe the requirements for remote network access.
- Explain the need for and ways to implement network security and fault tolerance.
- Describe the types of information that need to be gathered prior to installing or updating a network operating system.
- Explain ways to monitor and manage a network.
- Describe a systematic approach for troubleshooting network problems.

Prerequisite: A+ Certification or equivalent knowledge.
Course Code: CTNP1 Fee: $1495 CEUs: 3.1
Session 08–1: Apr. 7-11; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)
Desktop Support Specialist Certificate Program

LSU Continuing Education’s Desktop Support Specialist Certificate Program prepares you to provide desktop and network support to customers in a corporate setting. The program is an intensive, hands-on lecture and lab training experience that helps you develop a base set of skills and knowledge about the effective operation and support of personal computers.

Support specialists analyze, diagnose, troubleshoot, and resolve software and hardware problems on stand-alone or networked PCs. The variety of work assignments makes this a challenging and rewarding career.

Develop the essential skills for the job:
- Install multiple operating systems.
- Perform preventive maintenance and disaster recovery.
- Troubleshoot Web enabled computers.
- Assemble and disassemble computers.
- Use troubleshooting techniques to resolve resource conflicts.
- Develop the skills required to handle difficult customer situations.
- Search knowledge databases to resolve technical problems.

To earn a Desktop Support Specialist Certificate, participants must complete the following four (4) courses:

1. A+: Essentials (Page 37)
2. A+: IT Technician (Page 38)
3. #2261 Supporting Users Running the Microsoft XP Operating System (Page 46)
4. #2262 Supporting Users Running Applications on a Microsoft Windows XP Operating System (Page 47)

The courses cover key concepts and skills and they also assist those preparing to seek CompTIA or Microsoft certifications (Please Note: Certification is optional).

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Desktop Support Specialist Certificate Program, contact Kristy Anthony at 225-578-3313 or kanthony@outreach.lsu.edu.

Security+ Certification

Security+
CompTIA Security+ validates knowledge of communication security, infrastructure security, cryptography, operational security, and general security concepts. After taking this course, participants will understand the field of network security and how it relates to other areas of information technology.

- Define security terminology, explain the purpose and goals of network security policies, and outline various security threats.
- Understand the need for authentication and the development of authentication devices including Kerberos, CHAP, digital certificates, tokens, biometrics, mutual authentication, and multi-factor authentication.
- Identify the major types of attacks and malicious codes that commonly affect the confidentiality, integrity, and availability of networks; and discuss the business impact of security along with the countermeasures and best practices used to prevent or mitigate the effect of attacks and malicious codes.
- Understand the concepts and practices of remote access, including commonly used authentication protocols (IEEE 802.1X, RADIUS and TACACS+) and tunneling technologies (PPTP, L2TP, IPSec and Secure Shell).
- Discuss e-mail vulnerabilities and how to safeguard against them, and the benefits of PGP and S/MIME.
- Discuss Web security including SSL/TLC protocols; HTTPS as it relates to SSL; and the variety of mainstream Web tools such as JavaScript, Buffer Overflow, ActiveX, Cookies, Applets and SMTP that are commonly exploited by attackers on the Internet.
- Explain the benefits offered by centralized enterprise directory services such as LDAP over traditional authentication systems; discuss FTP vulnerabilities and alternatives to using FTP; and describe the threat posed to a network by unmonitored file shares.
- Identify aspects of security pertaining to wireless and instant messaging; explain WTLS and IEEE 802.11x vulnerabilities, site surveys, naming conventions and packet switching.
- Discuss the role of all major networking devices, including routers, switches, and firewall technology, in establishing a secure network; explain VPN and RAS technologies, discuss intrusion detection systems and perform network monitoring.

Prerequisites: A+ and Network+ certifications, or equivalent knowledge, and six to nine months experience in networking, including experience configuring and managing TCP/IP.

Course Code: CTYP1  Fee: $1495  CEU 3.1
Session 08-1: Apr. 21-25; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)

For schedule information, contact Kristy Anthony at 225-578-3313 or kanthony@outreach.lsu.edu.
GIS: Modeling and Mapping the World Around You

With the vast information sources available today, GIS is a key tool in determining what it all means. People access GIS to:

- Measure change.
- Perform modeling.
- Do spatial analysis.
- Obtain decision support.
- Transact geographic accounting.

GIS solutions are emerging as an integral component in nearly every type of business and government service. GIS networks will support a number of “crosscutting” business drivers including homeland security, environmental security, health care, land use, social services, and emergency management.

LSU is proud to be an ESRI Authorized Partner Education Center and to offer GIS software courses developed and tested by ESRI.

Introduction to ArcGIS I

This course introduces you to ArcGIS and to geographic information systems in general. Topics covered include fundamental GIS concepts as well as how to query a GIS database, manipulate tabular data, edit spatial and attribute data, and present data clearly and efficiently using maps and charts. You will learn how to use ArcMap, ArcCatalog and ArcToolbox and explore how these applications work together to provide a complete GIS software solution.

- Display feature and tabular data.
- Work with georeferenced spatial data.
- Query features using logical expressions.
- Find features using spatial relationships.
- Edit spatial and attribute data.
- Associate tables with joins and relates.
- Produce maps, reports and graphs.

Prerequisite: You should have basic experience using a Microsoft Windows operating system such as Microsoft Windows 98, 2000, XP or equivalent knowledge.

Instructor: Leslie Morgan, Ph.D., is an ESRI Authorized Instructor and a GIS consultant and trainer. Leslie began working with GIS while employed as a mathematician for the Naval Research Laboratory at Stennis Space Center in the Marine Geosciences Division (2000-2001). While completing her Ph.D., Leslie taught undergraduate statistics as well as two graduate school GIS courses at Tulane University. She has practical experience with GIS analysis, ArcObjects programming, database management, and geocoding. Leslie is also competent with SAS, Matlab, WinBUGS, and R. She became an ESRI authorized instructor in 2003.

Course Code: CCAG1  Fee: $895  CEUs: 1.4
Session 08-1: Mar. 3-4; Mon.-Tue.; 8:30 A.M.-4:30 P.M. (2 mtgs.)
Session 08-2: June 16-17; Mon.-Tue.; 8:30 A.M.-4:30 P.M. (2 mtgs.)

Introduction to ArcGIS II

This is a follow-up course to Introduction to ArcGIS I (for ArcView 8, ArcEditor 8 and ArcInfo 8) and continues to present important concepts and functionality for successfully working with ArcGIS. With further exploration of ArcMap, ArcCatalog and ArcToolbox, you will focus on spatial analysis, automation of spatial and attribute data, editing and advanced options for cartographic display and reports. Hands-on exercises teach ArcGIS procedures in the context of solving real-world problems. Examples and exercises use data from a variety of application areas. A portion of the class is reserved for carrying out an analysis project and applying many of the new skills and techniques learned in this course. You will conduct queries, perform spatial analysis and present your results in a hard-copy map and report.

- Perform spatial analysis.
- Manage geographic data.
- Perform geocoding.
- Display points and lines from event tables.
- Automate data through heads-up digitizing.
- Convert data from other formats.
- Edit spatial and attribute data.
- Create and use metadata.
- Produce high-quality maps and reports.

Prerequisite: Introduction to ArcGIS I or equivalent knowledge.

Instructor: Leslie Morgan, ESRI Authorized Instructor

Course Code: CCAG2  Fee: $1095  CEUs: 2.1
Session 08-1: Apr. 14-16; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)

For more information, contact Kristy Anthony at 225-578-3313 or kanthony@outreach.lsu.edu.
Microsoft Certified Desktop Support Technician (MCDST) on Microsoft Windows XP

The Microsoft Certified Desktop Support Technician (MCDST) entry-level certification will get you started in an IT career by ensuring you have the skills to successfully support end-users and troubleshoot desktop environments running on the Microsoft Windows operating systems. The MCDST certification covers the skills of help desk technician, customer support representative, PC support specialist, technical support representative, and technical support specialists as defined by the National Workforce Center for Emerging Technologies Skill Standards for Information Technology and other research worldwide.

An MCDST candidate should have six to 12 months of experience supporting end users of a desktop operating system. MCDST candidates are required to pass two core exams.

Core Courses (Two Required)
Course # 226: Supporting Users Running the Microsoft Windows XP Operating System
Course # 2262: Supporting Users Running Applications on a Microsoft Windows XP Operating System

Microsoft Certified Systems Administrator (MCSA) on Microsoft Windows Server 2003

The Microsoft Certified Systems Administrators (MCSA) credential recognizes IT professionals who implement, manage and maintain network and system environments based on the Microsoft Windows Server operating system. Implementation responsibilities include installing and configuring parts of the systems. Management responsibilities include administering and supporting the systems.

Candidates seeking the MCSA certification are required to pass three core exams and one elective exam.

Core Courses (Three Required)
Course #2272: Implementing and Supporting Microsoft Windows XP Professional

NEW! Microsoft Certified Technology Specialists (MCTS) in Microsoft SQL Server 2005

Microsoft Certified Technology Specialists in Microsoft SQL Server 2005 (MCTS: SQL Server 2005) implement and maintain databases using specific instructions and specifications. They have thorough knowledge of the product, understand how to use the tools and Transact-SQL language, and know how to explore the user interface. Technology Specialists typically pursue careers as database administrators, database developers, or business intelligence developers. They may also be developers and systems administrators who do not work with SQL Server daily but who want to show their breadth of technology experience.

Candidates seeking the MCTS certification are required to pass one exam that focuses on the implementation and maintenance of SQL Server 2005.

Core Courses (Two Required)
Course #2779: Implementing a Microsoft SQL Server 2005 Database
Course #2780: Maintaining a Microsoft SQL Server 2005 Database

Vendor Certifications

Microsoft Certified Desktop Support Technician (MCDST) on Microsoft Windows XP

Course #2273: Managing and Maintaining a Microsoft Windows Server 2003 Environment
Course #2277: Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services

Electives (Choose One)
Course #5047: Introduction to Installing and Managing Microsoft Exchange Server 2007
CompTIA A+ AND CompTIA Network+
Microsoft MCDST Certification (Course #2261; #2262)
Course #2779: Implementing a Microsoft SQL Server 2005 Database AND Course #2780: Maintaining a Microsoft SQL Server 2005 Database

NEW! Microsoft Certified Technology Specialists (MCTS) in Microsoft SQL Server 2005

Microsoft Certified Technology Specialists in Microsoft SQL Server 2005 (MCTS: SQL Server 2005) implement and maintain databases using specific instructions and specifications. They have thorough knowledge of the product, understand how to use the tools and Transact-SQL language, and know how to explore the user interface. Technology Specialists typically pursue careers as database administrators, database developers, or business intelligence developers. They may also be developers and systems administrators who do not work with SQL Server daily but who want to show their breadth of technology experience.

Candidates seeking the MCTS certification are required to pass one exam that focuses on the implementation and maintenance of SQL Server 2005.

Core Courses (Two Required)
Course #2779: Implementing a Microsoft SQL Server 2005 Database
Course #2780: Maintaining a Microsoft SQL Server 2005 Database

Continued on next page
Microsoft Certified Systems Engineer (MCSE) on Microsoft Windows Server 2003

The Microsoft Certified Systems Engineer (MCSE) credential is the premier credential for professionals who can successfully design, plan and implement a network infrastructure, Active Directory-based infrastructure, and client deployment on the Microsoft Windows Server 2003 platform. Implementation responsibilities include installing, configuring and troubleshooting network systems.

Candidates seeking the MCSE certification are required to pass six core exams and one elective exam.

Core Courses (Six Required)
Course #2272: Implementing and Supporting Microsoft Windows XP Professional
Course #2273: Managing and Maintaining a Microsoft Windows Server 2003 Environment

#2272 Implementing and Supporting Microsoft Windows XP Professional
This course addresses the implementation and desktop support needs to deploy and support Microsoft Windows XP Professional in a variety of stand-alone and network operating system environments.

- Install Windows XP Professional and upgrade to Windows XP Professional.
- Automate an installation of Windows XP Professional by using answer files and Uniqueness Database Files (UDFs), or by using the Microsoft Windows 2000 System Preparation Tool.
- Configure and manage hardware on a computer running Windows XP Professional.
- Manage disks.
- Configure and manage file systems.
- Troubleshoot the boot process and other system issues.
- Configure the desktop environment and use profiles to control desktop customization.
- Configure Windows XP Professional to operate on Windows networks.
- Support remote users.
- Configure Windows XP Professional for mobile computing.
- Monitor resources and performance.

Course Code: CM2272  Fee: $1995  CEUs: 3.5
Session 08–1: Jan. 28-Feb. 1; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)
Session 08–2: June 2-6; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)

#2273 Managing and Maintaining a Microsoft Windows Server 2003 Environment
This course provides you with the knowledge and skills that are required to manage accounts and resources, maintain server resources, monitor server performance, and safeguard data in a Microsoft Windows Server 2003 environment.

- Create and populate organizational units with user and computer accounts.
- Manage user and computer accounts.
- Create and manage groups.
- Manage access to resources.
- Implement printing.
- Manage printing.
- Manage access to objects in organizational units.
- Implement Group Policy.
- Manage the user and computer environment by using Group Policy.
- Audit accounts and resources.
- Prepare to administer server resources.
- Configure a server to monitor system performance.
- Monitor system performance.
- Manage device drivers by configuring device driver signing and restoring a device driver.
- Manage hard disks.
- Manage data storage.
- Manage disaster recovery.
- Maintain software by using Microsoft Software Update Services.

Course Code: CM2273  Fee: $1995  CEUs: 3.5
Session 08–1: Feb. 25-29; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)
#2277 Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services

This course provides you with the knowledge and skills to implement, manage and maintain a Microsoft Windows Server 2003 network infrastructure. The course is intended for systems administrator and systems engineer candidates who are responsible for implementing, managing and maintaining server networking technologies. These tasks include implementing routing; implementing, managing, and maintaining Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), and Windows Internet Name Service (WINS); securing Internet Protocol (IP) traffic with Internet Protocol security (IPSec) and certificates; implementing a network access infrastructure by configuring the connections for remote access clients; and, managing and monitoring network access.

- Configure routing by using the Routing and Remote Access service.
- Allocate IP addressing by using DHCP.
- Manage and monitor DHCP.
- Resolve names.
- Resolve host names by using DNS.
- Manage and monitor DNS.
- Resolve network basic input/output system (NetBIOS) names by using WINS.
- Secure network traffic by using IPSec and certificates.
- Configure network access.
- Manage and monitor network access.

Course Code: CM2277   Fee: $1995   CEUs: 3.5  
Session 08-1: Mar. 24-28; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)

#2278 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure

This course provides you with the knowledge and skills necessary to plan and maintain a Windows Server 2003 network infrastructure.

- Plan a TCP/IP physical and logical network.
- Plan and troubleshoot a routing strategy.
- Plan a Dynamic Host Configuration Protocol (DHCP) strategy.
- Optimize and troubleshoot DHCP.
- Plan a Domain Name System (DNS) strategy.
- Optimize and troubleshoot DNS.
- Plan and optimize Windows Internet Naming Service (WINS).
- Plan, optimize and troubleshoot IPSec network access.
- Troubleshoot network access.

Prerequisite: Course #2277: Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services or equivalent knowledge and skills.

Course Code: CM2278   Fee: $1995   CEUs: 3.5  
Session 08-1: Apr. 28-May 2; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)

#2279 Planning, Implementing and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure

This course provides you with the knowledge and skills to successfully plan, implement and troubleshoot a Microsoft Windows Server 2003 Active Directory service infrastructure. The course focuses on a Windows Server 2003 directory service environment, including forest and domain structure, Domain Name System (DNS), site topology and replication, organizational unit structure and delegation of administration, Group Policy, and user, group, and computer account strategies.

- Describe the logical and physical components of Active Directory.
- Create and configure a forest and domain structure by using an Active Directory infrastructure design.
- Plan and implement an organizational unit structure.
- Plan and implement Active Directory user, group and computer accounts.
- Plan and implement a Group Policy strategy to centrally manage users and computers in an enterprise.
- Deploy, manage and troubleshoot software that is deployed using Group Policy.
- Implement sites to manage and monitor Active Directory replication.
- Plan and implement the placement of domain controllers, global catalog servers and DNS servers that are integrated with Active Directory.
- Plan and manage operations masters.
- Back up, restore and maintain Active Directory.
- Plan and implement an Active Directory infrastructure that is based on a directory service design that an enterprise architect provides.

Prerequisite: Course #2278: Planning and Maintaining a Windows Server 2003 Network Infrastructure or equivalent knowledge and skills.

Course Code: CM2279   Fee: $1995   CEUs: 3.5  
Session 08-1: May 9-23; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)
#2282 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure

This course provides you with the knowledge and skills to design a Microsoft Active Directory service and network infrastructure for a Microsoft Windows Server 2003 environment.

- Describe the process of designing an Active Directory infrastructure and a network infrastructure that supports Active Directory.
- Design a forest and domain infrastructure that meets the needs of an organization.
- Design a site infrastructure that meets the needs of an organization.
- Design a Group Policy structure that meets the needs of an organization.
- Design an administrative structure that meets the needs of an organization.
- Design a physical network structure that supports Active Directory and meets the needs of an organization.
- Design a Dynamic Host Configuration Protocol (DHCP) structure that supports Active Directory and meets the needs of an organization.
- Create a design for network connectivity that supports Active Directory and meets the needs of an organization.
- Design a name resolution strategy that supports Active Directory and meets the needs of an organization.
- Design a network access infrastructure that supports Active Directory and meets the needs of an organization.
- Design a forest and domain infrastructure that meets the needs of an organization.

Prerequisites: Course #2278: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure; Course #2279: Planning, Implementing and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure; or equivalent knowledge and skills.

Course Code: CM2282 Fee: $1995 CEUs: 3.5
Session 08-1: June 23-27; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)

NEW! #2779 Implementing a Microsoft SQL Server 2005 Database

This course focuses on teaching individuals how to use SQL Server 2005 product features and tools related to implementing a database.

- Create databases and database files.
- Create data types and tables.
- Use XML-related features in Microsoft SQL Server 2005.
- Plan, create, and optimize indexes.
- Implement data integrity in Microsoft SQL Server 2005 databases by using constraints, triggers, and XML schemas.
- Implement views.
- Implement stored procedures and functions.
- Implement managed code in the database.
- Use Service Broker to build a messaging-based solution.

Course Code: CM2779 Fee: $1995 CEUs: 3.5
Session 08-1: Apr. 14-18; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)

NEW! #2780 Maintaining a Microsoft SQL Server 2005 Database

This course provides you with the product knowledge and skills needed to maintain a Microsoft SQL Server 2005 database. The course focuses on teaching individuals how to use SQL Server 2005 product features and tools related to maintaining a database.

- Install and configure SQL Server 2005.
- Manage database files.
- Manage security.
- Perform administrative tasks.
- Backup databases.
- Restore databases.
- Monitor SQL Server.
- Troubleshoot SQL Server.
- Transfer data.
- Maintain high availability.

Course Code: CM2780 Fee: $1995 CEUs: 3.5
Session 08-1: Feb. 18-22; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)
Session 08-2: May 12-16; Mon.-Fri.; 8:30 A.M.-4:30 P.M. (5 mtgs.)


This course offers Microsoft Exchange 2000 Server or Microsoft Exchange Server 2003 administrators with the skills they need to manage a Microsoft Exchange Server 2007 infrastructure. This course focuses on the new features and administrative tasks in Exchange Server 2007. You will learn skills that enable you to deploy and manage an Exchange Server 2007 environment. This course's aim is not to provide detailed design skills, but will cover planning skills at a level sufficient to enable decision making during the deployment process.

- Describe the new features that are included in Exchange Server 2007.
- Plan and implement an Exchange Server 2007 deployment or upgrade.
- Configure Exchange Server 2007 messaging security for Internet e-mail.
- Implement Exchange Server 2007 messaging policies.
- Implement Exchange Server 2007 high availability and disaster recovery.


Course Code: CM3938 Fee: $1295 CEUs: 2.1
Session 08-1: Mar. 17-19; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)
NEW! #5047 Introduction to Installing and Managing Microsoft Exchange Server 2007

In this course, you will learn how to configure and manage a messaging environment in accordance with technical requirements for Microsoft Exchange Server 2007. This course teaches you how to install Microsoft Exchange Server 2007 and manage routing, client access, and the backup and restore of databases. You will also learn how to manage addressing and recipient objects such as mailboxes, distribution groups, and contacts.

- Describe how Exchange Server 2007 and the Active Directory directory service work together.
- Configure Mailbox server roles.
- Manage recipient objects.
- Manage e-mail and address lists.
- Manage client access.
- Manage Messaging Transport.
- Manage availability, backup and recovery.
- Maintain the message system.

Course Code: CM5047 Fee: $1295 CEUs: 2.1
Session 08-1: Apr. 7-9; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)

NEW! #5061 Implementing Microsoft Office SharePoint Server 2007

This course provides you with the knowledge and skills required to implement Microsoft Office SharePoint Server 2007 successfully in your organization.

- Plan for and design a Microsoft Office SharePoint Server 2007 implementation.
- Implement a content management solution with Microsoft Office SharePoint Server 2007.
- Implement a search and indexing solution with Microsoft Office SharePoint Server 2007.

Course Code: CM5061 Fee: $1295 CEUs: 2.1
Session 08-1: Mar. 31-Apr. 2; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)
The Microsoft Certified Desktop Support Technician (MCDST) entry-level certification will get you started in an IT career by ensuring you have the skills to successfully support end-users and troubleshoot desktop environments running on the Microsoft Windows operating systems. The MCDST certification covers the skills of help desk technician, customer support representative, PC support specialist, technical support representative, and technical support specialists as defined by the National Workforce Center for Emerging Technologies Skill Standards for Information Technology and other research worldwide.

An MCDST candidate should have six to 12 months of experience supporting end users of a desktop operating system. MCDST candidates are required to pass two core exams.

Core Courses (Two Required)
Course #2261 Supporting Users Running the Microsoft Windows XP Operating System
Course #2262 Supporting Users Running Applications on a Microsoft Windows XP Operating System

#2261 Supporting Users Running the Microsoft XP Operating System

This three-day course provides individuals, who are new to Windows XP, with the knowledge and skills necessary to troubleshoot basic problems end users will face while running Windows XP Professional in an Active Directory network environment, or Windows XP Home edition in a workgroup environment. This is an introductory course designed to provide an overview of operating system concepts and how to troubleshoot Windows XP.

If you are new to Information Technology and have experience using Microsoft Office and navigation around Windows, then this is the perfect class for you! This class is also good for help desk associates with six months experience looking to validate their support skills.

- Perform and troubleshoot an attended installation of the Windows XP operating system.
- Perform post installation configuration (user configuration, apply service packs, etc.)
- Troubleshoot system startup and user logon problems.
- Monitor and analyze system performance.
- Monitor, manage and troubleshoot access to files and folders.
- Troubleshoot connecting to local and network print devices.
- Configure and troubleshoot hardware, storage and display devices and drivers.
- Troubleshoot network protocols and services.
- Configure and troubleshoot Advanced Configuration and Power Interface (ACPI) and input/output (I/O) devices.
- Troubleshoot security settings and local security policy.
- Configure and troubleshoot local user and group accounts.
- Troubleshoot the TCP/IP protocol.
- Configure and troubleshoot Internet Connection Firewall (ICF) settings.
- Troubleshoot name resolution issues.
- Configure and troubleshoot remote connections.
- Configure and troubleshoot end user systems using remote Desktop and Remote Assistance.

Prerequisites: You should have basic experience using Microsoft Office as a general user and experience using a Microsoft Windows operating system such as Microsoft Windows XP. Also, it is recommended, but not required, that you have completed a CompTIA A+ certification or have equivalent knowledge.

Course Code: CM2261
Fee: $1295 (or $1695 if combined with #2262) CEUs: 2.1
Session 08–1: Mar. 31-Apr. 2; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)
#2262 Supporting Users Running Applications on a Microsoft Windows XP Operating System

This two-day course provides individuals who are new to Microsoft Windows XP with the knowledge and skills necessary to troubleshoot basic problems end users will face related to configuring and maintaining applications such as Microsoft Office, Outlook Express, Internet Explorer and other applications that run on a Microsoft Windows XP Operating System. This is an introductory course designed to provide information on how to troubleshoot applications running on Microsoft Windows XP.

This is the second course in the Microsoft Certified Desktop Support Technician curriculum.

- Configure and troubleshoot applications.
- Set application compatibility settings.
- Troubleshoot application installation problems.
- Configure and troubleshoot e-mail account configurations.
- Configure and troubleshoot Internet Explorer.
- Configure and troubleshoot Outlook Express.
- Configure the operating system to support applications.
- Configure and troubleshoot file system access and file permission problems on multi-boot computers.
- Resolve issues related to usability of applications.
- Manage Microsoft Outlook data, including configuring, importing and exporting data, and fixing corrupted data.
- Resolve issues related to customizing Internet Explorer.
- Resolve issues related to customizing Outlook Express.
- Resolve issues related to customizing the operating system.
- Configure and troubleshooting connectivity for applications.
- Configure application security.
- Identify and troubleshoot problems related to security permissions.
- Answer end user questions related to application security settings.

Prerequisites: Course #2261: Supporting Users Running Applications on a Microsoft Windows XP Operating System

Course Code: CM2262
Fee: $695 (or $1695 if combined with #2261) CEUs: 1.4

Session 08-1: Apr. 3-4; Thu.-Fri.; 8:30 A.M.-4:30 P.M. (2 mtgs.)

For more information, contact Kristy Anthony at 225-578-3313 or kanthony@outreach.lsu.edu.

Microsoft Certified Trainer (MCT)

Certification Available

Microsoft Certified Trainers (MCTs) are qualified instructors who are certified by Microsoft to deliver Microsoft Official Curriculum (MOC) and Microsoft Developer Network (MSDN) Training Courses. MCTs play an important role in Microsoft's training and certification process. MCTs are regarded as Microsoft product and course experts who have the instructional skills and technical qualifications to deliver quality training to Information Technology (IT) professionals and developers.

Train the Trainer Workshop

This interactive, two-day workshop on instructional techniques will benefit novice instructors and experienced trainers alike. Participants will learn training concepts that they can apply directly to classroom or business settings for both technical and non-technical training. This comprehensive, practical program follows the 4 competencies of the International Board of Standards for Training Performance and Instruction (IBSTPI).

Major topics covered include: approach to adult learning; presentation skills; the learning environment; presentation tools; and putting concepts into practice.

This program is both CompTIA and Microsoft Approved and meets the Certified Technical Trainer (CTT+) requirements to become a Microsoft Certified Trainer (MCT). CompTIA's Certified Technical Trainer (CTT+) credential is a cross-industry certification which validates that a technical instructor has attained a standard of excellence in the training industry. Upon successful completion of the workshop, participants receive a Microsoft Recognized “Certificate of Achievement.” Workshop instructors are experienced CTTs or MCTs.

Course Code: PBHTW Fee: $595 CEUs: 1.4
Session 08-1: Apr. 14-15; Mon.-Tue.; 8:30 A.M.-4:30 P.M. (2 mtgs.)

For more information, contact: Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.
Engineering & Environmental Management

Certified Training

Engineering & Technology

- Engineering Reviews, Page 49
- Engineering Management & Leadership, Page 50
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Safety Management

- Certified Occupational Safety Specialist, Page 54
- Certified Hazardous Materials Manager, Page 56
- Emergency & Crisis Management, Page 57

Environmental Management

- Asbestos Management, Page 60
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Engineering & Technology

Professional Development Hours for Professional Engineers and Land Surveyors

LSU Professional Development and the LSU College of Engineering are pleased to announce the following course offerings to address the continuing professional development needs of professional engineers and professional land surveyors. All courses qualify for continuing education units (CEUs) and professional development hours (PDHs) to maintain your license. For Louisiana State Board professional development hour information call: 225-925-6291 (www.lapels.com)

For more information, contact Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.

Some of our most popular programs include:

- Enhancing Organizational Performance (Page 50)
- Fundamentals of Supervision (Page 13)
- Developing Your Managerial Effectiveness (Page 14)
- Business & Technical Communication Courses (Page 3)
- Asbestos Project Designer Refresher (Page 61)
- Traffic Signal Analysis (Page 52)

Professional Engineer Review—Civil

This review course is designed for eligible engineers who seek preparation in problem-solving techniques as well as test-taking skills in key topics covered in the PE exam for state registration. Key topics include:

- Water Resources
- Environmental
- Surveying
- Transportation
- Geotechnical
- Structures

Exam Dates: Friday, April 11, 2008; Friday, October 24, 2008

For Louisiana State Board PE exam registration information call: 225-925-6291 (www.lapels.com)


Faculty Coordinator: Brian Wolshon (225-578-5247 or brian@rsip.lsu.edu), LSU Dept. of Civil and Environmental Engineering

Course Code: PEXP2 Fee: $595 CEUs: 1.8
Session 08–1: Feb. 16, Mar. 1, Mar. 15; Sat.; 9 A.M.-4 P.M. (3 mtgs.)

Professional Engineer Review—Electrical

This review course is designed for eligible engineers who seek preparation in problem-solving techniques as well as test-taking skills in key topics covered in the PE exam for state registration. Key topics include:

- Circuit and System Analysis Fundamentals
- Electronics
- Digital
- Power
- Communications
- Control

Exam Dates: Friday, April 11, 2008; Friday, October 24, 2008

For Louisiana State Board PE exam registration information call: 225-925-6291 (www.lapels.com)


Faculty Coordinator: Pratul Ajmera (225-578-5620 or ajmera@lsu.edu), LSU Dept. of Electrical and Computer Engineering

Course Code: PEXP3 Fee: $595 CEUs: 1.8
Session 08–1: Feb. 16, Mar. 1, Mar. 15; Sat.; 9 A.M.-4 P.M. (3 mtgs.)
NEW! Professional Engineer Review—Environmental
This review course is designed for eligible engineers who seek preparation in problem-solving techniques as well as test-taking skills in key topics covered in the PE exam for state registration. Key topics include:

- Water and Wastewater Treatment
- Water Resources
- Air Pollution and Quality
- Solid and Hazardous Waste
- Environmental Health, Safety and Welfare

Exam Dates: Friday, April 11, 2008; Friday, October 24, 2008
For Louisiana State Board PE exam registration information call: 225-925-6291 (www.lapel.com)


Coordinator: Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu, LSU Professional Development

Course Code: PEXP5 Fee: $595 CEUs: 1.8
Session 08–1: Feb. 16, Mar. 1, Mar. 15; Sat.; 9 A.M.-4 P.M. (3 mtgs.)

Professional Engineer Review—Mechanical
This review course is designed for eligible engineers who seek preparation in problem-solving techniques as well as test-taking skills in key topics covered in the PE exam for state registration. Key topics include:

- Mechanical Design I
- Mechanical Design II
- Heat Power Generation
- Power Transmission-Mechanical
- HVAC/Refrigeration

Exam Dates: Friday, April 11, 2008; Friday, October 24, 2008
For Louisiana State Board PE exam registration information call: 225-925-6291 (www.lapel.com)


Faculty Coordinator: Harris Wong at 225-578-5893 or hwong@lsu.edu, LSU Dept. of Mechanical Engineering

Course Code: PEXP4 Fee: $595 CEUs: 1.8
Session 08–1: Feb. 16, Mar. 1, Mar. 15; Sat.; 9 A.M.-4 P.M. (3 mtgs.)

Engineering Management & Leadership

Engineering Management Certificate Program

LSU’s Engineering Management Certificate Program is designed to help engineers and other technical professionals prepare for professional advancement. The courses offer basic, practical concepts and principles to enhance individual management skills and personal effectiveness in the work environment. Some flexibility is allowed in the selection of courses, allowing participants to tailor the certificate to their individual job situations. To earn an Engineering Management Certificate, participants must complete the following five (5) courses:

- Fundamentals of Supervision (Page 13)
- Principles of Project Management (Page 4)
- Enhancing Organizational Performance (Page 17)
- Developing Your Managerial Effectiveness (Page 14)
- Choose one elective from list:
  - Microsoft Project 2007: Creating and Managing Projects (Page 5)
  - Business Communication (Page 3)
  - Technical Writing for Busy Professionals (Page 3)
  - approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more Information on the Engineering Management Certificate Program, contact Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.

Enhancing Organizational Performance
Enhancing Organizational Performance, offered by the LSU Management Services Institute in the Division of Continuing Education, is a professional development program designed for supervisors, mid-managers and others responsible for managing organization improvement. This interactive, two-day seminar is a logical follow up program to our Fundamentals of Supervision and Developing Your Managerial Effectiveness programs. It emphasizes both a conceptual understanding of change and the development of practical skills and tools to improve organizational effectiveness.

The seminar leader, who combines both management and engineering expertise, provides participants with an excellent opportunity to develop more sophisticated management and quality improvement skills. Interaction with other participants representing different industries and disciplines likewise will enrich this learning experience. Participants will leave with a different perspective on managing and improving their organization.
Major topics to be presented include:

- **Creative Thought Processes**
  Stimulate and manage the creative process as a step toward organization innovation and change.

- **Benchmarking**
  Create an approach to the identification and selection of the best practices in your industry or business and use these standards to guide your business improvement efforts.

- **Business Process Redesign**
  Learn how to analyze, describe and map work processes as a basis for redesigning and improving business efficiency and effectiveness.

**This seminar is ideal for:**

- Supervisors and managers in general as well as those who have participated in LSU’s Fundamentals of Supervision and/or Developing Your Managerial Effectiveness programs.

- Technical or non-technical supervisors and managers interested in developing their ability to manage organizational improvement initiatives.

**Key benefits of participation:**

- Acquire an understanding of the way creativity is stimulated.

- Enhance your awareness of the way the mind functions and the way barriers to creativity are instituted.

- Learn the basics of benchmarking and how to apply the techniques.

- Discover the “how-to” of business process redesign as well as the “when” of timely process redesign.

- Understand the meaning and role of organizational culture.

- Identify the characteristics that foster a quality-oriented organizational culture.

**Seminar Leader:** Thomas G. Ray, Ph.D. (Virginia Polytechnic Institute), P.E., LSU Department of Construction Management and Industrial Engineering. Dr. Ray is a general systems analyst who is soundly grounded in the practical aspects of business operations and management. His teaching, research and consulting interests keep him constantly updated in current methods for improvements in operations. He has been responsible for the development of working systems in product development, manufacturing, quality control, logistics and distribution. His practical experience as a professional has been very diverse, beginning as a methods engineer for Owens Corning Fiberglass, to construction management, and serving as the CEO of a marine manufacturing company for five years. He is a senior member of the Institute of Industrial Engineers and a member of INFORMS.

**Course Code:** PBMOP  
**Fee:** $795  
**CEUs:** 1.2

To be offered in Fall 2008. For more information, contact: Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.

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**LSU Certificate Programs**

Energize your career, expand your knowledge and skills, update your professional expertise, explore new fields, or justify promotion with a LSU certificate program.

- **Project Management** (Page 4)
- **Management & Leadership Program** (Page 12)
- **Accounting Specialist Program** (Page 6)
- **Purchasing & Supply Management Program** (Page 7)
- **Human Resource Management Program** (Page 9)
- **Desktop Applications Specialist Program** (Page 22)
- **Desktop Support Specialist Program** (Page 39)
- **Web Design Program** (Page 27)
- **Web Development Program** (Page 27)
- **.NET Programming** (Page 32)
- **Database Development Program** (Page 35)
- **Engineering Management Program** (Page 50)
- **Paralegal Studies Program** (Page 66)
- **Medical Coding Program** (Page 71)
Traffic Signal Analysis

Designing Optimized Traffic Signals and Systems Using Visual TEAPAC, PASSER, TRANSYT and CORSIM

Updated with Visual TEAPAC (Ver 7.8) and the most recent versions of SIGNAL2000 (Ver 2), PRENOSTOP, NOSTOP, PREPASSR, PASSER II-02, PRETRANSYT, TRANSYT-7F, PRETSPPD, TS/PP-DRAFT, PRENETSIM, NETSIM/CORSIM and SCENARIO

Optimal timing plans are essential to the proper evaluation of traffic signal planning, design and operation efforts to assure efficient traffic movement on streets. Several nationally recognized traffic signal timing programs are available to assist the analyst in this regard. These include Visual TEAPAC, PASSER, TRANSYT and CORSIM. The goal of this course is to provide participants with a basic understanding of how to use these programs, both mechanically and procedurally, for signal evaluation and optimization efforts consisting of a wide range of signal control conditions, including individual signals and coordinated systems.

The course consists of lectures and hands-on use of microcomputers. Lectures cover the basics of traffic signal analysis and optimization techniques, demonstrations of the software and details of recommended procedures. Realistic numerical examples and hands-on exercise problems supplement the lectures, and the use of specific computer software provides participants with an opportunity to learn and understand the programs and procedures.

Prerequisite: Participants should have some basic knowledge of traffic engineering. Experience with microcomputers or the specific software is not required.

Instructor: Dennis Strong is President of Strong Concepts in Northbrook, Illinois. The firm’s primary area of practice is in the development of integrated traffic engineering software and related training. Mr. Strong is a recognized expert in the analysis, evaluation and operational design of traffic signals and systems, and in the development and use of computer software related to this field. He has over 30 years of professional experience in these areas, and is the developer of the Visual TEAPAC software used in the course: SIGNAL2000, NOSTOP, PRENOSTOP, PREPASSR, PRETRANSYT and PRENETSIM. Mr. Strong is a registered Professional Engineer (P.E.) in Illinois and is a registered Professional Traffic Operations Engineer (PTOE). He is also the past chairman of the Signalized Intersection Subcommittee of the TRB Highway Capacity and Quality of Service Committee that authors the Highway Capacity Manual.

Course Code: PETTA          CEUs: 2.1

To be offered in Fall 2008. For more information, contact: Thad Laiche at 225-578-6327 or tlaiche @outreach.lsu.edu.
Gulf South Rotating Machinery Symposium

March 3-5, 2008
Holiday Inn Select Executive Center
Baton Rouge, LA

In cooperation with LSU Continuing Education

An educational forum presenting innovative ideas for the rotating machinery, compression, oil and gas industry.

Maintenance personnel, operators, training managers, engineers, purchasing agents, supervisors, and others are encouraged to attend.

• Experts on subjects that impact the compression, rotating machinery, oil and gas, and petrochemical industries will hold daily lectures.
• CEU credit hours will be awarded for each educational program you attend.
• Vendor exhibits will feature the newest and most innovative products and services available in the industry today.

For more information, or to register, visit us at www.gsrms.org or call 225-578-4853 or e-mail gsrms@outreach.lsu.edu.
Safety Management

Certified Occupational Safety Specialist™

LSU Professional Development is proud to announce our partnership with the Safety Council of the Louisiana Capital Area and extend you the opportunity to attend the Certified Occupational Safety Specialist (COSS) program. This unique 40-hour program is designed to offer a comprehensive initiation into safety requirements and safety implementation. COSS graduates also receive the OSHA Certification for 10-Hour Construction and General Industry Safety Training, a $550 value.

The Certified Occupational Safety Specialist (COSS) program is a unique, curriculum-based training course designed by safety professionals and practitioners to prepare and equip workers with the core competencies of occupational safety and health. The COSS program is unique due to its focused, relevant and applicable content, concentrated learning activities, and the method by which graduates are certified. The curriculum-based format of the COSS program is more practical, efficient and appropriate than an exam-based certification. COSS is simply the most well-organized and successful means of educating and validating anyone responsible for the fundamental aspects of safety in their workplace.

A Certified Occupational Safety Specialist is someone who desires, has or will have a position responsible for the safety and health of other people. That position is often responsible for ensuring that all applicable safety regulations and training requirements are in compliance; coordinates the implementation and maintenance of the safety plan and program; and, provides recommendations and support for the improvement of safety to management.

Benefits of achieving the Certified Occupational Safety Specialist designation:

- Greater recognition.
- Greater earning potential.
- Networking across multiple industries.
- Increased job security.
- Advanced learning and application of occupational safety.
- Achieve certification 60 percent faster than similar programs.

NEW! COSS Recertification Requirements

COSS Graduates must participate in professional development activities after their initial certification, and report such activities every three years. Graduates must earn 6.0 CEUs or 60 contact hours every three years, in the area of safety and health and/or management. All CEUs or contact hours must be earned within the Recertification cycle to which they apply. For more information on Recertification, visit the COSS website at www.coss.net and click on the “Recertification Requirements” link.

To register or for information call 225-578-6325
What You Will Learn

Safety Specialist Knowledge
The heart of the COSS program is the solid foundation built on learning to read and apply the OSHA safety and training requirements in 29 CFR 1910 and 1926. Other areas of knowledge covered are:
  • Occupational Safety and Health Act.
  • Amendments to the OSHA Act.
  • 29 CFR 1910 (General Industry) and 1926 (Construction) Standards.
  • OSHA training requirements for construction and general industry.
  • Specialized training.
  • OSHA inspections.
  • How to determine applicability.
  • Coordinating multiple worksites.
  • Citations and penalties.
  • OSHA recordkeeping requirements.

Safety Specialist Skills
Skills the COSS can expect to learn or enhance:
  • Identification & mitigation of hazards.
  • Hazard analysis.
  • Competent person requirements.
  • Job safety analysis.
  • Pre-job planning.
  • Effective communication skills.
  • Safety meetings and briefings.
  • Leadership.

Safety Specialist Essentials
The COSS must have a good working understanding of safety essentials to be effective. COSS graduates will gain total understanding of safety programs that are common to most businesses and industries. Topics include:
  • Fall protection.
  • Electrical safe work practices.
  • Personal protective equipment.
  • Hearing conservation.
  • Most common injuries and hazards.

Safety Specialist Roles
The role of the COSS will vary from setting to setting, but the COSS program will help to prepare safety coordinators for all types of application. You will gain experience in:
  • How to develop a written safety plan.
  • Management commitment.
  • Responsibilities.
  • Effective safety committees.
  • Safety rules and regulations.
  • Accident investigations.
  • Worker compensation claims.
  • Delivering safety training.
  • Evaluating effectiveness.

Course Format

• The COSS five-day course consists of 40 hours packed with learning.
• Case studies are used extensively to bring learning objectives into focus.
• There are two hours of testing and certification at the end of the program. Passing grade is 70 percent.
• COSS graduates also receive the OSHA Certification for 10-Hour Construction and General Industry Safety Training, a $550 value.

Course Code: PSMOS    Fee: $1699    CEUs: 4.0
Session 08–1: Feb. 25-29; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.)
Session 08–2: Apr. 7-11; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.)
Session 08–3: June 9-13; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.)
Session 08–4: Aug. 11-15; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.)

For more information, contact Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.

What COSS Graduates are saying:

“This course was unbelievable as far as quality and quantity. The information provided was very extensive and varied. Thank you for your professionalism.”
— Ted Dore, Total Safety, Inc.

“COSS was one of the most challenging, yet rewarding, workshops I have ever attended. I recommend COSS to any individual who has safety and health responsibilities.”
— Michael Aust, Castrol North America

“The COSS certification is an excellent course...
I would recommend it to all safety-oriented people and organizations.”
— James McGowan, Irby Construction

“The education I received continues to be such a valuable tool in my workplace. I highly recommend this very rewarding and beneficial curriculum.”
— Rhonda Palmer, Dresser-Rand

Register online at www.outreach.lsu.edu
Hazardous Materials Management Certification Available

**Certified Hazardous Materials Manager (CHMM) Review**

**CHMM Review**

This review course provides the basis for preparing for the Certified Hazardous Materials Manager (CHMM) exam for national certification. The review will cover laws and regulations, science and technology, management principles, and work practices. While participation in the review is highly encouraged, it is not required to take the exam. Participation in the CHMM Review does not guarantee a passing score on the exam. The registration fee does not include CHMM application and exam fees.

For CHMM exam registration information call: 301-984-8969 (www.ihmm.org)

Recommended Text: Managing Hazardous Materials, IHMM (www.ihmm.org)

Course Code: ECHMM Fee: $695 CEUs: 2.4

Session 08–1: May 12-14; Mon.-Wed.; 8 A.M.-5 P.M.; Thu.; 8:30-11:30 A.M. (4 mtgs.)

For more information, contact: Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.
Emergency and Crisis Management

NEW! Emergency & Crisis Management Program

In an effort to meet the expanding needs for Emergency and Crisis Management, LSU Continuing Education offers a program designed for emergency personnel, departmental supervisors, HRM personnel and others in the public and private sector who may be required to implement plans and procedures. The basic elements of a crisis are: 1) the occurrence of a surprise calamitous event; 2) a loss of control; 3) a lack of reliable real-time information available to decision makers; and 4) a siege by persons harmed or affected by the event and by the media covering the event. The purpose of this training program is to prepare participants on how to plan and implement the essentials of disaster preparedness and management with an all hazards approach.

For more information on the Emergency & Crisis Management Program, contact Lisa Graves at 225-578-3506 or lgraves@outreach.lsu.edu.

Principles of Emergency Management
This course introduces participants to emergency planning, mitigation, preparedness, response and recovery from an all hazards approach. Instruction focuses on anticipating the incident and scenario driven exercises to address preparation.

Course Code: PSMCA Fee: $595 CEUs: 1.6
Session 08–1: Feb. 6-7; Wed.-Thu.; 8 A.M.–5 P.M. (2 mtgs.)
Session 08–2: June 11-12; Wed.-Thu.; 8 A.M.–5 P.M. (2 mtgs.)

Disaster Basics & Emergency Planning
It is impossible to anticipate every possible crisis or extraordinary event that could impact your business. However, planning for the possibilities of events such as man-made threats, storms, earthquakes, power failures, etc is critical. The goal of planning is to develop procedures for managing effectively when these things do happen.

Course Code: PSMCD Fee: $595 CEUs: 1.6
Session 08–1: Apr. 1-2; Tue.-Wed.; 8 A.M.–5 P.M. (2 mtgs.)

Mitigation & Risk Assessment (Nexus)
This program involves project mitigation activities including identifying people, business functions and property that are vulnerable to natural disasters, acts of terrorism or other emergencies. It will show you how to develop and implement plans that will change behavior and risk within your company or organization. Included with this program will be an overview of The New York City Police Department’s Operation Nexus, a broad network of business and enterprises who joined in an effort to prevent another terrorist attack in New York like 9/11.

Course Code: PSMCE Fee: $595 CEUs: 1.6
Session 08–1: May 6-7; Tue.-Wed.; 8 A.M.–5 P.M. (2 mtgs.)
Recent On-Site Client Organizations Include:

- Belle Chasse Naval Base, LA
- Charity Hospital, New Orleans, LA
- City of Biloxi, MS
- City of Hattiesburg, MS
- City of Jackson, MS
- City of Lafayette, LA
- City of Shreveport, LA
- DNP Corporation, Gulfport, MS
- Lion Copolymer, Baton Rouge, LA
- Entergy, St. Francisville, LA
- Fort Polk, LA
- Industrial Specialty Contractors, Baton Rouge, LA
- Insulation Technologies, Inc., Harvey, LA
- Jefferson Parish Community Development, LA
- Keesler Air Force Base, MS
- Kellogg, Brown & Root, St. James, LA
- L & M Demolition & Hauling, New Orleans, LA
- Louisiana Army National Guard
- Louisiana Department of Environmental Quality
- Louisiana Department of Health & Hospitals
- Louisiana Department of Transportation & Development
- Louisiana Division of Administration
- Mansfield Industrial Coatings, Baton Rouge, LA
- Martin Specialties Coatings, Shreveport, LA
- Medical Center of Louisiana, New Orleans, LA
- Mississippi Department of Environmental Quality
- Mississippi Department of Health
- New Orleans Affordable Homeownership, LA
- UOP, Gramercy, LA
- URS Corporation, Port Allen, LA

Environmental Management

LSU's Environmental Management Program offers courses in asbestos management, lead paint management, indoor air quality, hazardous materials management, environmental site assessments and audits, environmental regulations and management, and special environmental topics that meet or exceed applicable training requirements as set forth in state and federal regulations. The descriptions below include the relevant training regulations, number of contact hours and course dates. All courses are held in Baton Rouge, unless otherwise indicated. Specific information about location and daily schedule will be provided upon registration.

Bring LSU to Your Workplace

Let us train your employees at your selected location. Courses are tailored to meet the specific needs of your organization. We have a long record of successful presentations of on-site courses for selected groups. Our staff and instructors are experts at matching educational programs to client needs.

For more information about course content, pricing, and scheduling, contact Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.
Your Certified Instructors Include:

**Joe Bennett**
Joe Bennett has been serving as an Environmental Compliance Specialist for Louisiana National Guard’s Environmental Program for the past 10 years and is currently serving on the National Guard Bureau Compliance Committee. His areas of responsibility include: Clean Water Act, Clean Air Act, National Environmental Policy Act, Historic Preservation Act, Underground Storage Tanks, Resource Conservation and Recovery Act and Training. Joe holds a M.Ed. in Technology from Northwestern State University.

*(Asbestos Management)*

**Deborah Brandt**
Deborah Brandt has worked as an environmental planner and consultant since 1974. She is president of Brandt Instruments, Inc., an environmental, health and safety, and analytical instrument sales company. She has been actively involved in indoor air quality and mold issues since 1980. She is past president of the New Orleans Chapter of ASHRAE and member of AIHA. She holds a M.A. from the University of Florida, and has been teaching the EPA lead certification courses at LSU since 1995.

*(Lead-based Paint Management; Indoor Air Quality; Mold Management)*

**Terry Grier, P.E., CMRS, CMS**
Terry Grier is the Assistant Director for Environmental Maintenance at LSU. He has worked for the State for over 25 years in the areas of indoor air quality, asbestos, lead, mold and facility maintenance. He holds a B.S. in Industrial Engineering from LSU and is a licensed professional engineer. He is a certified instructor in all areas of asbestos and holds certifications in indoor air quality and mold.

*(Asbestos Management; Indoor Air Quality; Mold Management)*

**Michael Hooks, C.H.M.M.**
Michael Hooks, Certified Hazardous Material Manager (CHMM), is the Assistant Director for Occupational and Environmental Safety at LSU. He has been responsible for the Environmental programs at LSU for over 10 years. He holds a B.S. degree from LSU. Michael is accredited in supervision and inspection of asbestos abatement. He has taught asbestos management courses for more than 15 years.

*(Asbestos Management)*

**Glenn Johnson**
Glenn has been an environmental consultant for over 15 years, specializing in indoor air quality, asbestos and lead-based paint issues. Glenn holds a M.S. degree in Environmental Science from LSU. He has been an instructor in all disciplines of asbestos and lead-based paint management for more than 15 years.

*(Asbestos Management; Lead-based Paint Management)*

**Ervin Ritter, P.E.**
Ervin Ritter is the president/owner of Ritter Consulting Engineers Ltd. He holds a B.S. in Mechanical Engineering from the University of Louisiana–Lafayette. He has been a consulting engineer for over 30 years, is registered to practice engineering in 14 states, and is accredited with the Louisiana DEQ as asbestos inspector, management planner, project designer and asbestos trainer. His consulting practice is in the area of building environmental and mechanical systems with specialization in HVAC system, fire sprinkler design, plumbing design, asbestos, and indoor air quality consulting.

*(Asbestos Management)*
Asbestos Management

Initial training at each level meets or exceeds federal and state training requirements. Refresher courses for each job classification are eight hours in length (except inspector, for which only a four hour refresher is required). Refresher course content includes a discussion of recent regulatory changes and a review of initial course topics. All courses are available for on-site training.

Asbestos Contractor/Supervisor Training – 40 hrs.
Based on the EPA model curriculum, this course is designed to meet the requirements for persons who supervise asbestos abatement projects, act as competent person on a Class I or II project, or conduct air monitoring. The course meets state and federal regulatory requirements for training: Louisiana Renovation/Demolition regulations (LAC 33:III. Chapter 51. Subchapter M); Asbestos in Schools and State Buildings Rule (LAC 33:III. Chapter 27); OSHA Asbestos Construction Standard (29 CFR 926.0). There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants to apply for accreditation from LDEQ.

Course Code: EaStB Fee: $895 CEUs: 4.0
Session 08–1: Feb. 8-22; Mon.-Fri.; 8 A.M.-5 P.M. (5 mtgs.)
Session 08–2: June 23-27; Mon.-Fri.; 8 A.M.-5 P.M. (5 mtgs.)
Session 08–3: Aug. 25-29; Mon.-Fri.; 8 A.M.-5 P.M. (5 mtgs.)

Asbestos Contractor/Supervisor Refresher – 8 hrs.
This course includes a discussion of state and federal regulatory changes and a review of initial course topics including air monitoring, project preparation, engineering controls, hygiene, housekeeping, disposal, respiratory protection and medical surveillance. Course completion is required annually by OSHA to maintain state accreditation.

Course Code: EaStR Fee: $275 CEUs: 0.8
Session 08–1: Jan. 8; Tue.; 8 A.M.-5 P.M. (1 mtg.)
Session 08–2: June 23-27; Mon.-Fri.; 8 A.M.-5 P.M. (5 mtgs.)
Session 08–3: Aug. 25-29; Mon.-Fri.; 8 A.M.-5 P.M. (5 mtgs.)

Asbestos Inspection and Assessment – 24 hrs.
Based on the EPA model curriculum, this course is designed to meet the requirements for persons who conduct inspections for the presence of asbestos. This includes actual building inspections or collection of bulk samples in a regulated facility. There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants to apply for accreditation from LDEQ.

Course Code: EainB Fee: $595 CEUs: 2.4
Session 08–1: Mar. 3-5; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)
Session 08–2: July 14-16; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)

Asbestos Inspection and Assessment Refresher – 4 hrs.
This course includes a discussion of state and federal regulatory changes and a review of initial course topics including pre-inspection planning, inspection of friable and non-friable asbestos, assessing the condition of asbestos, bulk sampling and documentation.

Accreditation

Louisiana Department of Environmental Quality
All asbestos management courses are recognized by the EPA and the Louisiana Department of Environmental Quality (LDEQ) for certification purposes.

Annual refresher courses are required to maintain state accreditation. Check the course schedule for the course dates that will keep your accreditation current. Early registration is advised. If you have questions about maintaining your accreditation or about which course to take, let us help you choose the course and dates that are right for you.

Contact Lynn Vairin for further information and pricing at 225-578-1183 or lvairin@outreach.lsu.edu.

Upcoming Asbestos Refresher Batteries
Choose a convenient battery of dates for all of your asbestos refresher course needs:

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<td>EaStR</td>
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Contact Lynn Vairin for further information and pricing at 225-578-1183 or lvairin@outreach.lsu.edu.
of asbestos, and respiratory protection. Course completion is required annually in order to maintain state accreditation.

**Course Code:** EAINR  **Fee:** $155  **CEUs:** 0.4

**Session 08–1:** Jan. 9; Wed.; 8 A.M.-12 P.M. (1 mtg.)
**Session 08–2:** Mar. 26; Wed.; 8 A.M.-12 P.M. (1 mtg.)
**Session 08–3:** June 3; Tue.; 8 A.M.-12 P.M. (1 mtg.)
**Session 08–4:** Aug. 6; Wed.; 8 A.M.-12 P.M. (1 mtg.)

### The Asbestos Management Plan – 16 hrs.

This course, recognized by both EPA and LDEQ, is designed for persons who develop management plans in accordance with state and federal requirements for schools. Training includes interpretation of inspection data and the development of appropriate control options for asbestos in buildings. At least a B.S. degree is required for accreditation as a management planner in Louisiana. There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants with proper credentials to apply for accreditation from LDEQ.

**Prerequisite:** Asbestos Inspection and Assessment

**Course Code:** EAMPB  **Fee:** $495  **CEUs:** 1.6

**Session 08–1:** Apr. 14-15; Mon.-Tue.; 8 A.M.-5 P.M. (2 mtgs.)

### Asbestos Management Planner/Inspector Refresher – 8 hrs.

This course consists of two units: the Inspection and Assessment Refresher (4 hrs) and the Management Planner Refresher (4 hrs). Review topics for the Management Planner include: evaluation and interpretation of inspection data; hazard assessment and selection of response actions; development and implementation of the operations and maintenance plan; recordkeeping; cost estimation; management plan elements; legal considerations. Course completion is required annually in order to maintain state accreditation.

**Course Code:** EAMPR  **Fee:** $275  **CEUs:** 0.8

**Session 08–1:** Jan. 9; Wed.; 8 A.M.-5 P.M. (1 mtg.)
**Session 08–2:** Mar. 26; Wed.; 8 A.M.-5 P.M. (1 mtg.)
**Session 08–3:** June 3; Tue.; 8 A.M.-5 P.M. (1 mtg.)
**Session 08–4:** Aug. 6; Wed.; 8 A.M.-5 P.M. (1 mtg.)

### Asbestos Project Designer Training – 24 hrs.

This course follows the EPA model curricula and is designed for persons seeking accreditation to design response actions in schools or state owned/leased buildings in accordance with State of Louisiana LAC 33:III.Chapter 27 and federal AHERA rules. Persons must also be either an engineer or registered architect in order to qualify for accreditation as an Asbestos Project Designer in Louisiana. The course also meets the requirements for training of persons who design Class I operations larger than 25 linear or 10 square feet that will follow alternative control methods, in accordance with OSHA Construction Standard for Asbestos, 29 CFR 1926.1101. There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants with proper credentials to apply for accreditation from the Louisiana Department of Environmental Quality. A field trip exercise is included in the training.

**Course Code:** EAPDB  **Fee:** $595  **CEUs:** 2.4

**Session 08–1:** May 12-14; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)

### Asbestos Project Designer Refresher – 8 hrs.

This course includes a discussion of state and federal regulatory changes and a review of initial course topics including design specifications, abatement options, final air clearance, contract preparation, respiratory protection and additional safety considerations. Course completion is required annually in order to maintain state accreditation. Approved by Louisiana Architects Examiners Board for CEUs.

**Course Code:** EAPDR  **Fee:** $275  **CEUs:** 0.8

**Session 08–1:** Jan. 10; Thu.;  8 A.M.-5 P.M. (1 mtg.)
**Session 08–2:** Mar. 27; Thu.;  8 A.M.-5 P.M. (1 mtg.)
**Session 08–3:** Aug. 7; Thu.;  8 A.M.-5 P.M. (1 mtg.)

### Asbestos Designated Person Training – 8 hrs.

This course is designed to meet the training requirements under the OSHA Construction Standard for Asbestos for persons who conduct Class III activities and also meet the requirements for designated persons who maintain management plans for schools and state buildings as required by the Louisiana “Asbestos in Schools and State Buildings Rule.”

**Course Code:** EADPA  **CEUs:** 0.8

Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

### Asbestos Designated Person and Operations and Maintenance Training – 16 hrs.

This course is designed to meet the training requirements for 1) persons conducting asbestos maintenance activities and, 2) persons designated to maintain the asbestos management plan. Topics meet the requirements of AHERA and the Louisiana “Asbestos in Schools and State Buildings Rule” for school maintenance employees who disturb asbestos in amounts less that three square or three linear feet. These also meet training requirements under the OSHA Construction Standard for Asbestos for persons who conduct Class III activities. Additional topics covered meet the requirements for designated persons who maintain school management plans. Hands-on instruction is included.

**Course Code:** EADPB  **CEUs:** 1.6

Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

### Asbestos Abatement Worker Training – 32 hrs.

This four-day course, recognized by both EPA and LDEQ, is designed for persons who perform regulated activities under the state and the federal NESHAP and AHERA rules. The course also meets the requirements for training of workers who perform Class I or II operations under the OSHA Construction Standard for Asbestos.

**Course Code:** EAWTR  **CEUs:** 3.2

Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

### Asbestos Abatement Worker Refresher – 8 hrs.

Required to maintain state accreditation as an asbestos abatement worker.

**Course Code:** EAWTR  **CEUs:** 0.8

Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.
Lead Paint Management

Initial training at each level meets or exceeds federal and state training requirements. Refresher course content includes a discussion of regulatory changes and a review of initial course topics. All courses are available for on-site training.

Accreditation

- Louisiana Department of Environmental Quality
  All Lead Paint Management courses are recognized by EPA and the Louisiana Department of Environmental Quality (LDEQ) for certification purposes.
- Texas Department of Health
  All Lead Paint Management courses are recognized by the Texas Department of Health for certification purposes.
- Mississippi Department of Environmental Quality
  The Supervision of Lead Abatement Projects, Inspecting for Lead Hazards, and Lead Hazard Risk Assessment initial courses are recognized for certification purposes by the Mississippi Department of Environmental Quality.
  - Supervision of Lead Abatement Projects
  - Inspecting for Lead Hazards
  - Lead Hazard Risk Assessment

Annual refresher courses are required to maintain state accreditation. Check the course schedule for the course dates that will keep your accreditation current. Early registration is advised. If you have questions about maintaining your accreditation or about which course to take, let us help you choose the course and dates that are right for you.

Contact Lynn Vairin for further information and pricing at 225-578-1183 or lvairin@outreach.lsu.edu.

Supervision of Lead Abatement Projects – 32 hrs.

This course is designed for persons who supervise abatement projects in residential settings or as required for HUD projects. There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants to apply for certification from a state that provides certification. The course meets the requirements of the EPA Certification Rule, 40 CFR 745, promulgated 8/96, and the LDEQ lead rule.

Course Code: ELSTB  CEUs: 3.2
Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

Lead Abatement Supervisor Refresher – 8 hrs.

This course includes a discussion of state and federal regulatory changes and a review of initial course topics including health effects of lead exposure, engineering controls of hazards, sampling methods, PPE, site safety and compliance plans, project management, abatement methods, waste and clearance issues. There is an exam given at the conclusion of the course.

Prerequisite:
- Supervision of Lead Abatement Projects

Course Code: ELPDB  CEUs: 0.8
Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

Lead Abatement Project Design – 8 hrs.

This course is designed for persons who design abatement projects in residential settings or as required for HUD projects. The course meets the requirements of the EPA Certification Rule, 40 CFR 745, promulgated 8/96, and the LDEQ lead rule. There is an exam given at the conclusion of the course.

Prerequisite: Supervision of Lead Abatement Projects

Course Code: ELPDB  CEUs: 0.8
Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

Lead Project Designer Refresher – 8 hrs.

This course includes a discussion of state and federal regulatory changes and a review of initial course topics.

Course Code: ELPDR  Fee: $275  CEUs: 0.8
Session 08–1: Jan. 17; Thu.; 8 A.M.-5 P.M. (1 mtg.)
Session 08–2: Mar. 13; Thu.; 8 A.M.-5 P.M. (1 mtg.)
Session 08–3: July 11; Fri.; 8 A.M.-5 P.M. (1 mtg.)
Inspecting for Lead Hazards – 24 hrs.
This course is designed for persons who inspect for lead hazards. It follows those guidelines specified for inspections in residential settings or as required for HUD projects. There is an exam given at the conclusion of the course. The course meets the requirements of the EPA Certification Rule, 40 CFR 745, promulgated 8/96, and the LDEQ lead rule. The training also meets requirements for persons who inspect for lead hazards upon transfer or lease of property for disclosure in accordance with the EPA Disclosure Rule, 40 CFR 745, Subpart F. Protocols for sampling and various sampling methodologies and technologies are discussed, including XRF.
Course Code: ELINB   CEUs: 2.4
Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

Lead Inspector Refresher – 8 hrs.
This course includes a discussion of state and federal regulatory changes and a review of initial course topics including health effects of lead exposure, XRF safety and use, sampling and analysis options, sampling protocol, record keeping, report generation and clearance.
Course Code: ELINR   Fee: $275   CEUs: 0.8
Session 08–1: Jan. 15; Tue.; 8 A.M.-5 P.M. (1 mtg.)
Session 08–2: Mar. 10; Mon.; 8 A.M.-5 P.M. (1 mtg.)
Session 08–3: July 9; Wed.; 8 A.M.-5 P.M. (1 mtg.)

Lead Hazard Risk Assessment – 16 hrs.
This course is designed for persons who conduct risk assessments, that is, identify the existence, nature, severity, source and location of lead-based paint hazards; and present various options for the control of those hazards including management and maintenance, abatement or interim controls. The course meets the requirements of the EPA Certification Rule, 40 CFR 745, promulgated 8/96, and the LDEQ lead rule. It follows those guidelines specified for inspections in residential settings or as required for HUD projects.
Prerequisite: Inspecting for Lead Hazards
Course Code: ELIRB   CEUs: 1.6
Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

Lead Hazard Risk Assessment Refresher – 8 hrs.
This course includes a discussion of state and federal regulatory changes and a review of initial course topics including the various options for the control of hazards identified including management and maintenance, abatement or interim controls. The course meets the requirements of the EPA Certification Rule, 40 CFR 745, promulgated 8/96, and the LDEQ lead rule.
Course Code: ELIRR   Fee: $275   CEUs: 0.8
Session 08–1: Jan. 16; Wed.; 8 A.M.-5 P.M. (1 mtg.)
Session 08–2: Mar. 11; Tue.; 8 A.M.-5 P.M. (1 mtg.)
Session 08–3: July 10; Thu.; 8 A.M.-5 P.M. (1 mtg.)

Lead Abatement Worker Training – 24 hrs.
This course is based on the EPA model curriculum for workers performing lead abatement in residential/child-occupied buildings.
Course Code: ELWTB   CEUs: 2.4
Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

Lead Abatement Worker Refresher – 8 hrs.
EPA model curriculum for workers performing lead abatement in residential/child-occupied buildings.
Course Code: ELWTR   CEUs: 0.8
Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.

OSHA Lead Standard for Industry/Non-Residential
For industry and contract employees in lead abatement outside EPA-regulated residences. Includes training in the standard and abatement options for both workers and competent persons.
Course Code: ELOSB
Scheduled upon request. On-site training available.
Call 225-578-1183 for information and pricing.
Announcing — LSU and Shell Create Center for Petroleum Workforce Development

In an effort to educate and promote a skilled workforce in the oil and gas industry, regionally, nationally and globally, LSU Continuing Education and Shell Exploration & Production Company have formed a unique partnership to create the Center for Petroleum Workforce Development (CPWD).

The CPWD offers education and training tailored to maintain top-level producing operations, drilling and support workforce to meet the growing needs of the oil and gas industry in the Gulf of Mexico, onshore United States and globally. CPWD is helping to create a new talented workforce to meet both current and future operations capabilities.

The combining of education and industry courses creates a dynamic curriculum tailored to support five distinct, well-paying career tracks. The CPWD also provides a unique opportunity for Louisiana and the New Orleans region to maintain and leverage its position as an oil and gas producing operation and service company hub for the world.

For more information about the Center for Petroleum Workforce Development, contact Lisa Verma at 225-578-4316 or iverma@outreach.lsu.edu.

Information Sessions

Computer & Information Technology, including:
- Business & Office Applications
- Web Design/Development
- Technical Certifications

Business & Management, including:
- Leadership, Management & Supervision
- Business & Technical Communication
- Project Management
- Accounting/Finance
- Purchasing & Supply Management
- Human Resource Management

Certificate Programs, including:
- Medical Coding
- Paralegal Studies

Thursday, January 10, 2008, 4:30–6 P.M.
Thursday, April 24, 2008, 4:30–6 P.M.

Call 225-578-6325 to register or visit www.outreach.lsu.edu
Legal Studies Program

Paralegal Studies  66–69

Notary Public Preparatory Course  68

CLA/CP Review Course  69
Legal Studies Program

LSU Paralegal Studies Certificate Program

Approved by the American Bar Association

Free Legal Studies Information Sessions

Get answers to all of your questions about our programs at one of our free information sessions.

Presents an overview of the paralegal, legal secretary and notary public programs and the career opportunities available.

Thursday, January 10, 2008, 4:30-6:00 P.M.
Thursday, April 24, 2008, 4:30-6:00 P.M.

What is a paralegal?

A paralegal is the “right hand person” of an attorney. Paralegals assist attorneys in many ways—doing legal research, writing briefs and memoranda, interviewing clients and witnesses, summarizing depositions, drafting pleadings, and doing investigative work—just to name a few. Paralegals must work under the supervision of an attorney and are not allowed to give independent legal advice, represent clients in court, or settle claims on behalf of clients. Paralegals who do so may be charged with the crime of unauthorized practice of law.

Paralegals work in law firms, corporations and government agencies.

For more information or to reserve your place, visit us at www.outreach.lsu.edu or contact Charlotte DesHotels at 225-578-6760 or cdeshotels@outreach.lsu.edu.

Description and Objectives of the LSU Paralegal Studies Program

The LSU Paralegal Studies Program began in 1982. It is a college-level, non-credit program leading to a Certificate of Paralegal Studies. Upon completing the curriculum a student should be able to demonstrate certain knowledge and skills, including the following:

1. Understand the structure of both state and federal judicial systems.
2. Analyze (by “briefing”) reported legal opinions.
3. Research legal problems using primary and secondary resources.
4. Write clear, effective legal memoranda, using proper citation form.
5. Interview clients and witnesses.
6. Understand the procedure in a civil suit and draft appropriate pleadings.
7. Be familiar with basic concepts of business organizations and contract law.
8. Recognize the ethical standards of the paralegal profession.

Special features of the LSU Paralegal Studies Program

- This program is the only non-credit paralegal program in Louisiana approved by the American Bar Association.
- All classes are held in Baton Rouge on the LSU campus.
- The program offers the “best of both worlds”: the resources of the state’s largest university and the personal attention of a small, student-friendly program.
- All teachers are experienced lawyers, judges or paralegals with extensive experience in the classroom and working with paralegals.
- Paralegal students enjoy the following student services: student health center, residential housing, group health insurance, use of the LSU law library and LSU Middleton library.
- The program is guided by an advisory committee of dedicated paralegals, lawyers and other interested people.

The Curriculum

In order to earn the paralegal certificate, a student must take six required courses, two paralegal electives, the internship and the one-day legal ethics seminar. The required courses, each of which is offered during every fall and spring semester, are as follows:

- Principles of Paralegal Studies
- Legal Research
- Legal Case Analysis & Writing
- Civil Litigation
- Law Office Practice & Technology
- The Practicing Paralegal
- Internship
- Ethics Seminar

Students choose two electives from the following list (not every subject is offered every semester):

- Administrative Law
- Bankruptcy
- Business Organizations/Contracts
- Civil Litigation II
- Computerized Legal Research
- Criminal Law & Procedures
- Employment Law
- Environmental Law
- Family Law
- Intellectual Property
- Legal Investigation & Interviewing Skills
- Mock Trial & Evidence
- Real Estate Law
- Technology Tools for Paralegals
- Trial Director
- Wills, Successions & Inheritance

What is the paralegal internship?

The internship is a supervised “field” experience in which the student works as a paralegal in a local law office, government agency or corporation. Students do their internship in their final semester of the program and are given a choice of about 40 different sponsors. The internship consists of a total of 150 hours; 140 hours of hands-on work at the internship site and 10 hours of meetings and workshops designed to support and enhance the internship experience.

How long will it take to earn a certificate?

We offer two program-length options:

- The full-time program (students take four or five classes for two regular semesters).
- The part-time program (students take two classes a semester for five regular semesters).

Most classes are conducted at night, with the exception of the Legal Ethics Seminar and two electives.

What are the admission requirements?

The majority of the paralegal students have already earned a bachelor’s degree, and it is recommended that students complete their bachelor’s degree before earning a paralegal certificate. However, students will be considered for admission without a bachelor’s degree if they meet these requirements:

- At least 45 semester hours of college credit from an accredited college or university (remedial courses do not count).
- At least a 2.3 grade point average.
- 18 of the 45 hours of college credit must be “general education” courses, which means they are from at least three of these disciplines:
  - social sciences
  - natural sciences
  - math
  - humanities
  - foreign languages
  - English

Successful completion of a standardized aptitude test.
LSU Paralegal Studies Program
Advisory Committee Members

Dale R. Baringer
Attorney at Law
The Baringer Law Firm
Practicing Lawyer, Private Sector

John J. Gaupp
Assistant U.S. Attorney
Practicing Lawyer, Public Sector

Sheila Hyde
Paralegal
U.S. Department of Justice
Practicing Paralegal, Public Sector

Joey LeBlanc
Paralegal
Kean Miller Law Firm
Practicing Paralegal, Private Sector & Education Consultant

Jimmie Murvin, CLAS, LCP
Practicing Paralegal,
Faculty Representative

Ann Scarle
Director
Baton Rouge Bar Association

Donald Smith
Attorney at Law
Smith & Brumfield
Practicing Lawyer, Private Sector

Frankie Snyder, CLA
Perry, Atchison, Balhoff,
Menges & Burns
Paralegal, Private Sector

President, Baton Rouge
Paralegal Association

Citizen Representative

Student Representative
LSU Paralegal Studies Program

Suggested Courses
The paralegal profession demands excellent writing and computer skills. We suggest the following courses as prerequisites to help prepare you for the paralegal curriculum:

- Business Communication (Page 3)
- Introduction to Microsoft Word 2007 (Page 23)
- Mastering Microsoft Word 2007 (Page 23)
- Introduction to Microsoft Excel 2007 (Page 24)
- Mastering Microsoft Outlook 2007 (Page 25)

If you would like to speak with an advisor regarding these prerequisite courses, contact Charlotte DesHotels at 225-578-6760 or 1-800-256-1530 or cdeshotels@outreach.lsu.edu.

Spring & Summer 2008 Courses

Principles of Paralegal Studies
This course is an introduction for students interested in entering the paralegal profession. It offers basic information concerning the legal profession in general and the paralegal profession in particular. Topics include the American legal system, legal ethics, legal research sources and authority, interviewing, and preparation of legal documents. It also introduces material in various substantive areas of the law, such as bankruptcy, family law, successions and wills, real estate, business organizations, and Louisiana civil procedure. The focus of the course is the paralegal’s role in the legal system.

Course Code: LCPRI Fee: $435 CEUs: 3.2
Session 08–1: Jan. 4-May 5; Mon.; 6-8:30 P.M. (3 mtgs.)
Session 08–2: June 9-July 24; Mon. & Thu.; 6-8:30 P.M. (3 mtgs.)

Legal Research
This course covers the basic techniques and methods of legal research using both primary and secondary resources such as statutes, legal digests, treatises, Shepard’s legal periodicals, and law encyclopedias. Emphasis is on development of the research skills necessary to use a law library effectively, as well as the use of the proper citation form. Students complete a legal research project in the law library as a final project.

Course Code: LCRES Fee: $435 CEUs: 3.2
Session 08–1: Jan. 5-Apr. 29; Tue.; 6-8:30 P.M. (3 mtgs.)

Legal Case Analysis
This course develops skills necessary to read and understand legal opinions. Emphasis is on legal analysis, using cases focusing on key facts and legal issues.

Course Code: LCCAS Fee: $435 CEUs: 3.2
Session 08–1: Jan. 16-Apr. 30; Wed.; 6-8:30 P.M. (3 mtgs.)
Notary Public Preparatory Course

Interested in becoming a Notary Public? LSU’s preparatory course can help prepare you for the State Notary Public exam. The course fee includes tuition, parking, text, and a review session prior to each exam date. Visit the Secretary of State’s Web site for information on how to apply to take the test in your parish at www.sos.louisiana.gov. Please note: There are two exam dates each year—the first Saturday in June and the first Saturday in December.

Course Code: LONOT  
Fee: $695  CEUs: 4.8
Session 08–1: Jan. 16-May 14; Wed.; 6-9 P.M. (16 mtgs.)
Session 08–2: Aug. 6-Nov. 19; Wed.; 6-9 P.M. (16 mtgs.)

For more information, contact Charlotte DesHotels at 225-578-6760 or cdeshotels@outreach.lsu.edu.

Civil Litigation

This course provides an overview of Louisiana civil procedural rules. Students will learn how to locate Louisiana procedural statutes, draft pleadings and other litigation-related documents, utilize a docket control system, draft discovery documents and responses, coordinate a discovery schedule, and assist the attorney in final preparation for jury and bench trials.

Course Code: LCLIT  Fee: $435  CEUs: 3.2
Session 08–1: Jan. 17-Apr. 24; Thu.; 6-8:30 P.M. (13 mtgs.)

Law Office Practices & Technology for the Paralegal

This course focuses on technology used in law offices. Students are taught to use software while working on legal documents, pleadings, letters, spread sheets, billing and exhibits. Upon successful completion of this course, the student should be able to evaluate and use legal software to perform customary law office procedures including computer litigation support, drafting and editing of specific legal documents, document and file management, time-keeping and billing, docket control, and forms generation. Seating is limited, so early registration is advised. Paralegal students who are nearing graduation will be given priority.

Prerequisite: The Practicing Paralegal

Course Code: LCLOT  Fee: $435  CEUs: 3.2
Session 08–1: Jan. 17-Apr. 24; Thu.; 6-8:30 P.M. (13 mtgs.)

The Practicing Paralegal

This course offers instruction and practical experience in a wide spectrum of on-the-job paralegal duties. Students apply their legal knowledge to mastering routine work tasks performed by practicing paralegals, such as summarizing depositions, producing and managing documents, organizing and maintaining a client's file, filing court records, and scheduling procedures for trial, hearings and discovery. The course also focuses on administrative duties often assigned to paralegals such as library maintenance, calendar and docket control, tickler system, professional correspondence, and the intra-office memo.

Prerequisite: Civil Litigation

Course Code: LCPRA  Fee: $435  CEUs: 3.2
Session 08–1: Jan. 16-Apr. 30; Wed.; 6-8:30 P.M. (13 mtgs.)

Paralegal Internship

Prerequisite: This course should be taken in your last semester as a paralegal student.

Course Code: LCINT  Fee: $435  CEUs: 3.2
Session 08–1: January 14; Mon.; 1:30-2:30 P.M. Other meeting dates will be announced at the first meeting.
Session 08–2: June 9; Mon.; 1:30-2:30 P.M. Other meeting dates will be announced at the first meeting.

Legal Ethics Seminar

This one-day seminar familiarizes students with the Louisiana State Bar Association Rules of Professional Conduct for Attorneys. Various court decisions interpreting the ethics code are examined in detail. The course covers a paralegal’s relationship with attorneys, clients, legal secretaries and law clerks, and emphasizes the parameters of a paralegal’s duties. The seminar is an all-day course offered once each regular semester, usually on a Friday.

Please Note: Because it is not offered in the summer, students who plan to graduate in the summer should schedule this seminar in the preceding spring semester.

Course Code: LCEtH  Fee: $125 (includes box lunch)  CEUs: 0.6
Session 08–1: Feb. 22; Fri.; 9 A.M.-4 P.M. (1 mtg.)
**Computerized Legal Research**

This course offers hands-on experience in computer-assisted legal research. Students will learn to use Westlaw (an online research tool) for statutory and case law research.

**Prerequisites:** Student must have completed Legal Research (LCRES) in order to take this class, and you must have basic computer skills.

**Course Code:** LCCoM  
**Fee:** $435  
**CEUs:** 3.2  
**Session 08-1:** Jan. 15-Apr. 29; Tue.; 6-9 P.M. (13 mtgs.)

**Employment Law for Paralegals**

Sexual harassment, discrimination charges and employee drug testing are all issues arising in today’s workplace. Students will become familiar with federal and state employment laws and will learn how to assist attorneys in many ways, including the everyday practice of employment law, preparing for administrative hearings before the Equal Opportunity Commission, and litigation in court.

**Course Code:** LCEMP  
**Fee:** $435  
**CEUs:** 3.2  
**Session 08-1:** Jan. 16-Apr. 30; Wed.; 6-8:30 P.M. (3 mtgs.)

**Family Law**

This course surveys the laws concerning marriage, divorce, child custody, child support, alimony, community property, and adoption. Students will learn how to interview clients, calculate child support payments, draft pleadings (including community property settlements), manage a case, and assist the attorney in discovery and preparation for trial.

**Course Code:** LCFaM  
**Fee:** $435  
**CEUs:** 3.2  
**Session 08-1:** Jan. 14-May 5; Mon.; 6-8:30 P.M. (13 mtgs.)

**Real Estate Law for the Paralegal**

This course offers an overview of laws concerning real estate transactions. Students learn the mechanics of preparing for and closing commercial and residential real estate transactions, including how to read a legal property description, how to do a title search and prepare an abstract, and how to prepare closing documents for sales and financing. Other topics, such as surveys, leases, title examination, and title insurance will also be discussed.

**Course Code:** LCREa  
**Fee:** $435  
**CEUs:** 3.2  
**Session 08-1:** Jan. 17-Apr. 24; Thu.; 6-8:30 P.M. (13 mtgs.)

**Summer 2008 Electives**

**Mock Trial & Evidence**

This course follows a case from the day it comes into a law office through the close of trial. Students enrolled in the course are divided into two law firms, with the instructors acting as senior partners. The course builds on the Civil Litigation course and focuses on other basic skills and techniques utilized during the trial of cases, such as developing a theory of the case, jury selection techniques, opening statements, use of demonstrative evidence, presentation of documentary evidence, charts, summaries, organizing the “fact witnesses,” direct examination, presentation of expert testimony, use of different types of experts, cross examination of opposing experts, closing argument, and jury instruction.

**Prerequisites:** The first four required courses.

**Course Code:** LCMoC  
**Fee:** $435  
**CEUs:** 3.2  
**Session 08-1:** June 9-July 23; Mon. & Wed.; 6-8:30 P.M. (13 mtgs.)

**Technology Tools for the Paralegal**

This class will introduce you to Summation—the state-of-the-art case management and litigation support software program. You’ll get hands-on experience with this program and learn how using it can make you a more efficient, effective paralegal. Class size is limited. Registration is on a first come, first served basis.

**Prerequisites:** You must already have basic computer skills to take this class.

**Course Code:** LCtEC  
**Fee:** $435  
**CEUs:** 3.2  
**Session 08-1:** June 19-27; Thu. & Fri.; 8-5 P.M. (4 mtgs.)

**NEW! CLA/CP Review Course**

This course is an intensive review for the CLA/CP national certification examination. The exam is held in March, July and December. LSU is a testing center for the exam which is administered by the Certifying Board of the National Association of Legal Assistants (NALA). Paralegal students who are nearing graduation may take the exam under certain conditions. This review course also serves as a refresher for experienced paralegals.

**Course Code:** LOCLA  
**Fee:** $495  
**CEUs:** 2.7  
**Session 08–1:** Feb. 14-16; Thu.-Sat.; 8 A.M.-6 P.M. (3 mtgs.)  
**Session 08–2:** June 5-7; Thu.-Sat.; 8 A.M.-6 P.M. (3 mtgs.)

For more information, contact Charlotte DesHotels at 225-578-6760 or 1-800-256-1530 or cddeshotels@outreach.lsu.edu.
LSU Youth Programs

“Learning is Fantastic!”

High-quality educational programs designed for grades Pre-K through 12 and for all learning levels.

- Camp Challenge
- Kindergarten Camp
- Youth Academy
- Special Theme Camps
- Mini-Courses
- ACT/SAT Prep Courses
- Honors High School Credit Program

For more information on LSU Youth Programs, visit www.youth.lsu.edu or call 225-578-3144.

LSU Independent and Distance Learning

“Bringing Education to Your Door”

Choose from over 150 college courses and 80 high school courses that give you the freedom to learn at your pace and on your schedule.

- College Credit Courses
- Graduate Courses
- Non-Credit Courses
- Online Courses
- Degree Opportunities
- High School Credit Courses

For more information on LSU Independent and Distance Learning, visit www.is.lsu.edu or call 225-578-3920.
FREE Medical Coding Information Session

Medical Coding Certificate Program
Get answers to all of your questions about our programs at one of our free information sessions. Presents an overview of the health care industry and the career opportunities available.
Thursday, January 10, 2008, 4:30-6:00 P.M.
Thursday, April 24, 2008, 4:30-6:00 P.M.

For more information or to reserve your place, visit us at www.outreach.lsu.edu or contact Lisa Graves at 225-578-3506 or lgraves@outreach.lsu.edu.

Step Up to the LSU Medical Coding Certificate Program.

The Medical Coding Certificate Program is designed to train participants in third-party health care reimbursement policies, procedures and methodologies. Students who successfully complete the program are equipped with skills and training to take national medical coding and billing organizations’ exams for further certification. These exams include American Health Information Management Association (AHIMA) Certified Coding Specialist exam and American Academy of Procedural Coders (AAPC) inpatient and outpatient exams.

Enrollment Prerequisites: Prospective students must provide an official copy of their high school diploma or GED.

To earn a Medical Coding Certificate, participants must complete the following courses.

- Anatomy & Physiology
- Legal Aspects of Medical Coding
- Medical Records Management
- Medical Terminology I & II
- CPT-IV Procedural Coding I & II
- ICD-9 CM Diagnostic Coding I & II
- HCPCS II & Pharmacology

Suggested Courses: The medical coding profession demands excellent computer skills.
We suggest the following courses to help prepare for the medical coding curriculum (A description of these courses appears on page 23):

- Introduction to Microsoft Word 2007
- Mastering Microsoft Word 2007
- Introduction to Microsoft Excel 2007
- Mastering Microsoft Excel 2007

If you would like to speak with an advisor regarding these suggested courses, contact: Lisa Graves at 225-578-3506 or lgraves@outreach.lsu.edu.

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.
Recent Participants Include:

• Arkansas Blue Cross & Blue Shield
• Baton Rouge Clinic
• Baton Rouge ENT Associates
• Baton Rouge General, Family Health Center
• Baton Rouge Urology Group
• Behavioral Health Managed Care
• BestCare
• Blue Cross & Blue Shield of Louisiana
• Comfort Care
• Dr. Barbara L. Deming, Baton Rouge, LA
• Dixon Medical Center
• Dynacare Laboratories
• Eastern Louisiana Mental Health System
• EVB Health Care Consultants
• General Health System
• Greenwell Medical/Dr. Kyle Dean
• Gulf South Financial Services
• Lane, Fertitta, Janney, and Thomas
• LSU Student Health Center
• Louisiana Office of Group Benefits
• Louisiana Office of Workers’ Compensation
• Louisiana Woman’s Healthcare
• Dr. C. W. Lovell, Ill, Gonzales, LA
• Mandeville Pediatric Clinic
• Ochsner Clinic Foundation
• Orthopedic & Sports Medical Center
• Our Lady of the Lake Regional Medical Center
• Dr. Charles Padgett, Lafayette, LA
• Pathology Group of Louisiana
• The Pediatric Clinic
• Physicians Practice Management
• Prime Medical
• Dr. Lawrence B. Schneider, St. Francisville, LA
• Southern Regional Physician Services
• Surgical Specialty Centre
• Synergy Behavioral Health
• Westside Family Medicine
• Woman’s Hospital

Spring 2008 Courses

Medical Terminology I
Covers the basics of medical terminology, including prefixes, suffixes, roots, and combining forms.
Course Code: PBACB Fee: $420  CEUs: 2.5
Session 08–1: Feb. 11-Apr. 21; Mon.; 6-8:30 P.M. (10 mtgs.; no mtg. Mar. 17)

Anatomy & Physiology
Introduces the basics of human anatomy and physiology by examining each body system, its component organs and their functions.
Course Code: PBACD Fee: $420  CEUs: 2.5
Session 08–1: Feb. 12-Apr. 22; Tue.; 6-8:30 P.M. (10 mtgs.; no mtg. Mar. 18)

CPT IV Procedural Coding I
Introduces the three levels of procedural coding, with emphasis on the importance of careful attention to the medical record.
Course Code: PBACG Fee: $495  CEUs: 3.0
Session 08–1: Feb. 12-May 6; Tue.; 6-8:30 P.M. (12 mtgs.; no mtg. Mar. 18)

ICD 9 CM Diagnostic Coding I
Introduces the numeric classifications of diseases and trauma using the ICD 9 CM coding system.
Course Code: PBACF Fee: $495  CEUs: 3.0
Session 08–1: Feb. 13-May 7; Wed.; 6-8:30 P.M. (12 mtgs.; no mtg. Mar. 19)

Summer 2008 Courses

Medical Terminology II
Continues the instruction of medical terminology through analysis of component parts, and focuses on how terminology is used in actual written context.
Prerequisite: Medical Terminology I
Course Code: PBACC Fee: $420  CEUs: 2.5
Session 08–1: May 19–July 28; Mon.; 6–8:30 P.M. (10 mtgs.; no mtg. May 26)
CPT-IV Procedural Coding II
Teaches sequencing of codes unique to medical specialty areas and introduces students to HCPCs codes Levels II and III.
Prerequisite: CPT IV Procedural Coding I
Course Code: PBACI Fee: $495 CEUs: 3.0
Session 08–1: May 20–Aug. 5; Tue.; 6–8:30 P.M. (12 mtgs.)

ICD 9 CM Diagnostic Coding II
Covers the classifications of specific diseases and trauma, and teaches students to identify complications and comorbidity.
Prerequisite: ICD 9 CM Diagnostic Coding I
Course Code: PBACH Fee: $495 CEUs: 3.0
Session 08–1: May 21–Aug. 6; Wed.; 6–8:30 P.M. (12 mtgs.)

Fall 2008 Courses

Medical Records Management
Teaches the importance of maintaining proper medical records and gives practical strategies for managing these records.
Course Code: PBACJ Fee: $420 CEUs: 2.5
Session 08–1: Aug. 25–Nov. 3; Mon.; 6–8:30 P.M. (10 mtgs.; no mtg. Sept. 1)

HCPCS II & Pharmacology
HCPCS Level II is the standardized coding system that identifies services, supplies and products not included in the CPT codes. In addition, you will be introduced to pharmacology.
Course Code: PBACM Fee: $495 CEUs: 3.0
Session 08–1: Aug. 26–Nov. 11; Tue.; 6–8:30 P.M. (12 mtgs.)

Legal Aspects of Medical Coding
Provides general information about legal systems and their specific relationships to the health care field; prepares the coding professional to deal with various legal problems that may arise.
Course Code: PBACK Fee: $420 CEUs: 2.5
Session 08–1: Aug. 27–Oct. 29; Wed.; 6–8:30 P.M. (10 mtgs.)

Introducing Two New Courses to Enhance Your Coding Skills!

NEW! Advanced Coding for Prep
For coding program graduates and/or practicing coders. Review topics such as ICD-9, HCPCS Level II, CPT, Terminology and Reimbursement, Evaluation and Management, and a variety of medical specialties. This course will help sharpen your skills and it is an excellent preparation tool for the CPC or CCS-P exams. Instruction book and handouts provided. Bring your own CPT, ICD-9 CM and HCPCS manuals.
Course Code: PBACN Fee: $895 CEUs: 3.6
Session 08–1: Mar. 1–Apr. 12; Sat.; 9 A.M.–4 P.M. (6 mtgs., no mtg. Mar. 22)

NEW! CPC Prep Exams
Mock exams with answers designed to help you evaluate your level of preparation. Lunch on your own.
Course Code: PBACP Fee: $225 CEUs: 0.8
Session 08–1: Feb. 23; Sat.; 8 A.M.–5 P.M. (1 mtg.)

For more information, contact Lisa Graves at 225-578-3506 or lgraves@outreach.lsu.edu.
Test Preparation

Engineering & Environmental Management

Engineering Reviews
LSU Professional Development, in partnership with the LSU College of Engineering, offers review courses to assist engineers in preparing for selected disciplines for the Principles and Practice of Engineering exam held each October and April. (See page 49)

For more information, contact Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.

CHMM Review
This review course provides the basis for preparing for the Certified Hazardous Materials Manager (CHMM) exam, for national certification. The review will cover laws and regulations, science and technology, management principles, and work practices. While participation in the review is highly encouraged it is not required to take the exam. Participation in the CHMM Review does not guarantee a passing score on the exam. The course registration fee does not include CHMM application and exam fees

For CHMM exam registration information call: 301-984-8969 (www.ihmm.org)

Recommended Text: Managing Hazardous Materials, IHMM (www.ihmm.org)

Course Code: ECHMM Fee: $695 CEUs: 2.4
Session 08–1 : May 12-14; Mon.-Wed.; 8 A.M.–5 P.M.; Thu.; 8:30-11:30 A.M. (4 mtgs.)

For more information, contact Lynn Vairin at 225-578-1183 or lvairin@outreach.lsu.edu.

Legal Studies

Notary Public Preparatory Course
Interested in becoming a Notary Public? LSU’s preparatory course can help prepare you for the State Notary Public exam. The course fee includes tuition, parking, text, and a review session prior to each exam date. Visit the Secretary of State's Web site for information on how to apply to take the test in your parish at www.sos.louisiana.gov.

Please Note: There are two exam dates each year—the first Saturday in June and the first Saturday in December.

Course Code: LONOT Fee: $695 CEUs: 4.8
Session 08–1: Jan. 6-May 4; Wed.; 6-9 P.M. (6 mtgs.)
Session 08–2: Aug. 6-Nov. 9; Wed.; 6-9 P.M. (6 mtgs.)

NEW! CLA/CP Review Course
This course is an intensive review for the CLA/CP national certification examination. The exam is held in March, July and December. LSU is a testing center for the exam which is administered by the Certifying Board of the National Association of Legal Assistants (NALA). Paralegal students who are nearing graduation may take the exam under certain conditions. This review course also serves as a refresher for experienced paralegals.

Course Code: LOCLA Fee: $495 CEUs: 2.7
Session 08–1: Feb. 4-6; Thu.-Sat.; 8 A.M.-6 P.M. (3 mtgs.)
Session 08–2: June 5-7; Thu.-Sat.; 8 A.M.-6 P.M. (3 mtgs.)

For more information, contact Charlotte DesHotels at 225-578-6760 or 1-800-256-1530 or cdeshotels@outreach.lsu.edu.
Medical Coding

NEW! Advanced Coding for Prep
For coding program graduates and/or practicing coders. Review topics such as ICD-9, HCPCS Level II, CPT, Terminology and Reimbursement, Evaluation and Management, and a variety of medical specialties. This course will help sharpen your skills and it is an excellent preparation tool for the CPC or CCS-P exams. Instruction book and handouts provided. Bring your own CPT, ICD-9 CM and HCPCS manuals.

Course Code: PBACN Fee: $895 CEUs: 3.6
Session 08–1: Mar. 1–Apr. 12; Sat.; 9 A.M.–4 P.M. (6 mtgs., no mtg. Mar. 22)

NEW! CPC Prep Exams
Mock exams with answers designed to help you evaluate your level of preparation. Lunch on your own.

Course Code: PBACP Fee: $225 CEUs: 0.8
Session 08–1: Feb. 23; Sat.; 8 A.M.–5 P.M. (1 mtg.)

For more information, contact Lisa Graves at 225-578-3506 or lgraves@outreach.lsu.edu.

Bring LSU to Your Workplace
Let us train your employees at your selected location. Courses are tailored to meet the specific needs of your business or organization. We have a long record of successful presentations of on-site courses for selected groups. Our staff and instructors are experts at matching educational programs to client needs.

For more information about course topics, pricing and scheduling, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.

In addition to the courses listed in this bulletin, we can tailor the following programs and others to meet the needs of your professional, technical and support staff members:
- Review of Business English
- Proposal Writing for Engineers and Other Technical Professionals
- Writing Procedures and Instructions
- Memo, Letter and E-mail Writing
- Evaluating Employee Performance
- Delivering Superior Customer Service
To register or for information call 225-578-6325

Getting to the LSU Campus
From I-10, take the Dalrymple exit. Turn right at the bottom of the ramp and follow Dalrymple onto campus. The fourth traffic signal is Highland Road. After you pass Highland, turn right immediately into the Visitor’s Center Parking Lot. LSU Continuing Education Phone: 225-578-6325

Visitor Parking on the LSU Campus
Permits are required to park a vehicle on the LSU campus. If you are attending a program that begins before 4:30pm, your permit allows you to park in the Visitor lot (#24) or the Hart lot (#12-located off of Infirmary Road). After 4:30pm, you may park in any campus lot by displaying your permit. Most programs supply permits on the first day of class except for Youth Programs. If you are attending a Youth Program, you must purchase a permit at the Visitor Center.

For classes held at the Safety Council
Exit off I-10 at Siegen Lane. Head south. Cross over overpass. Safety Council is located to the right immediately after the overpass. Phone: 225-765-0955
CALENDAR INFORMATION

January 08

S M T W T F S
1 2 3 4 5
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26
27 28 29 30 31

JANUARY
1 New Year’s Holiday
10 FREE Information Session
21 Martin Luther King, Jr. Holiday

February 08

S M T W T F S
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30

FEBRUARY
5 Mardi Gras Holiday

March 08

S M T W T F S
1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 31

MARCH
21 Good Friday

April 08

S M T W T F S
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30

APRIL
24 FREE Information Session

May 08

S M T W T F S
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31

June 08

S M T W T F S
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30
Get the LSU Advantage.

Sign up for a course today!

Instructors
Learn from our expert instructors. Each brings in-depth knowledge on the topic, excellent communications skills, and experience in the real world.

Facilities
Small classes and state-of-the-art computer labs allow you to spend more time learning, less time waiting.

One-to-One Training
All computer classes are limited to one person per computer to ensure that you get the most from your classroom experience.

References
We have trained thousands of people: your neighbors, your co-workers, and others in your industry. Ask them whom they recommend.

Stability
As a program of Louisiana State University, we have the strength and resources to meet your training needs today and into the future.

Continuing Education Units
CEUs are awarded for participation in many LSU Continuing Education courses. CEUs can be used to document your work when applying for promotions or preparing for new employment.

Credentials
As an authorized training center for some of the top software companies in the world, we meet the highest standards in the industry for classroom training.

Office hours are from 8 A.M.–4:30 P.M., Monday–Friday. For additional information about any course in this bulletin, call 225-578-6325 or visit our Web site at www.outreach.lsu.edu

Online Registration
Using Visa, MasterCard or American Express, register for a course day or night at our Web site: www.outreach.lsu.edu

Phone Registration
Using Visa, MasterCard or American Express, call between 8 A.M.–4:30 P.M., Mon.–Fri.
Phone: 225-578-6325

Fax Registration
Using Visa, MasterCard or American Express, fax your completed registration form to:
Fax: 225-578-6324

Mail Registration
Mail completed registration form with check, money order or credit card information to:
LSU Continuing Education
1225 Pleasant Hall, LSU
Baton Rouge, LA 70803-1520
Your mail registration should be received one week or more before the first course meeting.

Walk-In Registration
1225 Pleasant Hall
(Highland Rd. & Dalrymple Dr.)
8 A.M.–4:30 P.M., Mon.–Fri.

Accommodations for Persons with Disabilities
Phone: 225-578-6325
TDD: 225-578-9126
3 Easy Ways
to Register!

Or sign up by mail ▼

Registration Form

Participant Information
Name................................................................................................................. SSN □□□□□□□-□□-□□□□
Company Name ................................................................................................ Position/Title .................................................................

Authorizing Manager ................................................................. Office Phone # .................................................................
Preferred Mailing Address ☐ Home ☐ Work ☐ Please Update My Mailing Address
Address ........................................................................................................... Apt.# .................................................................
City ........................................................................................................... State ................. Zip ...................
Work Phone #................................................................. Fax # .................................................................
Home Phone # ................................................................. E-mail Address .................................................................

Payment Information
☐ Check/Money Order (payable to LSU)
☐ Credit Card: ☐ Visa ☐ MasterCard ☐ American Express
Card# ........................................................................................................... Amount Paid .................................................................
Expiration Date: Mo. □□ Yr. □□
Cardholder Name ................................................................. Cardholder Signature .................................................................

For Office Use
Date/Staff
Check # F P O
Receipt
Auth.
Ref.

Priority Code: L2 L1

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REGISTRATION INFORMATION

**Fees**
- Payment is due at the time of registration.
- For Web, phone or fax registration you must use Visa, MasterCard or American Express.
- For mail registration, make check or money order payable to LSU.
- Returned check charge: A returned check charge of $25 will be added to your registration fee if your payment is returned unpaid by your bank for insufficient funds.

**Refund and Cancellation Policies**
Please let us know as soon as possible if your plans change. There are no penalties for substitution or cancellation prior to the first class meeting. No cancellations will be accepted after a course begins.

LSU reserves the right to cancel or make changes in courses. If a course is canceled, the entire fee is refunded.

**Holidays**
The office will be closed on January 1, January 21, February 5, and March 21. Classes do not meet on these days. Other changes are noted in the course description or announced at the first class meeting.

**Accommodations for Persons with Disabilities**
Please note that some University buildings are not fully accessible for persons with disabilities. If you are a person with a disability and need special accommodations to participate in a class, please let us know at 225-578-6325 or TDD 225-578-9126 at least two weeks before the course begins.

**Tax Information**
The United States Tax Code, as amended in 1997, provides new tax credits for certain educational expenses. Form 1040 instructions include information about these tax credits and the conditions under which you might qualify for tax deductions. Consult IRS Publication 970 or your tax preparer for additional information.

**Tax Deductibility**
Certain educational expenses, including such incidental costs as books, meals, lodging and travel, may be tax deductible if incurred to maintain/improve professional skills. Consult the appropriate state/federal tax agency for details.

**Lifetime Learning Tax Credit**
Applies to LSU Continuing Education course fees paid on or after July 1, 1998. Eligibility depends on the taxpayer’s adjusted gross income. Charges and portions of fees for books, meals, insurance, lodging, and travel are not allowed.