

SPRING 2019



CAPITAL COMMUNITY COLLEGE

The School of Workforce & Continuing Education

www.capitalcc.edu/ce



Welcome to the School of Workforce & Continuing Education

Greetings from the Dean

Ready to pursue a new career, boost your resume with some new skills or just want to learn something new? At Capital Community College, you can reach your goals. We offer a wide variety of seminars, workshops and courses designed to promote your success.

The faculty and staff are prepared to support you from career exploration, through course registration and academic assistance to job search.

We are excited to have you here and hope that you will take advantage of all that Capital Community College has to offer. We look forward to celebrating your next accomplishment from student to successful graduate.

Linda Guzzo, Ed.D.

Dean, School of Workforce & Continuing Education

Special Invitation to Employers and Organizations



Do you want to bring the convenience of college courses or specialized skill training to your worksite?
Do you need a meeting place for 10 – 250 people?
Do you want a fun, creative, and customized team-building program for your employees?
Do you need a trained facilitator at your next meeting?
Email Odile Dilone, Program Coordinator at Odilone@capitalcc@commnet.edu or call (860) 906-5141 to learn more about these services and others offered through our Corporate and Professional Development Center.

Consultations are FREE!

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SUMMER SEMESTER REGISTRATION COMING IN MARCH

Questions?

We are here to help.

Contact us -

By email:

CA-learnmore@capitalcc.edu

By phone:

(860) 906-5130

See the Staff Directory on Page 48

BUSINESS • Accounting/Bookkeeping

Accounting/ Bookkeeping Clerk – Proficiency Certificate

This program is undergoing review and revision to include the most current knowledge and skills required for successful employment. Our new program is expected to launch in Fall 2019.

Now is the time to determine if this is the right course for you. Accounting/Bookkeeping Clerks often compute, classify, and record numerical data to keep financial records complete. This would include operating computer accounting software to record, store, and analyze information. Clerks are required to have knowledge of and comply with federal, state, and company policies and procedures, and regulations.

An Accounting/Bookkeeping Clerk may anticipate an entry-level hourly rate of \$15.79 and an average annual salary of \$47,280 in the Hartford region. The Connecticut Department of Labor reports that employment in this occupation is expected to grow more slowly than average, but the number of annual openings will offer excellent job opportunities.

**Class
Forming
For
Fall
2019**



BUSINESS • Administrative Office Assistant



Administrative Office Assistant – Proficiency Certificate

Individuals who can efficiently and effectively manage small-to-mid-sized offices are in-demand. In this program, you will learn the tools and strategies to manage day-to-day tasks with confidence, including projects, people, and situations. You will develop time management and organizational skills that will build effective business relationships and exceed customer expectations.

Keys to Success
Microsoft Office® Basics
Business Communication
Office Organization
Business Math Refresher
Record Keeping & Report Writing

Exceptional Customer Service
Time Management & Multi-tasking
Problem Solving & Decision making
Professional Presence
QuickBooks® Introduction

Prerequisites:

- High School Diploma or GED
- Basic Computer Skills

Course Code: AOP G5034 CRN 1476

Dates: 3/19 – 7/2

Day & Time: Tue. / Thur., 5:30 pm – 8:30 pm, (No class: 5/23)

Instructor: B. Soucy

Room: 613

Cost: \$1,225

Career Information:

The Connecticut Department of Labor reports that employment in this occupation is expected to grow more slowly than average, but the number of annual openings will offer excellent job opportunities. As an Administrative Office Assistant you may expect your entry-level rate to be approximately \$12.38 and the average annual income is noted as \$39,910 in the Hartford region.

BUSINESS • Customer Service

Customer Service Representative – Proficiency Certificate

Customer Service Representatives with the right skills are in high demand in information technology, insurance, finance, healthcare, and retail call centers. Learn how to provide exceptional and professional telephone and in-person customer service, communicate effectively, and cultivate repeat business. In this program you will also receive hands-on experience in the College's state-of-the-art simulated Call Center training classroom.

Keys to Success
Personal & Job Accountability
Critical Thinking & Problem Solving
Handling Difficult Situations
Business Ethics

Exceptional Customer Service
Effective Communication
Working with External & Internal Customers
Professional Presence

Prerequisites:

- High School Diploma or GED
- Basic Computer Skills

Course Code: AOP G5034 CRN TBA

Dates: 3/18 – 6/3

Day & Time: Mon., Wed., & Fri., 6:00 pm - 9:00 pm, (No class: 4/19, 5/29)

Instructor: TBA

Room: 613

Cost: \$1,395

Career Information:

The Connecticut Department of Labor reports that employment in this occupation is expected to grow more slowly than average, but the number of annual openings will offer excellent job opportunities. As a Customer Service Representative you may expect your entry-level rate to be approximately \$12.74 and the average annual income is noted as \$41,046 in the Hartford region.



BUSINESS • Entrepreneurship



Entrepreneurship – Proficiency Certificate

Small businesses are the driving force to grow the global economy. If you have a strong interest to be your own boss, have the drive to implement your ideas, are highly motivated and creative, and want to determine your own destiny then this may be the program for you. Learn the skills to go from idea to business.

Keys to Success
Entrepreneurship Introduction & Planning
Finance and Funding a Start-up
Pitching Your Start-up

Understanding Business Models
Developing Your Plan
Accounting, Marketing, & Management

Prerequisites:

High School Diploma or GED recommended
Basic Computer Skills

Course Code: BIS G5000 CRN: 1478

Dates: 3/18 – 4/26

Day & Time: Mon, Wed, Fri., 9:00am–12:00pm,
(No class: 4/19)

Instructor: J. Muhammad

Room: 613

Cost: \$975

Course Code: BIS G5000 CRN: 1492

Dates: 4/16 – 6/11

Day & Time: Tue., Thur., 6:00 pm -9:00 pm

Instructor: J. Easmon

Room: 613

Cost: \$975

All Aboard! Fast Tracking Success for New Team Members

New employees are pressed to prove themselves when first starting a job. The faster a new employee can integrate him/herself into the company's culture and learn their job, the faster they will be able to contribute to the company's goals. Knowledge management is an important tool when onboarding new employees. Properly collecting, recording and conveying information about key tasks for specific roles, can allow a new employee to hit the ground running. It will also save time and money, by freeing other employees who are involved in their training.

Objectives:

- Define knowledge management.
- Gather data for recording of key tasks.
- Record and prepare data for new employees.
- Prepare tools and information for new hires.
- Prepare a coaching/mentoring plan.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1452

Dates: 6/19

Days & Time: Wed., 9:00 am – 4:00 pm

Instructor: J. Easmon

Room: 307

Cost: \$90



Human Resources Training and Development

Learn the essentials of Human Resources, how to facilitate the growth of an organization through recruitment, training and development, and how to enforce an organization's policies and regulations. Legal issues, performance assessment, training, compensation, and labor relations will also be covered.

Objectives:

- Know the essentials of Human Resources in various organizational settings, including how to facilitate the growth of an organization through recruitment, training and development, and how to enforce an organization's policies and regulations.
- Understand legal issues, performance assessment, training, compensation, and labor relations in various organizational settings.
- Be familiar with HR practices through the lens of various organizational settings.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1453

Dates: 6/5

Days & Time: Wed., 9:00 am – 4:00 pm

Instructor: J. Easmon

Room: 307

Cost: \$90

BUSINESS • Workshops/Seminars

Business Analytics Introduction

Organizations are relying on business analytics for the use of data, statistical and quantitative analysis, exploratory and predictive models, and fact-based management to make decisions and develop action plans. This course will cover the foundation and business uses as well as a working model of capacity planning. You will learn the terms, techniques, and how business decisions are made with business analytics.

Objectives:

- Understand the basic concepts and terminology of business analytics and how it can be a competitive advantage to a business
- Have a better understanding of different analytics domains for accounting and finance professionals
- Be familiar with how to use data, statistical analysis, exploratory and predictive models, and fact-based management to make decisions and develop action plans

Required text: None

Prerequisite: Basic Excel® skills

CEUs: 0.6

CRN 1453

Dates: 3/15

Days & Time: Fri., 9:00 am – 4:00 pm

Instructor: C. Walpole-Griffin

Room: 613

Cost: \$95



Business Analytics Using Excel®

In today's business world, understanding business analytics can give your organization a competitive advantage. This course uses MS Excel®, the foundational data analysis tool, to cover advanced Excel® formulas, concepts, and applications using larger and more professional worksheets, and focuses on the data modeling approach using Excel® vs. the calculator approach. Topics include if-then modeling, built-in functions, charting, transferring data across applications, PivotTables, Spark Lines, Slicers, and Power Pivots.

Objectives:

- Have a better understanding of business analytics using MS Excel® as a data analysis tool.
- Be comfortable using more advanced Excel® formulae, concepts and applications like transferring data across applications, using built-in functions, and charting.
- Be able to use more advanced Excel® tools like if-then modeling, pivot tables, sparklines, slicers, and power pivots.

Prerequisite: Must have Excel® intermediate level skills, and need to know how to use formulas and functions.

Required text: None

CEUs: 0.6

CRN 1447

Dates: 4/5

Days & Time: Fri., 9:00 am – 4:00 pm

Instructor: C. Walpole-Griffin

Room: 613

Cost: \$95



Capturing Knowledge Before It Is Lost

Employees are an organization's most valuable resource. The knowledge and experience employees possess is what enables operations to complete and grow. It is important that organizations recognize the importance of Knowledge Management, especially as the workforce changes due to retirements, job changes and other events. In this practical hands-on course you will learn to develop a knowledge management plan by identifying critical business or technical knowledge, who possess the knowledge, and techniques to capture and transfer the knowledge. Don't let valuable knowledge walk out the door.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1434

Dates: 5/8

Days & Time: Wed., 9:00 am – 4:00 pm

Instructor: C. Service, Sr.

Room: 307

Cost: \$90

Project Management for Life and Work

This one-day program will cover common sense approaches a person can use to dramatically improve their probability of success in completing initiatives or projects. The goal of the workshop is to connect you with simple straight forward concepts that can be applied to both home and work situations. You will learn to drive better results, practice fundamentals of delivery and execution, and creatively rethink the way you can approach initiatives and targets.

Topics:

- Using clarity of purpose to engage your team.
- Why naming everything can be the difference between success and failure.
- Defining "done".
- The importance of run rates.
- How events can motivate.
- Understanding the degrees of freeze needed to implement change.
- Evaluating your ability to execute.
- How to plan in learning cycles.
- Applying these concepts to your situation.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1435

Dates: 6/19

Days & Time: Wed., 9:00 am – 4:00 pm

Instructor: D. Gugliotti

Room: 301

Cost: \$90



Leading Through Change: How to Keep Your Team Engaged

Most managers are faced with the challenges and demands of a job that requires multi-tasking within an accelerated pace of change. Despite this workplace reality and its related challenges, leaders at all levels need to ensure a consistently high level of employee engagement. This class focuses on strategies to keep your team engaged during times of change. Fundamentals of leadership, interpersonal and intercultural communication skills, conflict management, and managing organizational change will also be discussed.

Required text: None
Prerequisite: None
CEUs: 0.6

CRN 1454
Dates: 5/9
Days & Time: Thur., 9:00 am – 4:00 pm
Instructor: D. Gugliotti
Room: 307
Cost: \$90

Working Across Generations

Today's workplace is a mixed batch of generations. Five generations are currently working together: iGen, Millennials, Generation X, Baby Boomers, and Traditionalists. Each of these generations have different expectations and needs. Learning the differences between each generation, will allow you to understand how to work with your teammates.

Objectives:

- Recognize your own generational paradigms and how they impact perceptions of and interactions with the other generations.
- Identify the needs and expectations for each generation.
- Practice techniques to help you work with each generation

Required text: None

Prerequisite: None

CEUs: 0.6

Choose a section below:

CRN 1459

Date: 5/16

Days & Time: Thur., 9:00 am – 4:00 pm

Instructor: J. Easmon

Room: 307

Cost: \$90

CRN TBA

Dates: 5/4 -5/11

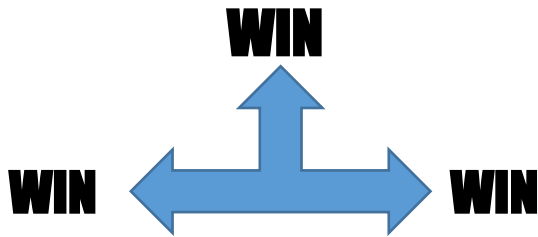
Day & Time: Sat., 9:00 am – 12:00 pm

Instructor: J. Easmon

Room 309

Cost: \$90





Win-Win Negotiation Skills

Negotiation skills are important when selling a product, providing customer service, or obtaining resources for projects. Individuals with effective negotiation skills work more productively with customers, colleagues, partners, vendors, and others. Successful negotiators possess the knowledge and skills that will leave everyone in a win-win situation. In this workshop individuals will learn the tactics used by successful negotiators, develop their personal negotiating style, and understand strategies to bargain successfully and ethically. The material will be delivered through lectures, group exercises, and individual feedback. Objectives:

- Better understand negotiation outcomes and the steps of a negotiation process.
- Be familiar with different behavioral styles and how to adapt as necessary.
- Know how to apply strategies to bargain successfully and ethically.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1455

Dates: 6/6

Days & Time: Thur., 9:00 am – 4:00 pm

Instructor: D. Gugliotti

Room: 307

Cost: \$90

Art of Tact & Diplomacy

Learn how to choose and use the most appropriate words and emotional tone for positive results. Practice techniques for receiving and transferring information, ideas, thoughts, feelings, and needs. Participants will understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact.

Objectives:

- Understand how to navigate difficult situations, build consensus, and manage change with diplomacy and tact.
- Be familiar with techniques to effectively receive and transfer information, ideas, thoughts, feelings and needs.

Required text: None

Prerequisite: None

CEUs: 0.6

Choose from the sections below.

CRN 1438

Date: 5/21

Day & Time: Tue., 9:00 am – 4:00 pm

Instructor: Y. Shenoy

Room: 307

Cost: \$90

CRN XXXX

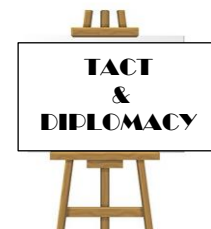
Date: 3/23 & 3/30

Day & Time: Sat., 9:00 am – 12:00 pm

Instructor: Y. Shenoy

Room: 309

Cost: \$90



Building Rapport & Influencing Others

Dale Carnegie knew this well: Being able to connect with people and build rapport, no matter the industry, can help you attain your goals. Conflict is more easily resolved, and it can provide for stronger relationships, both in the workplace and your personal life. Rapport helps us work towards “Yes”. “Yes” to company mission. “Yes” to shared goals and objectives. “Yes” to esprit de corps. When you have rapport with people, they are more interested in what you have to say and how they can help you. It can be easier for you to influence the decisions the person is making because of the rapport that you have mutually created.

Objectives:

- Define and recognize rapport.
- Understand the importance of building rapport.
- Understand the relationship between building rapport and influencing others.
- Skills and strategies for building rapport.

Required text: None

Prerequisite: None

CEUs: 0.6

Dates: 4/16

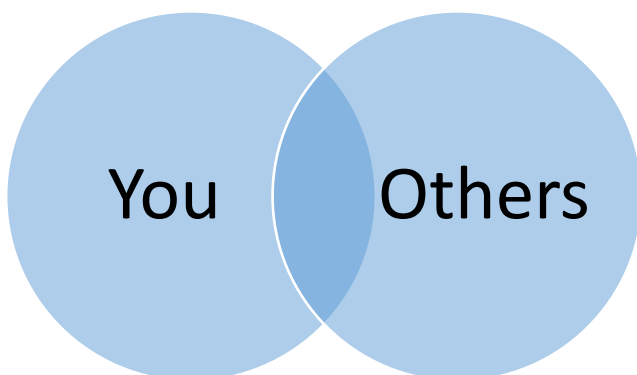
CRN 1441

Days & Time: Tue., 9:00 am – 4:00 pm

Instructor: J. Easmon

Room: 301

Cost: \$90



Creativity and Problem Solving

Every organization, regardless of size, leadership, or competence, will face challenges. These challenges can prevent staff members from working together and keep projects from moving forward which, in turn, can affect productivity and hamper mission-effectiveness. Creativity and problem solving are directly related. When presented with a problem or challenge, we tend to think inside the box, which can prevent us from exploring novel and creative solutions. Developing creativity in the workplace provides your organization with a new set of tools to find solutions and improve productivity. Develop your creativity and learn to think outside the box.

Topics:

- Techniques to think more creatively.
- Divergent and convergent thinking strategies.
- 7 Steps To Problem Solving.
- Communication strategies for problem solving.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1462

Dates: 5/23

Days & Time: Thur., 9:00 am – 4:00 pm

Instructor: D. Gugliotti

Room: 307

Cost: \$90



Critical Thinking: Understanding Critical vs. Non-critical Thinking

Critical thinking skills are increasingly becoming a necessity for employees. The U.S. Department of Labor has identified critical thinking as the raw material essential for problem solving, decision making, organizational planning and risk management. What is critical thinking exactly? How can you differentiate between critical thinking and non-critical thinking?

Objectives:

- Understand critical thinking
- Recognize deceptive reasoning
- Detect emotional manipulation
- Differentiate critical vs non-critical thinking styles
- Recognize and evaluate arguments
- Develop and evaluate explanations

Required text: None

Prerequisite: None

CEUs: 0.6

Choose a section below.

CRN 1461

Dates: 3/27

Days & Time: Wed., 9:00 am – 4:00 pm

Instructor: C. Service, Sr.

Room: 307

Cost: \$90

CRN TBA

Dates: 4/6 & 4/13

Days & Time: Sat., 9:00 am – 12:00 pm

Instructor: C. Service, Sr.

Room: 307

Cost: \$90

Developing Emotional Intelligence

Everything you need to know to take your team from ordinary to extraordinary. Emotional Intelligence (EI) is cutting edge knowledge that sets the savvy business professional apart from the rest. Learn the five aspects of EI and how to integrate this knowledge into your leadership style for goal setting, supervising, coaching, motivating and leading your team towards organizational goals. Learn to read your own emotions, as well as those around you, and use this information to manage your behavior and responses around others. This is a 2-day class.

Objectives:

- Understand the importance of emotions and emotional intelligence to effective leadership and achieving career goals.
- Learn techniques to increase your level of emotional intelligence through emotional self-awareness, self-regulation, self-motivation, and social awareness.

Required text: None

Prerequisite: None

CEUs: 1.2

CRN 1443

Dates: 5/14 & 5/21

Days & Time: Tue., 9:00 am – 4:00 pm

Instructor: M. Petrucci

Room: 307

Cost: \$180

Want to build on the basics learned in this seminar? Register for our Mastering Emotional Intelligence workshop. See page 18.

Diversity, Divides and Bridges – Bringing Your Workforce Together

Successful organizations understand the advantages of a diverse team. As your workplace diversifies, team members must learn to bridge their differences and work together effectively for the good of the team and the success of the business. In your professional and personal life, you will encounter people from different backgrounds, beliefs, lifestyles, genders and cultures. Learning to work together will benefit you and your organization.

Objectives:

- Learn about the generations and key points about each one.
- Learn to reduce misunderstandings by understanding more about other races, cultures, genders, beliefs, traditions and preferences.
- Learn about cultural awareness.
- Increase your understanding of cultural differences.
- Enhance your overall sensitivity.
- Improve your conflict resolution skills.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1460

Dates: 5/30

Days & Time: Thur., 9:00 am – 4:00 pm

Instructor: J. Easmon

Room: 307

Cost: \$90

Don't Debate, Persuade! Constructing the Velvet Argument

Never doubt this – persuasion is powerful. It's the plaything of lawyers, salespeople, contract negotiations, and agents to name a few talent higher profile professions. But, it is also used daily in the workplace by our leaders and colleagues alike. Persuasion is the fine art of influence and in this course you will learn not only how to persuade, but to recognize when you are being persuaded.

Topics:

- How reciprocity works.
- Why it's hard to take back "yes."
- Leveraging social proof.
- Keys to "likeability".
- Using authority.
- Scarcity and limited time offers.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1445

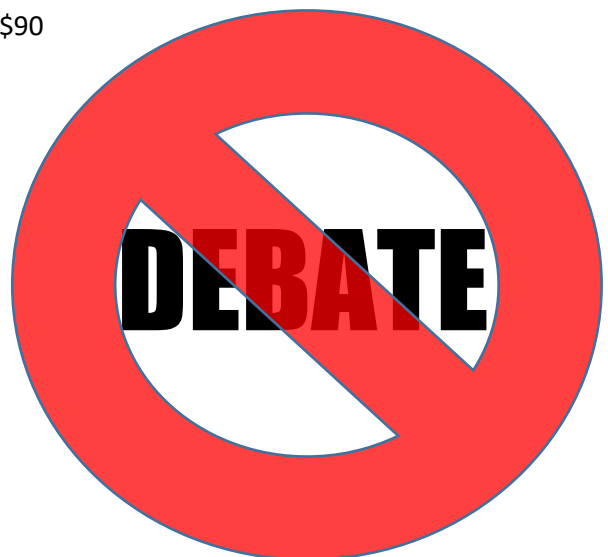
Dates: 6/20

Days & Time: Thur., 9:00 am – 4:00 pm

Instructor: D. Gugliotti

Room: 307

Cost: \$90



BUSINESS • Workshops/Seminars

Effective Business Writing in Plain English

Do you struggle with writing emails and business correspondence? Would you like to learn better ways to streamline your writing, get to the point, but still maintain appropriate professionalism and courtesy? Do you worry if you have grammar and punctuation mistakes? Then this two-day class is for you! In this class, you will learn the importance of effective business writing, how to identify your audience and customize your messaging, and how to create business documents that say what you mean and achieve the results you want. This course not only covers the basics of how to improve your professional writing skills, but also how to achieve the right results from your written correspondence. Participants should be prepared to engage in hands-on, collaborative writing practice.

Objectives:

- Learn different strategies to sharpen and improve your writing skills by structuring ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.
- Know how to write business documents to a professional standard and conform to acceptable formats.
- Understand how to use a business-like style and vocabulary, while displaying sensitivity to different levels of reader expertise.

Required text: None

Prerequisite: None

CEUs: 1.2

CRN 1439

Dates: 4/4 & 4/11

Days & Time: Thur., 9:00 am – 4:00 pm

Instructor: Y. Shenoy

Room: 616

Cost: \$180

Feeling Great at Work

Learn to navigate through tough situations, such as disagreements with co-workers, uncertainty about position, and anxiety in approaching leadership. Attitude can make or break a career, and it's a fact that 85% of the workforce is unhappy in their current job. Events that cause stress and lead to poor job performance can be easily controlled. With the correct attitude, the path to greater success and job satisfaction are within reach. This is a 2-day class.

Required text: None

Prerequisite: None

CEUs: 1.2

CRN 1458

Dates: 4/23 & 4/30

Days & Time: Tue., 9:00 am – 4:00 pm

Instructor: M. Petruzzi

Room: 307

Cost: \$180

FROM



TO



Grant Writing for Beginners

New to grant writing, or in need of a refresher? This course will teach you everything you need to get started as a grant writer. Develop unique persuasive proposal techniques that will give your proposals that extra boost funders are looking for when considering your grant proposal. Learn the skills you need to become a successful grant writer and turn your ideas into funding opportunities.

Objectives:

- Learn how to get started in grant writing.
- Practice techniques for drafting a well written grant proposal.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1457

Dates: 3/22

Days & Time: Thur., 9:00 am – 4:00 pm

Instructor: R. Tuttle

Room: 613

Cost: \$90


Increase Funding



Huddle Up! Bringing our Heads Together for Maximum Results

Learning to work together is a must for a successful team. A collaborative team allows the organization to move their goals forward. But collaboration takes time and effort. This course provides the learner with tools for a successful collaboration process. Students learn conflict resolution skills, how to listen effectively, motivational factors, and emotional intelligence. This course also looks at effective meeting management techniques, like setting ground rules and time management techniques within a meeting

Objectives:

- Practice effective collaborative skills in group projects.
- Run a successful meeting as a group project.
- Design a process map.
- Learn conflict resolutions skills.
- Learn about emotional intelligence and its role in collaboration and conflict resolution.
- Learn to listen effectively.
- Study emotional factors in team collaboration

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1444

Dates: 6/18

Days & Time: Tue., 9:00 am – 4:00 pm

Instructor: Staff

Room: 307

Cost: \$90



Managing Chaos: Setting Priorities & Masking Decisions Under Pressure

This workshop will equip you with fast, effective tools including the right mindset to rise to the challenge of the day and adjust to shifting priorities and demands with less stress and greater clarity to transform unproductive disorder into controllable efficiency. Participants will leave knowing how to apply the appropriate techniques to manage, clarify, and diminish chaos.

Objectives:

- Identify what you can and cannot control.
- Develop strategies for positive outcomes with negative co-workers, anxious workplace situations, and communicating with supervisors and staff.
- Identify best practices to change the office atmosphere.
- When to take additional action.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1456

Dates: 3/19

Days & Time: Tue., 9:00 am – 4:00 pm

Instructor: M. Petruzzi

Room: 307

Cost: \$90

Mastering Emotional Intelligence

Emotional Mastery goes beyond traditional emotional intelligence seminars—inviting participants to consider a lasting change of perspective that will make a real difference in how they read their emotions, and harness them towards making better choices, and communicating with more authenticity and effectiveness. More than the standard set of self-help dot-points and to-dos, the workshop inspires making new and better choices from the inside, out. Everything changes when we do. We change, when our perspective changes.

Emotional Mastery builds on the learnings of Developing Emotional Intelligence; adding additional depth for advanced students of EI.

The workshop is crafted so that attendees experience many “ah ha” moments, in interactive blend of lecture and fun exercises that allow them to view themselves and their emotional natures in a new, expanded way.

Required text: None

Prerequisite: It is helpful, but not necessary, to take Developing Emotional Intelligence (see page 14) before taking this course.

CEUs: 0.6

CRN 1442

Dates: 6/4

Days & Time: Tue., 9:00 am – 4:00 pm

Instructor: M. Petruzzi

Room: 307

Cost: \$90



Positive Assertiveness – Positively Achieving your Goals & Influencing People

Identify the differences between “passive”, “assertive”, and “aggressive” behaviors in the office and in life. In this class participants will learn appropriate communication approaches to achieve goals and help others. Understand the personality type drivers behind win/lose and lose/win approaches to going after wants. Learn to achieve professional goals and influence others through role plays to bolster skills and promise greater workplace effectiveness for future success.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1436

Dates: 4/8

Days & Time: Mon., 9:00 am – 4:00 pm

Instructor: J. Easmon

Room: 307

Cost: \$90



Spinning Your Yarn – A Nonprofit’s Guide to Storytelling

Storytelling is a very effective tool for the success of any Nonprofit. Well-presented stories can attract donors, win support and raise money; as well as provide a positive image of the organization in the public’s eye. Stories can make a cause tangible and relatable for those involved.

Objectives:

- Choosing effective stories.
- Explore elements that will make the greatest impact in your story.
- Using emotion and urgency to motivate your audience.
- Basic elements of a compelling story.
- Learn about infographics, photos and graphics and how they fit into your story.
- Learn about different communication platforms to share your story.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1463

Dates: 4/26

Days & Time: Fri., 9:00 am – 4:00 pm

Instructor: R. Tuttle

Room: 616

Cost: \$90

BUSINESS • Workshops/Seminars



Two Cans and a String – Building Communication Across Cultures in the Workplace

In today's highly diverse work environment, being culturally sensitive is a must. Recognizing and placing value on cultural and ethnic differences will allow you to make informed decisions, control conscious and unconscious bias, reduce misunderstandings, and work together more cohesively.

Cultural competence entails learning about other cultures, its customs and values; but it also involves opening yourself to cultural differences. Self-reflection and the desire to learn about other cultures play a very important role in bridging cultural differences.

Topics:

- Cultural traditions and values from other countries.
- Barriers to successful intercultural communication.
- Nonverbal communication as it applies to other cultures.
- Conflict resolution skills.
- Role of emotional intelligence in cultural cross-communication.

Required text: None

Prerequisite: None

CEUs: 0.6

Choose a section below.

CRN TBA

Dates: 5/4 & 5/11

Day & Time: Sat., 9:00 am – 12:00 pm

Instructor: C. Service, Sr.

Room 309

Cost \$90

CRN TBA

Date: 6/12

Days & Time: Wed., 9:00 am – 4:00 pm

Instructor: C. Service, Sr.

Room: 307

Cost: \$90

Heartsaver® CPR/AED/First Aid

This course is a classroom, video-based, instructor-led course that teaches students critical skills needed to respond to and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives. Students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies. This course also teaches adult CPR and AED use.

Features:

- Video-based course ensures consistency
- Instructor-led, hands-on class format reinforces skills proficiency
- Student manual comes with a new Heartsaver® First Aid Quick Reference Guide that summarizes first aid actions for many injuries and illnesses
- Course is updated with the new science

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1451

Dates: 6/14

Days & Time: Fri., 9:00 am – 4:00 pm

Instructor: K. Ferrarotti

Room: 604

Cost: \$190



Financial Independence to Reach Success and Transformation

Personal Finance – 3 College Credits

Learn how to budget, manage your credit and debt, insurance and investing! Financial professionals will provide practical, real world education while you earn 3 College credits. Successful completion makes you eligible for a paid internship with Guardian Life Insurance Co.

Dates: 1/24 – 5/9

Days & Time: Tue. & Thur., 10:05 am – 11:26 am

Instructor: S. Tillona

Room: 318

Cost: FREE! Student fees and books are funded by Guardian Life Insurance Co.



Budgeting with Apps

Putting together a budget has never been easier with a variety of apps now available. Learn the fundamentals of making a budget, sticking to it, how to track expenses, and meet savings goals using popular apps such as Mint and You Need a Budget.

Date: 5/1

Day & Time: Wed., 2:00 pm – 4:00 pm

Instructor: H. Gregory

Room: TBD

Cost: FREE! Funded by Guardian Life Insurance Co



Financial Planning Toolkit



Learn how to make your own financial plan by understanding the essentials, such as how to budget, how to manage credit and loans, how to create SMART goals, how to understand different types of insurance, and how to sign and understand rental agreements.

Date: 3/13

Day & Time: Wed., 2:00 pm – 4:00 pm

Instructor: Staff

Room: TBD

Cost: FREE! Funded by Guardian Life Insurance Co.

Tax Prep Essentials

Learn the basics of preparing and submitting your taxes. This workshop will cover what records you will need to keep to complete your tax return, how to prepare your tax return, and how to decipher the 1040.

Date: 2/13

Day & Time: Wed., 2:00 pm – 4:00 pm

Instructor: Staff

Room: TBD

Cost: FREE! Funded by Guardian Life Insurance Co.



Financial Independence to Reach Success and Transformation

Career Skills Workshops

Improve Your Career Skills!

Become more marketable with these career skills modules, sponsored by the FIRST Center. In these hands-on workshops, you will learn essential skills for entering the workforce.



Cover Letters

Cover letters are an important part of applications and can highlight your level of interest and suitability for a position to a prospective employer. In this workshop, we will go over how to write and format effective cover letters and provide examples of good (and bad!) cover letters.

Date: Beginning in February

Day & Time: Day & Evening classes available

Instructor: Staff

Room: TBD

Cost: FREE! Funded by Guardian Life Insurance Co.

Check back soon for dates and times.

Interviewing Basics

Interviewing can be a nerve-wracking and stressful experience. In this workshop, we will build up your confidence by helping you develop interview skills. You learn about how to prepare and practice for job interviews and learn techniques to become more comfortable and confident in your next interview.

Date: Beginning in February

Day & Time: Day & Evening classes available

Instructor: Staff

Room: TBD

Cost: FREE! Funded by Guardian Life Insurance Co.

Check back soon for dates and times.

Resume Writing for Results

Effective resumes are important on getting the attention of hiring managers. In this hands-on workshop, we will go over how to develop simple and effective resumes tailored towards each job that you apply for. We will provide a simple template and go over how to highlight your accomplishments to present yourself as the best possible candidate you can be.

Date: Beginning in February

Day & Time: Day & Evening classes available

Instructor: Staff

Room: TBD

Cost: FREE! Funded by Guardian Life Insurance Co.

Check back soon for dates and times.

Financial Independence to Reach Success and Transformation

The Online Job Search

Today, most of the job search happens online. This workshop will cover how to navigate the online job search and how to prepare online job applications. Learn to search for positions with online job boards such as Indeed and LinkedIn, how to research companies, and how to set up online profiles. Discover the best techniques for submitting an online job application.

Date: Beginning in February

Day & Time: Day & Evening classes available

Instructor: Staff

Room: TBD

Cost: FREE! Funded by Guardian Life Insurance Co.

Check back soon for dates and times.

Writing Professional Emails

Professional writing is an important part of applying for jobs and being successful in your career. This module will cover the basics of professional business writing, grammar and style, as well as the dos and don'ts of e-mailing potential employers, current supervisors and co-workers, and clients.

Date: Beginning in February

Day & Time: Day & Evening classes available

Instructor: Staff

Room: TBD

Cost: FREE! Funded by Guardian Life Insurance Co.

Check back soon for dates and times.



For information or
to register contact:
Hannah Gregory
Program Coordinator
hgregory@capitalcc.edu
(860) 906-5080
Room 314D



Computer Technology

Computer Skills Workshops

Improve Your Technology Know-how!



Internet of Things (IoT) – What is IoT? How It Affects Privacy and Security

The Internet of Things (IoT) is the concept of connecting any device to the Internet and, thus, to each other. Cellphones, refrigerators, tablets, house lighting, coffee makers, cars, watches, are all part of this trend and can now “speak” to each other. This allows for a more convenient and productive lifestyle. Think about Alexa and the wired house, or cellphone apps that tell you about traffic delays or severe weather alerts. These are all examples of the Internet of Things. It’s wonderful! But this new connectivity also comes with hazards. We must understand what IoT is, how it works, how these devices are connected together, and how this affects privacy and security within the workplace. This course will focus in the potential security risks and how to mitigate them.

Required text: None
Prerequisite: None
CEUs: 0.6

CRN 1450
Date: 6/21
Time: Fri., 9:00 am – 4:00 pm
Instructor: Staff
Room: 613
Cost: \$95

Creating Electronic Forms with MS Word® and Google Drive® Forms

In this digital era, electronic forms are a must. There are many programs available that you can use for this purpose. In this workshop you will learn about two of these programs: Google Drive® and Microsoft Word®. Google Drive® Forms is a free tool. You can create registrations, prepare polls, collect contact information, and more. With a wide array of themes and the possibility of using your own pictures or logos, you can customize your forms any way you want. Let others help you, by adding collaborators. Add random questions, question skipping, and YouTube videos. Invite an unlimited number of respondents by sharing the URL or emailing an embedded form. Analyze the responses that are collected automatically from your forms with Google® Sheets and charts. For the second part of the workshop, you will learn how to create forms from scratch in Microsoft Word® 2016. Create user-friendly forms that can be completed electronically and saved by the end-user. You will learn about Templates, which are premade documents that you can customize.

Objectives:

- Learn what is Google Drive®.
- Create a Google Drive® account.
- Create forms and collect information from Google Drive®.
- Create a new electronic form in MS Word®.

Required text: None
Prerequisite: Basic Computer Skills. Knowledge of MS Word®.
CEUs: 0.6

CRN 1448
Dates: 3/29
Days & Time: Fri., 9:00 am – 4:00 pm
Instructor: M. Montgomery
Room: 613
Cost: \$95

Computer Technology

Cybersecurity: What You Don't Know Can Hurt You

Your personal and business information is at risk every single day: phishing emails, viruses, Trojan horses, adware, malware, spyware and more. All looking to steal, reveal, and sometimes repeal your information. Cybersecurity attacks are on the rise. Every day we see news stories from companies that have suffered a cyberattack, and how thousands of records have been exposed. Hackers are nimble and innovative. There is no end to their creativity when it comes to cracking your computer's security. Employees can, unknowingly, be an integral part of a cyber-attack. From stolen laptops and hacked smartphones, to emails with viruses, there are many ways a company can become a victim. You need to know what to be on the look-out for and how to respond.

This eye-opening workshop will give you the tools to take proven preventative measures, how to train employees to recognize these attacks, and what to do after they have identified it. We will explore many of the ways attackers can access your computer, and what you can do to prevent this. We will explore previous cyber-attack cases, their consequences and steps taken by the companies affected.

Required text: None

Prerequisite: None

CEUs: 0.6

CRN 1449

Date: 5/24

Time: Fri., 9:00 am-4:00 pm

Instructor: Staff

Room: 613

Cost: \$95

Excel® 2016: Pivot Tables, Power Pivots & Pivot Charts

Pivot Tables allow you to analyze raw data for business analysis purposes, but they are limited. Due to Excel's own limitations of 1048576 Rows, you cannot analyze more than 1048576 rows of data, and there may even be limitations in analyzing data from two or more spreadsheets. The PowerPivot Add-In allows to import, merge and analyze data from several data sources at once, with barely any limitations. Turn your raw data into a Pivot Table to help you gather business analytics. Create a Pivot Chart from your Pivot Table. Explore these amazing tools in Excel, and make the most of your data.

Objectives

- Learn the difference between Pivot Tables and PowerPivot
- Learn how to use a Pivot Table
- Learn how to use a Pivot Chart
- Learn how to use the PowerPivot tool

Required text: None

Prerequisite: Students must have Excel intermediate level skills, and need to know how to use formulas and functions in Excel.

CEUs: 0.6

CRN 1446

Date: 4/12/19

Time: 9am-4pm

Instructor: Michael Montgomery

Room: 613

Cost: \$95



HEALTHCARE • Administrative Medical Assistant

Administrative Medical Assistant – Proficiency Certificate

Administrative Medical Assistants play a vital role in any healthcare provider office or setting. Learn to perform administrative tasks in a medical office or facility. This course includes the American Heart Association Basic Life Support (BLS) Certification for Healthcare Providers.

Topics

- Keys to Success
- Professional Communications & Customer Service
- Office Organization & Procedures
- Reimbursement Processes
- Confidentiality
- Government Regulations: HIPAA, OSHA, DEA & CLIA.
- Medical Terminology.
- Microsoft Word® and Excel® Basics.

Prerequisites:

- High School Diploma or GED
- Basic Computer Skills

Choose a section below.

Course Code: HMED G5333 CRN 1481

Dates: 2/22 - 6/14 (No class: 3/15, 3/16, 4/19, 4/20, 5/25)

Day & Time: Fri. 9:00 am - 2:00 pm & Sat., 9:00 am-12:00 pm

Instructor: A. Koehler

Room: 617

Cost: \$1,535

Course Code: HMED G5333 CRN 1483

Dates: 3/18 – 6/12

Day & Time: Mon., Wed., & Fri., 5:30 pm – 8:30 pm

Instructor: Staff

Room: 617

Cost: \$1,535

Career Information

The Connecticut Department of Labor reports employment in this occupation is expected to grow much faster than average, and the number of annual openings will offer very good job opportunities. As an Administrative Medical Assistant you may expect your entry-level rate to be approximately \$16.35 and the average annual income is noted as \$45,396 in the Hartford region.

HEALTHCARE • Basic Life Support

Basic Life Support (BLS)

This course is designed to provide healthcare professionals the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe, timely and effective manner. The course is intended for healthcare providers, such as EMS personnel, nurses, respiratory therapists, physician assistants, certified nurse aides and others who must have a credential (card) documenting successful completion of a CPR course. Content includes Basic Life Support (CPR, AED), adult and pediatric CPR, foreign-body airway obstruction and use of automated external defibrillation. Student manual will be available for students at registration and should be reviewed prior to class.

Choose a section below.

Course Code: HMEDG5245 CRN 1528
Date: 1/24
Day & Time: Thur., 5:00 pm – 9:00 pm
Instructor: Staff
Room: 303*
Cost: \$105

Course Code: HMEDG5245 CRN 1524
Date: 2/19
Day & Time: Tue., 5:00 pm – 9:00 pm
Instructor: Staff
Room: 303*
Cost: \$105

Course Code: HMEDG5245 CRN 1527
Date: 3/25
Day & Time: Mon., 9:30 am – 1:30 pm
Instructor: Staff
Room: 307*
Cost: \$105

Course Code: HMEDG5245 CRN 1529
Date: 4/26
Day & Time: Fri., 5:00 pm – 9:00 pm
Instructor: Staff
Room: 303*
Cost: \$105

Course Code: HMEDG5245 CRN 1530
Date: 5/10
Day & Time: Fri., 5:00 pm – 9:00 pm
Instructor: Staff
Room: 303*
Cost: \$105

Course Code: HMEDG5245 CRN 1531
Date: 5/13
Day & Time: Mon., 9:30 am – 1:30 pm
Instructor: Staff
Room: 307*
Cost: \$105

Course Code: HMEDG5245 CRN 1532
Date: 5/16
Day & Time: Thur., 5:00 pm – 9:00 pm
Instructor: Staff
Room: 303*
Cost: \$105

Course Code: HMEDG5245 CRN 1533
Date: 5/21
Day & Time: Tue., 9:30 am – 1:30 pm
Instructor: Staff
Room: 303*
Cost: \$105

Course Code: HMEDG5245 CRN 1534
Date: 5/28
Day & Time: Tue., 5:00 pm – 9:00 pm
Instructor: Staff
Room: 303*
Cost: \$105

Course Code: HMEDG5245 CRN 1535
Date: 5/30
Day & Time: Thur., 9:30 am – 1:30 pm
Instructor: Staff
Room: 303*
Cost: \$105

*Rooms are subject to change to accommodate more students as needed.

HEALTHCARE • Certified Nurse Aide (CNA)

Certified Nurse Aide (CNA) – Proficiency Certificate/State Certification

CNAs are valuable members of the healthcare team who provide basic nursing care in a variety of settings. Capital Community College is licensed by the CT Department of Public Health to present our 144-hour course. In 2014 our CNA course became the first CNA program in CT to be awarded college credits! Upon successful completion, you will be eligible for 3 credits from Capital Community College or 4 credits from Charter Oak State College. Classroom and skills laboratory instruction are held at onsite at Capital Community College. Clinical experience is hosted at area skilled nursing facilities.

Topics:

Keys to Success	Infection Control
Health Care System	Basic Nursing Care Skills
Scope of Practice	Body Systems
Safety Practices	Patients with Special Needs

Prerequisites:

- Participants must be 17 years of age or older
- High School Diploma or GED Recommended
- Provide documentation of a physical exam, Tuberculosis screening, immunizations, and flu vaccination (during flu season)

Other Information:

- Tuition includes the textbook, workbook and State Competency test.
- Required, but not included in the tuition: a physical exam within 1 year, a nurse's uniform and shoes, a watch with a second hand, travel expenses to clinical, and the CT Nurse Aide Registry application fee.

Choose a section below.

Course Code: HMED G5023 CRN 1472

Dates: 1/9 – 3/12

Day & Time: Mon., Tue., Wed., Thur., & Fri.

Lecture: 9:30 am – 12:30 pm

Lab: 8:30 am – 2:30 pm

Clinical: 8:00 am – 2:00 pm

Instructor: Staff

Room: 317/820

Cost: \$1,399

Course Code: HMED G5023 CRN 1469

Dates: 1/15 – 4/25

Day & Time: Tue., Thur., Fri. & Sat.

Lecture 6:00 pm – 9:00 pm, Sat. 9:30 am - 12:30 pm

Lab: Weekdays 6:00 pm – 9:00 pm, Sat. 9:30am – 12:30 pm

Clinical: Weekdays 5:00 pm – 9:00 pm

Instructor: G. Bailey, JD, RN

Room: 317/820

Cost: \$1,399

Course Code: HMED G5023 CRN 1466

Dates: 3/28 – 5/24

Day & Time: Mon., Tue., Wed., Thur., & Fri.

Lecture: 9:30 am – 12:30 pm

Lab: 8:30 am – 2:30 pm

Clinical: 8:00 am – 2:00 pm

Instructor: M. McDonald-Dias, BSN, RN

Room: 317/820

Cost: \$1,399



HEALTHCARE • Certified Nurse Aide (CNA)

Certified Nurse Aide Refresher

Need to brush up on your CNA (Certified Nurse Aide) skills? Has your certification lapsed? Do you need to retake the Connecticut CNA competency examination? Our 27-hour refresher course is designed to help you get up to speed on the basics. Our instructors are RNs who review principles of care, lab skills, and test-taking strategies. Textbook is included in the course cost.

Topics:

- Role and responsibilities of the CNA
- Infection control
- Basic human needs
- Personal care needs
- And more...

Prerequisites:

- Prior Connecticut CNA certification & entered in CT Nurse Aide Registry
- Successful completion of State approved CNA Program within the last 2 years

Special Notes:

This course may not be appropriate for those with expired out-of-state certification. Please contact Ruth Krems, Program Coordinator, at RKrems@capitalcc.commnet.edu or (860) 906-5142 for more info.

Choose a section below.

Course Code HMED G5166 CRN 1502

Dates: 1/23 – 2/25

Days & Times: Mon. & Wed., 5:30 pm – 8:30 pm

Instructor: J. Gauthier, BSN, RN

Room: 420

Cost: \$359

Course Code HMED G5166 CRN 1505

Dates: 4/17 – 5/15

Days & Times: Mon. & Wed., 5:30 pm – 8:30 pm

Instructor: J. Gauthier, BSN, RN

Room: 420

Cost: \$359

Career Information

The Connecticut Department of Labor reports employment in this occupation is expected to grow slower than average, but the number of annual openings will offer excellent job opportunities. As an CNA, you may expect your entry-level rate to be approximately \$13.10 and the average annual income is noted as \$33,913 in Connecticut.

HEALTHCARE • Community Health Worker

Community Health Worker

Community Health Workers (CHW) have an important role in improving the healthcare system. CHWs help community members gain access to care and increase their knowledge to improve their health outcomes. In this program, you will learn how to provide culturally appropriate health education and outreach and advocate for your clients. You will also complete the Mental Health First Aid certification.

Topics:

College Success Workshop	Outreach & Advocacy
Introduction to the World of a CHW	Care Coordination and System Navigation
Communication & Health Literacy	Documentation, Reporting, and Outcome Management
Public Health Concepts & Application	Legal, Ethical and Professional Conduct
Coaching for Chronic Health Conditions	

Prerequisites:

- High School Diploma or GED
- Basic Computer Skills

Course Code: HMED G5382

Dates: 4/16 – 7/3 (No class 5/23)

Day & Time: Tue., Wed., Thur., 6:00 pm - 9:00 pm, 5:00 pm – 9:00 pm on 7/2 & 7/3

Instructor: N. Bishop

Room: 307

Cost: \$1,399

Career Information

The Connecticut Department of Labor reports employment in this occupation is expected to grow faster than average, and the number of annual openings will offer good job opportunities. As a Community Health Worker, you may expect your entry-level rate to be approximately \$13.81 and the average annual income is noted as \$38,090 in Connecticut.

HEALTHCARE • EKG Technician



EKG Technician with BLS for Healthcare Providers

Are you interested in working in an acute or out-patient healthcare setting? Do you think you would enjoy collecting valuable health data? Are you currently employed in healthcare and looking to enhance your career mobility? Are you a current EKG Technician seeking certification in this field? This 72-hour course may be for you! Students will explore real life scenarios in classroom and laboratory environments.

Topics:

College Success Workshop
Cardiovascular System
Heart Rhythm Identification
Basic Life Support

Concepts of Customer Service
Heart Rate Calculations
Lead Placement
12-lead EKG interpretation

Prerequisites:

- High school diploma or GED Recommended
- Healthcare training and 1 year of experience preferred

Course Code: HMED G5385 CRN 1496

Dates: 2/6 – 5/2

Day & Time: Wed. & Thur., 6:00 pm – 9:00 pm

(No class 3/13, 3/14)

Instructor: K. Ettienne-Modeste, MD, S. Solomon-Williams

Room: 304

Cost: \$1,099

HEALTHCARE • EMT - Basic

EMT-Basic – Proficiency Certificate & State Certification

Emergency Medical Technicians (EMT) are the first responders on the scene in the event of an accident or illness. An EMT assesses injuries, administers emergency medical care, transports individuals who require medical care to healthcare facilities and provides other life- support services.

The course prepares students for the initial State of Connecticut Certified EMT examination and national board certification, which are required qualifications for EMT personnel. Students are responsible for the examination fees (approximately \$200) and the instructor will provide information on the application process. In addition to the classroom sessions, students will complete an additional 40 hours riding along in an ambulance and complete a hospital observation. Students must provide their own transportation to the observation site. The student kit (textbook, stethoscope & blood pressure cuff) are included in the course fee.

Topics:

- Assessment & prioritization of care for illness/injury
- Administration of first-aid treatment and life-support care in pre-hospital setting
- Basic Life Support (BLS)/First Aid Certification
- Perform emergency diagnostic and treatment procedures during ambulance transport
- Maintain emergency vehicles, medical and communication equipment, and replenish first-aid equipment and supplies
- Communicate with the physician regarding the patient's condition or injury, the treatment provided, and reactions to drugs and treatment
- Operate equipment for airway management, resuscitation, and other advanced life-support situations
- College Success Workshop

Prerequisite:

High school diploma or GED

Course Code: HMED G5207

Dates: Coming Summer 2019.

To be added to our "Interested" List, please contact Odile Dilone, Program Coordinator, odilone@capitalcc.edu or (860) 906-5141

Cost: TBA



Career Information

The Connecticut Department of Labor reports employment in this occupation is expected to grow faster than average, and the number of annual openings will offer very good job opportunities. As an EMT you may expect your entry-level rate to be approximately \$17.04 and the average annual income is noted as \$48,550 in Connecticut.

HEALTHCARE • Medical Interpreter

Medical/Community Interpreter Program (MIP)

In partnership with Eastern AHEC, the Medical & Community Interpreter Program establishes the basic foundation for all healthcare and community interpreters by providing specialized training in healthcare, education, and community service interpretation. In addition to expertise in the code of ethics and the modes and techniques of community interpreting, an interpreter must understand cultural systematics that make communication skills pertinent in healthier & safer lifestyles. Specifically, for those of you in the healthcare system, we teach you to master the most common medical concepts, procedures and terminology.

The course entails 56 hours of highly interactive practice sessions and role-plays both online and in-class. Each course accommodates up to 15 participants and on average requires 8 hours of homework, 40 hours in classroom or hybrid settings and up to 8 hours of practicum.

The core components include:

- Interpreting techniques, Modes of Interpreting, Guiding the Encounter, and memory skills.
- Healthcare from a cultural perspective.
- Structure and principles of U.S. healthcare.
- Biomedical practitioners, methods of diagnosis and medical terminology.
- The human body.
- Medical Interpreter Code of Ethics.
- Today's educational system.
- Communicating with respect to all cultures.
- Real time, real world interpreter training with qualified interpreters.

Prerequisites:

- 18 years of age
- High school diploma or equivalent
- Pass the Language Proficiency Assessment (LPA) with 80% or more (a LPA is composed of 3 segments: General English language (online timed assessment), Medical Terminology language (online times assessment), and a 25-minute oral assessment (via conference call). Candidate must receive a score of 80% on Sections I and II, before taking the oral assessment). A fee of \$75 will be assessed to students who fail the LPA. Fee is included in course cost for students who pass the LPA.

Course code: FLAN G5017 CRN: TBA

Dates: 3/16 - 5/11

Days & Time: Hybrid Class

Online - Sat., 9:00 am - 2:00 pm, 3/16, 3/23, 3/30, & 4/6

On-campus - Sat., 9:00 am - 1:00 pm, 4/13, 4/27, 5/4,

5/11, & 5/18 (no class 4/20)

Instructor: Staff

Room: TBA

Cost \$800

HEALTHCARE • Patient Care Technician



Patient Care Technician (PCT) Proficiency Certification

This 115-hour course builds upon your basic CNA knowledge and skill sets, and prepares you to work in a hospital or clinic environment.

Topics:

Advanced Patient Care Skills

Cultural Awareness

Computers

EKG Administration

Basic Life Support for Healthcare Providers (AHA)

Keys to Success

First Aid (American Heart Association, AHA)

Health Careers and Educational Opportunities

Phlebotomy Basics

Prerequisites:

- Must possess a CNA certification
- High School Diploma or GED Recommended

Course Code: HMED G5228 CRN 1499

Dates: 1/28 – 4/25

Day & Time: Mon., Tue. & Thur., 6:00 pm – 9:00 pm

Instructor: G. Bailey, JD, RN

Room: TBA

Cost: \$1,199

Career Information:

The Connecticut Department of Labor reports that employment in this occupation is expected to grow more slowly than average, but the number of annual openings will offer excellent job opportunities. As a Patient Care Technician you may expect your entry-level rate to be approximately \$13.10 and the average annual income is noted as \$33,913 in Connecticut.

HEALTHCARE • Pharmacy Technician

Pharmacy Technician – Proficiency Certification

Pharmacy Technicians in community hospitals, long-term care settings, or pharmacies are in-demand. This course offered in partnership with the Connecticut Pharmacists Association prepares students for entry-level positions.

The course is also an excellent review for the Pharmacy Technician Certification Board (PTCB) national certification exam. Pharmacy Technicians work under the direction of a pharmacist measuring, mixing, counting, labeling, and recording amounts and dosages of medications. Students are responsible for the PTCB exam fee of approximately \$129 and the instructor will provide information on exam registration.

Topics:

Keys to Success
Dosage Calculations and Conversion
Proper Storage, Inventory Control, Drug Security
Prescription Dispensing Procedures
Customer Service

Pharmacologic Terminology
Generic and Brand Names
Interpreting Prescriptions
Billing and Insurance Reimbursement
Maintaining Equipment & Work Areas

Prerequisites:

- High School Diploma or GED
- Basic Computer Skills

Course Code: HMED G5356

CRN 1479

Dates: 3/18 - 5/10 (No class 4/19)

Day & Time: Mon., Wed., & Fri., 9:30 am - 12:30 pm

Instructor: P. Sposato

Room: 318

Cost: \$1,199

Course Code: HMED G5356

CRN 1489

Dates: 2/19 – 5/14,

Day & Time: Tue. & Thur., 6:00 pm - 9:00 pm

Instructor: D. Pacitti

Room: 318

Cost: \$1,199



Career Information

The Connecticut Department of Labor reports that employment in this occupation is expected to grow faster than average, but the number of annual openings will offer very good job opportunities. As a Pharmacy Technician you may expect your entry-level rate to be approximately \$12.48/hour and an average annual income of \$35,501 in Connecticut.

Pain Assessment & Management - Completion Certificate

Pain assessment and management is a crucial part of compassionate and effective patient care. This certificate program is designed to enhance the knowledge and skills of health care professionals who work with patients who are in pain. By providing an educational experience that examines key issues related to pain assessment and management, this certificate program will give you the relevant and practical information you'll need to improve your practice and provide the most effective care to your patients.

Your *Certificate in Pain Assessment and Management* will distinguish you as a knowledgeable, skilled, and committed professional in the field of health care. The program:

- provides sound knowledge about the newest methods of pain assessment and management,
- builds skills and competencies,
- fulfills continuing education requirements for many professionals, and
- enhances professional marketability.

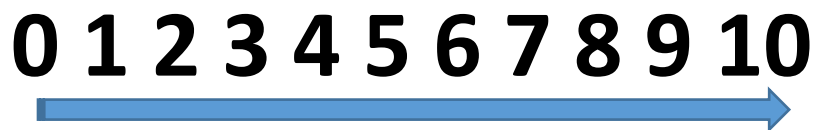
Course Modules

The Certificate in Pain Assessment and Management program includes 6 modules, each 2 contact hours in length, for a total of 12 contact hours.

1. Pain Theory and Assessment Principles
2. Interventions and Treatment of Pain
3. Pain Management in the Adult: Acute and Chronic Pain
4. Pain Management in Special Populations: Children and the Elderly
5. Pain Management in Special Populations: Surgery, Cancer, and HIV
6. Treatment of Pain at the End of Life

This course is presented in an Online Learning format only. This permits learning at your own pace and at your own time. Please see page XX for registration and course requirement information.

Cost: \$75



End of Life Care – Proficiency Certificate

End-of-life care presents health care professionals as well as patients and family members with many challenges and dilemmas. Education in the holistic and integrative care of individuals at the end of life builds on and expands professional competencies and brings healing and transformation. The Certificate in End-of-Life Issues represents a specialization in the field of caring for those who are experiencing a terminal illness. It is designed to enhance the knowledge and skills of individuals who work with dying patients by providing a multidisciplinary educational experience. This Certificate in End of Life Care distinguishes you as a knowledgeable, skilled, and committed professional in this special field of health care.

This certificate is relevant for registered nurses, nurse practitioners, licensed vocational or practical nurses, nursing assistants, social workers, occupational therapists, recreation therapists, physical therapists, respiratory therapists, administrators, psychologists, personal care assistants, volunteers, physicians, chiropractors, clergy, physical fitness professionals, adult children of aging parents, and individuals currently working with or planning to work with the terminally ill.

Course Modules:

The Certificate in End of Life Care includes 8 modules, each 2 contact hours in length, for a total of 16 contact hours.

- End-of-Life Issues: Ethical Issues
- End-of-Life Issues: Hospice and Palliative Care
- End-of-Life Issues: Pain Assessment and Management
- End-of-Life Issues: Physiologic Changes
- End-of-Life Issues: Death, Dying, and Grief
- Cultural Considerations at the End of Life
- Pediatric End of Life Care: Compassion and Caring
- Caregiving at the End of Life: Issues and Considerations

This course is presented in an Online Learning format only. This permits learning at your own pace and at your own time. Please see page XX for registration and course requirement information.

Cost: \$114

HOSPITALITY • Prep Cook

Preparation Cook – Proficiency Certificate



Learn basic hot and cold food preparation, sanitation and safety procedures and general food service operations. This course includes the ServSafe® Food Handler certification exam.

Topics

Sanitation and Safety Fundamentals/ ServSafe®

Tools, Utensils and Equipment

Cold Foods: Salads and Dressings

Hot Foods: Vegetables, Starches, Pastas & Grains

Hot Foods- Introduction to Breakfast, Meat & Fish

Regulatory Issues

Knife Skills

Terminology, Record Keeping & Service

College Success Workshop

Prerequisites:

- High School Diploma or GED Recommended
- Basic Computer Skills

Course Code: FOOD G5166 CRN TBA

Dates: Coming in March

Day / Time: TBA

Instructor: Staff

Room: TBA

Cost: \$1,625

Career Information:

The Connecticut Department of Labor reports that employment in this occupation is expected to grow faster than average, and the number of annual openings will offer excellent job opportunities. As a Prep Cook you may expect your entry-level hourly rate to be approximately \$11.21 and the average annual income is noted as \$30,941 in Connecticut.

HOSPITALITY • Food Service Mgt.

Hospitality & Food Service Management – Proficiency Certificate

This program is for individuals who have been working in the hospitality and food service industry and are interested in advancing to a management position. You will learn about procurement and purchasing, menu planning, nutrition, sanitation and safety, customer satisfaction and quality, financial management, and hiring and supervision. The program includes the ServSafe® Food Manager certification exam.

Topics

Careers in Hospitality & Food Service Management
Business Math Review
Cost Control and Financial Management
Exceptional Customer Service & Quality

Effective Communication
Facilities Management
Hiring & Supervision
College Success Workshop

Prerequisites

- High School Diploma or GED
- Basic Computer Skills

Course Code: FOOD G5166 CRN TBA

Dates: Spring 2019

Day & Time: Class forming for Evenings in April

Instructor: Staff

Room: TBA

Cost: \$1,175

Career Information

Hospitality and Food Service Managers direct and may participate in the preparation, seasoning, and cooking of salads, soups, fish, meats, vegetables, desserts, or other foods. May plan and price menu items, order supplies, and keep records and accounts. Employment in this occupation is expected to grow about as fast as average, and the number of annual openings will offer very good job opportunities. As a Hospitality and Food Service Manager you may expect your entry-level hourly rate to be approximately \$20.47 and the average annual income is noted as \$60,328 in the Hartford region.



INTERIOR DESIGN

Modern Architecture DECORATE

Color Texture Minimalist

Style Mid-Century Shabby-Chic

Antiques Bold Feng Shui

Online
Learning

Interior Design – Completion Certificate

Are you a creative person with an eye for design? If so, this course will show you how to transform plain living spaces into beautiful and functional rooms.

Interior design takes training as well as talent, and these lessons will give you the know-how you need to design a room from floor to ceiling. You'll delve into color theory, industry trends, spatial arrangements, floor plans, traditional and modern interior design ideas, and other basics. In addition, you'll explore a range of careers in interior design and get insider tips for entering this exciting field.

Because interior design is constantly evolving, you'll also learn about some of the latest trends affecting the industry. You'll investigate "green" sustainable design, and you'll find out how to modify your designs for people with special needs.

As you master design skills step-by-step, you'll complete your first project: a fully developed room design complete with spatial layout, lighting, and finish selections. Your new knowledge and hands-on practice will give you the confidence you need to start creating beautiful residential interiors for yourself and others.

About The Instructor

Sarah Smallwood is a licensed interior designer and design strategist. She has a bachelor's degree in interior design and a minor in architecture and is currently pursuing her MFA in Design Management. Sarah's passion lies in the area of hospitality design, and her work encompasses a wide range of projects ranging from small independent hotels to large international hospitality chains (such as Marriott International) to the Cosmopolitan casino on the Las Vegas strip. She has worked for leading design and architecture firms in Dallas, Seattle, and New York City, as well as retail clients including Nordstrom. In addition, she has designed interiors for corporations, senior housing projects, and urban condominium projects. She independently works with individuals and families to help them create uniquely personalized homes.

This course is presented in an Online Learning format only. This permits learning at your own pace and at your own time. Please see page 42 for registration and course requirement information.

Cost: \$115

LANDSCAPE DESIGN

Landscape Plants and Design

Although most landscape design courses require hands-on experience, you can still learn about the fundamentals in this one-day class. This class will discuss vocabulary, materials, and methods for designing gardens. Participants will learn about the varieties of plants, shrubs, and trees that are resilient in our area, and low maintenance for the landscape. We will also look at different options and characteristics of a landscape as well as ways to improve the view of an area.

Required text: None

Prerequisite: None

CEUs: 0.6

GARD G5041CRN 1513

Dates: 6/15 & 6/22

Day & Times: Sat., 9:00 am – 12:00 pm

Instructor: J. Plasky

Room: 309

Cost: \$90

Growing Plants for Fun & Profit – **ONLINE LEARNING**

Turn your love of plants into an enjoyable and profitable home business. Learn how to grow and market plants on a small scale without major capital investment. In an area as small as 1000 sq. ft., you can generate thousands of dollars' worth of plant material in a single growing season. This course is your practical guide to licensing, site preparation, equipment, how and where to find supplies, how to select and produce plants appropriate to your climate zone, how to produce quality material and, most importantly, how to market your product.

Dates: Courses start monthly and run for 6 weeks

Day & Times: You decide when to study and learn.

Instructor: M. Harlan, L Harlan

Cost: \$99

See page 45 for details of our Online Learning Opportunities

LANGUAGE & CULTURE

Center for Language and Culture

OUR MISSION

The mission of Capital Community College's Center for Language and Culture is to expand educational and cultural opportunities for the Capital Community College and Greater Hartford communities by providing quality language, educational and cultural programs and services.

OUR COLLEGE

Embracing our community's diversity, the college recently created the Center for Language and Culture to serve as an umbrella for our existing language and cultural programming with the intent of providing additional programming to reflect the needs and desires of our students and surrounding community. An emphasis will be on language in all its celebrated forms.

Located in downtown Hartford, Capital Community College is one of the most diverse colleges in New England. We have students from more than 50 different countries attending our college. We are also one of the area's first Hispanic Serving Institutions (HSI), a designation granted to those institutions of higher education where more than 25 percent of its students are of Hispanic or Latino decent. Hartford is also home to a large and diverse West Indian population, adding to the community's linguistic and cultural variety.

Spanish for Medical Personnel

Taught by the Robert Chase, the co-author of Introduction to Medical Spanish: Communication and Culture, the course will include text, audio, video, classroom activities, and electronic exercises to teach basic grammar, specialized medical vocabulary, and colloquial terms as well as Latino customs and communication styles.

Prerequisite: SPA* 101 or equivalent.

Course Code: FLAN G5039

Dates: 2/5-5/14

Day & Time: Tue., 6:00 pm - 8:00 pm

Room: 418

Cost: \$349.00

Using Improvisation in the Language Classroom

"Improv Theater Games to Promote more Spontaneous Output"

While second language students covet interpersonal communication mode skills, second language anxiety often inhibits classroom practice. Adjunct instructor, Bob Chase, cross-pollinates improv theater games with language acquisition pedagogy to create fun and effective classroom activities. Semester after semester, students endorse these games as novel, helpful, and "unexpectedly enjoyable for a language class." During this brief workshop, participants become the "Professor Players" and play improv theater games that have been adapted to novice, intermediate, and advanced levels for classroom use.

Prerequisites: None

Course Code: ESL G5083

Dates: 4/6/19

Day & Time: Saturday, 10:00am to 12:00pm

Room: 318

Cost: \$25.00

LANGUAGE & CULTURE

Writing for the English Language Learner

This course is designed for non-native speakers of English who need to improve their writing skills for the workplace.

Prerequisites: None

Course Code: ESL G5067

Dates: 2/6 - 5/15

Day & Time: Wed., 6:00 pm - 8:00 pm

Room: 416

Cost: \$295.00

Arabic

This course will introduce the student to the Arabic language and the culture of the Middle East. It will focus on teaching basic words and phrases and on cultural interaction. The Arabic alphabet and its distinctive sounds will also be introduced. This course will leave you hungry for more. Book is a separate cost.

Prerequisites: None

Course Code: FLAN G5045

Dates: 3/7 - 5/9

Day & Time: Thur., 6:00 pm – 8:00 pm

Cost: \$200.00

Elementary Chinese I

This course introduces students to the essentials of Modern Standard Mandarin Chinese. Instruction focuses on developing communicative competence in listening, speaking, reading and writing skills at the elementary level as well as an understanding of Chinese culture and society. Book is a separate cost.

Prerequisites: None

Course Code: FLAN G5015

Dates: 1/24 - 5/19,

Days & Time: Tue. & Thur., 5:35 pm - 6:56 pm

Room 1103

Cost: \$200.00

Spanish for Spanish Speakers

This course is for speakers of Spanish who have a familiarity with spoken Spanish but have little or no formal education in the reading or writing of the language. Designed to build upon students' existing listening and oral skills to further develop skills necessary for reading and writing. Students will enhance all skills through the reading of a variety of cultural topics and discussing and writing about relevant themes. Book is a separate cost.

Prerequisites: None

Course Code: FLAN G5040

Dates: 1/24 - 5/19,

Days & Time: Tue. & Thur., 1:15 pm-2:36 pm

Room 419

Cost: \$200.00

LANGUAGE & CULTURE

Elementary Spanish I

Introduction to the fundamentals of Spanish grammar, with emphasis on the development of listening, speaking, reading and writing skills. Designed for students with one year or less of satisfactory completion of high school Spanish. Not intended for native speakers of Spanish. Book is a separate cost.

Prerequisites: None

Course Code: FLAN G5041

Session 1

Dates: 1/24 -5/19

Days & Time: Mon. & Wed., 8:30 am - 9:54 am

Room 415

Session 2

Dates: 1/24 - 5/19

Days & Time: Tue. & Thur., 11:40 am - 1:01 pm

Room 414

Session 3

Dates: 1/24 - 5/19

Days & Time: G _ Online

Session 4

Dates: 1/24 - 5/19

Days & Time: G _ Online

Cost: \$200.00

Elementary Spanish II

A continuation of Elementary Spanish I. Further development of basic oral and writing proficiency. Prerequisite; SPA* 101 or equivalent, i.e., two years of satisfactory completion of high school Spanish. Not intended for native speakers of Spanish.

Prerequisites: None

Course Code: FLAN G5041

Session 1

Dates: 1/24 -5/19

Days & Time: Mon. & Wed., 8:30 am - 9:54 am

Room 415

Session 2

Dates: 1/24 - 5/19

Days & Time: Tue. & Thur., 11:40 am - 1:01 pm

Room 414

Session 3

Dates: 1/24 - 5/19

Days & Time: G _ Online

Session 4

Dates: 1/24 - 5/19

Days & Time: G _ Online

Intermediate Spanish

Introduction to advanced grammar and structure to further develop reading, writing and speaking skills. Book is a separate cost.

Prerequisites: *Elementary Spanish II*

Course Code: FLAN G5044

Dates: 1/24 -5/19

Days & Time: Tue. & Thur., 1:15 pm - 2:36 pm

Room 419

Cost: \$200.00

ONLINE LEARNING • 6-Week

Online Learning offers options for learning in a multitude of interest areas. You may learn a new skill or enhance exiting skills for professional development or personal enrichment. Our instructor-facilitated online courses are informative, fun, convenient, and highly interactive. You can complete any course entirely from your home or office, any time of the day or night. BUT, Online learning is not for everyone. Before registering for a course with an online format read the information below carefully and consider what type of learner you are and if the computer you will be using has internet connectivity and the appropriate software to succeed.

- Are you self-motivated to learn on your own and at your own pace or do you require the structure of regular classroom meetings and an instructor to hold you to task?
- Do you have access to a computer with internet connectivity when and where you can study the course materials?
- Browse the Course Catalog at ed2go.com/capitalcc

How our 6-Week online courses work.

- A new session starts monthly with lessons and assignments released weekly. Once a session starts, two lessons will be released each week, for the six-week duration of your course. You will have access to all previously released lessons until the course ends.
- Study 2-4 hours a week in a convenient six-week format. (For most courses and most students)
- Interactive learning environment. Classroom built around discussion areas where you can engage with classmates and instructors. Keep in mind that the interactive discussion area for each lesson automatically closes 2 weeks after each lesson is released, so you're encouraged to complete each lesson within two weeks of its release.
- Expert instructors develop, lead, and interact with students in each course.
- The Final Exam will be released on the same day as the last lesson. Once the Final Exam has been released, you will have 2 weeks plus 10 days to complete the Final and finish any remaining lessons in your course. No further extensions can be provided beyond these 10 days.
- A Capital Community College Completion Certificate will be awarded with a passing score.

Session Start Dates:

December 12
January 16
February 13
March 13

Technology Requirements

- Internet access
- Email
- One of the following browsers:
 - o Mozilla Firefox
 - o Microsoft Internet Explorer (9.0 or above)
 - o Google Chrome
 - o Safari
- [Adobe PDF](#) plug-in (a free download obtained at Adobe.com)
- Other software applications may be required for some technology courses

How to register:

Locate the certificate or class of interest and contact our customer service team at (860) 906-5130 or ca-learnmore@capitalcc.edu to register.

ONLINE LEARNING • Careers

CAREER TRAINING PROGRAMS - ONLINE LEARNING

Prepare for employment in some of today's hottest careers with a comprehensive, affordable and self-paced online Career Training Program. You can begin any of these programs at any time and learn at your own pace. Upon successful completion of all the required coursework you will be awarded a Certificate of Completion from Capital Community College.

- Are you self-motivated to learn on your own and at your own pace or do you require the structure of regular classroom meetings and an instructor to hold you to task?
- Do you have access to a computer with internet connectivity when and where you can study the course materials?
- Browse the Course Catalog at www.careertraining.ed2go.com/capitalcommunitycollege

Arts and Design

Hospitality

Business

Information Technology

Career Online High School

Language

Computer Applications

Legal

Computer Programming

Teacher Professional Development

Construction and Trades

Writing

Health and Fitness

Features:

- Facilitators and mentors are available to answer your questions and help you through your studies.
- All materials, workbooks and software are included.



How to register:

Locate the certificate or class of interest and contact our customer service team at (860) 906-5130 or ca-learnmore@capitalcc.edu to register.

SOCIAL SERVICES • Assistant

Social Services Assistant – Proficiency Certificate

Social Services Assistants help social workers and healthcare workers provide services to individuals in their care. In this course, you will learn how to evaluate client needs, assist clients with obtaining services including welfare, Medicaid and SNAP benefits, and techniques for providing person centered support. Techniques for organizing and facilitating group activities and providing daily living skills to prepare individuals living in halfway and supportive housing will be discussed.

Course Topics:

Understanding Direct Service
Communication: Interpersonal Skills
Physical Developmental Supports
Services and Supports
Documentation and Reporting

Facilitating Positive Behaviors
Cultural Awareness
Person-Centered Planning
Regulations
College Success Workshop

Prerequisite:

- High School Diploma or GED

Required text: None

Prerequisite: None

Choose a section below.

Course Code: HREL G5003 CRN 1487

Dates: 2/19 – 6/13

Day & Times: Tue. & Thur., 5:30 pm – 8:30 pm

Instructor: J. Johnson

Room: 301

Cost: \$1,285

Course Code: HREL G5003 CRN 1487

Dates: 3/18 – 5/31

Day & Times: Mon., Wed. & Fri., 9:00 am – 12:00 pm

Instructor: J. Johnson

Room: 303

Cost: \$1,285

Career Information:

The Connecticut Department of Labor reports that employment in this occupation is expected to grow faster than average, and the number of annual openings will offer excellent job opportunities. As a Social Services Assistant you may expect your entry-level hourly rate to be approximately \$13.75 and the average annual income is noted as \$41,441 in Connecticut.

INFORMATION • Contact Us

School of Workforce &
Continuing Education
Ca-learnmore@capitalcc.edu
(860) 906-5130

SNAP Information Line
(860) 906-5029

**YOUR
SUCCESS
IS
OUR
SUCCESS!**

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(860) 906-5080

Joette Johnson, MSW, LCSW
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(860) 906-5234

Barbara Thorton, BS
LINKS Instructor
bthorton@capitalcc.edu

Damaris Torres, BS
Secretary I
dtorres@capitalcc.edu
(860) 906-5282

INFORMATION • Resources

ACADEMIC SUCCESS CENTER (TUTORING)

(860) 906-5200 4th Floor

Tutoring available in math, writing and computers. Visit the Academic Success Center.

Writing and student skills assistance are also available by appointment in **Room 316**, (860-906-5130).

BOOKSTORE, (860) 525-5956, 7th Floor, Room 705

Monday 9AM - 6PM · Tuesday, Wednesday & Thursday 9AM - 4PM · Friday 9AM - 1PM

BUSINESS OFFICE, (860) 906-5061, Room 217

Monday, Wednesday & Thursday 9AM - 5PM

Tuesday 9AM - 6PM · Friday 9AM - 3PM

Business Office has a drop box for after hour payments. Put your check or money order in an envelope, and make sure that your name and Student/Net ID is on your check and envelope.

BUS PASSES

Bus passes are available in a limited basis to students pursuing a Career-Training Certificate. The cost is \$20 and they are good through the semester. Please bring a copy of your Student Schedule and ID to the Business Office, room 217 in the 2nd floor, to get a pass.

CAFETERIA, (860) 906-5126, 7th Floor

Monday – Thursday 7:45AM-5:00PM

Fridays 7:45AM-1:00PM.

Vending machines and microwaves available.

CAREER SERVICES, Room 209

<https://www.capitalcc.edu/student-services/careers/>

For help with resumes and interview preparation.

GREATER HARTFORD CAMPUS MINISTRY, Student Activity Suite, 2nd Floor, 860-906-5088

Bible study, Capital messengers, Holy Communion Service, and Coffee hour.

JOB POSTING BOARDS

(outside of elevator bank, 3rd floor)

There are 2 Job Posting Boards in the third floor. The boards are located in front of the elevator bank, on your left when you get out of the elevators. The boards are constantly updated with available job opportunities and career fairs. Stop by for information on current job postings (please do not take the postings with you, take a picture, or write down the information). If you need help with your resume or cover letter, see one of our Job Developers in the Career Center.

LIBRARY, (860) 906-5027, 5th Floor

Monday - Thursday 8:30 AM - 8PM * Friday 8:30 AM - 4:30 PM * Saturday 10AM - 2PM

OFFICE OF SUPPORT SERVICES FOR ACADEMIC SUCCESS

Suite 208, second floor - (860) 906-5040

The Office of Student Support Services for Academic Success at Capital Community College provides academic adjustments to qualified students with disabilities. Students may seek services, support, and advising throughout the academic year.

MICROSOFT OFFICE 365® ACCESS FOR STUDENTS

MS Office 365® is a subscription-based service to use Microsoft Office® tools including Word®, Excel®, Outlook®, and OneDrive®. Students can access these tools from home free, for up to 3 months after their class. Login to your Student E-mail using your NetID and password. For instructions go to:

http://supportcenter.ct.edu/service/Office365_ProPlus.asp.

MYCOMMNET

www.my.commnet.edu is your single stop for all college information, with direct access to student self-service. You can print copies of your "Detailed Schedule" (needed to obtain parking permits, and student IDs), and you can sign up for MyCommNet Alerts.

MyCommNet Alert

This is a free* emergency alert service for staff and students. Students need to update their contact preferences upon accessing Banner Self-Service to get these alerts.

*Text message costs will follow your calling plan's terms for text messages. In some cases, a message may result in 2 or more texts received.

OFFICE OF SUPPORT SERVICES FOR ACADEMIC SUCCESS

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INFORMATION • Resources

OPEN COMPUTER LABS, 6th Floor

Open labs rooms are:

Rooms 611, 612, 614, 615, 619 & 620

Rooms 602 & 618 for AUTOCAD users.

Please check the schedule posted outside of each room for pre-scheduled classes.

Lab Hours: Mon.-Fri. 7:30 am – 9:00 pm & Saturday 8:00 am–3:00 pm. Lab Assistance can be found at the 6th floor **Center Isle**. Or call x65252 from room phone for the IT HelpDesk.

PARKING

Free parking is only available at the **Morgan St Garage**. Pull out a ticket, and have it validated at the Continuing Education office, room 316. To obtain a parking permit, bring a copy of your student schedule (printed from MyCommnet), photo ID and parking form to the main office of the garage.

PRINTING

Students have a \$15 (.05 per page\300 pages) print balance at the start of the semester. Additional pages can be purchased at the Business Office in increments of \$5.

PUBLIC SAFETY, (860) 906-5075

Main Lobby, 1st Floor, Rooms 101 & 102

Please report any public safety incidents or concerns to Public Safety.

Monday – Friday, 6:30 am - 10:00 pm

Saturday, 7:30 am - 4:00 pm

STUDENT I.D.'S

Student photo ID's are available free to students in Room 714. The current schedule is posted on the door. Students will need to provide their student ID # to get the photo ID. To look up your student ID #, please go to <http://supportcenter.ct.edu/netid/lookupnetid.asp>, or any of the reset stations in the school.

STUDENT POLICIES

The CCC Student Handbook is available online for your review, in the Publications section of our website (<https://www.capitalcc.edu/about/publications/>). Please refer to section 3.1 of the Handbook, for the *Student Code of Conduct*, which is intended to present a clear statement of student rights and responsibilities established by the Board of Regents for Higher Education.

WEATHER CANCELLATION INFORMATION

To see if your class is cancelled, visit the college website, www.capitalcc.edu; or call the main line at 860-906-5000.

For a list of radio and TV stations to check, go to <http://capitalcc.edu/weather.htm>.

WIFI ACCESS, COMPUTER ACCESS & MYCOMMNET WEBSITE

Students will need to use their Student/Net ID # to access the MyCommnet website, login to student computers, and access Wi-Fi.

To look up your student ID please go to the self-service kiosks (Floors 2, 3, 4, 5 & 6). First-time login instructions will be provided in class. The IT HelpDesk may be reached from a classroom phone at x65252.

INFORMATION • Safety

Know What To Do - Your Safety Matters

PUBLIC SAFETY

(860) 906-5075

Main Lobby, 1st Floor, Rooms 101 & 102

Please report any public safety incidents or concerns to Public Safety.

Monday – Friday, 6:30 am - 10:00 pm

Saturday, 7:30 am - 4:00 pm

SHELTER-IN-PLACE PROCEDURES

In the event of a school LOCK DOWN or SHELTER-IN-PLACE event, students and staff must either run, get out of the building or hide.

Follow these procedures:

1. Immediately upon an announcement or text advising of an event. Go to the nearest room and out of open public space. Lock the door behind you. Turn cell phones to silent or vibrate. You may go to the nearest office space or a college public restroom. Assist mobility challenged persons. Just get out of plain sight. As a last resort hide behind a pillar. If in a public place stay out of groups.
2. Close the blinds, turn off the lights.
3. If your door does not lock you may want to barricade it or stick a pant belt folded under the door to prevent entry.
4. Hide under a desk or behind furniture out of a potential line from windows and doors. Remain quiet.
5. Wait for instructions on your phone or a UNIFORM OFFICER. Do not open the door for anyone else.

Follow the OFFICER's directions. Do exactly as s/he tells you to, quickly and quietly. The perpetrator may be a fellow employee or student. The Officer may not know who the "bad guy" is yet.

INFORMATION • Policies

CCC Photo Policy

Capital Community College's (CCC) Office of Marketing and Public Relations often takes or commissions photos and videotapes of students, faculty, staff, and campus visitors. These images are taken in classrooms and labs, in the library and study areas, at College events, and elsewhere around campus and at college off-site locations. CCC reserves the right to use these photographs / video clips as part of its publicity and marketing efforts. Students who enroll at CCC do so with the understanding that these photographs might include them and be used in College publications, both printed and electronic, and for publicity.

Non-Discrimination Policy

The Connecticut State Colleges and Universities System, under the Board of Regents for Higher Education, does not discriminate on the basis of race, color, religious creed, age, gender, gender identity or expression, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, veteran status, sexual orientation, genetic information or criminal record., unless the provisions of Section 46a-60(b), 46a-80(b) or 46a-81(b) of the Connecticut General Statutes are controlling, or there is a bona fide occupational qualification excluding persons in one of the above protected groups.

With respect to the foregoing, discrimination on the basis of sex shall include sexual harassment as defined in section 46a-60(8) of the Connecticut General Statutes. Although it is recognized that there are bona fide occupational qualifications, which provide exception from employment prohibitions, it is understood that these exceptions are to be applied pursuant to Section 46a-68-33 of the administrative regulations. Further, the system will not discriminate against any person on grounds of political beliefs or veteran status. Inquiries regarding this policy should be directed to Josephine Agnello-Veley. You can contact her by e-mail at jagnello-veley@capitalcc.edu or phone at (860) 906-5002.

Special Needs

Students who have special needs or who are disabled must self-identify and provide documentation of their specific disability to a counselor. This must be done at least sixty (60) days prior to the start of the course. This will allow the College to make an effort to accommodate special needs students. Please call the Student Disability Coordinator by phone at (860) 906-5040 or visit Suite 208.

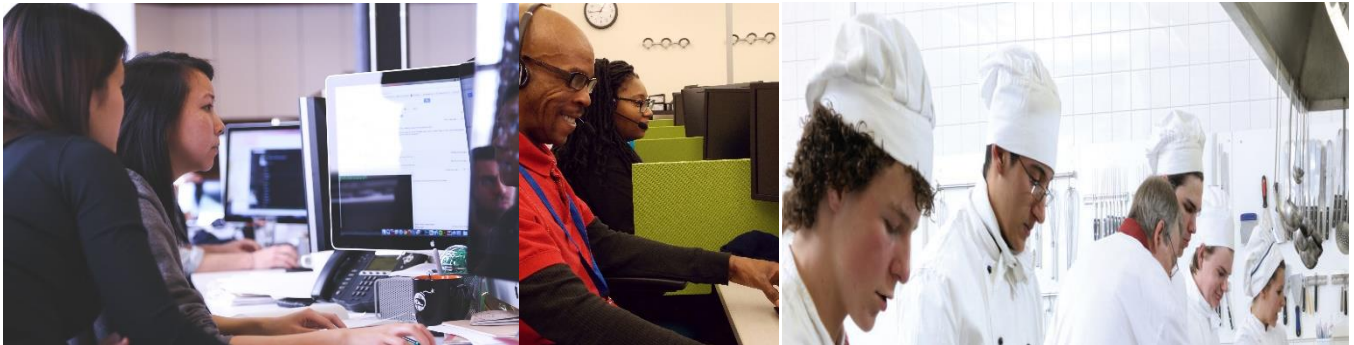
Student Conduct Code

The purpose of the Student Conduct Code is to maintain the general welfare of the College. The College strives to make the campus a place of study and work where people are treated and treat each other with respect and courtesy. The College views the student conduct process as a learning experience that can result in growth and personal understanding of one's responsibilities and privileges within both the college community and the greater community. All students must follow these standards. These procedures are designed to provide fairness to all who are involved with the conduct process. Please refer to the student handbook for the full student conduct policy. This handbook is available at the Welcome Center on the 2nd floor or online at <http://capitalcc.edu/publications.htm>

Statement of Change

This document does not constitute a contract. The College reserves the right to make changes to the information presented.

INFORMATION • Funding Assistance



SNAP SCHOLARSHIPS = FREE JOB/CAREER TRAINING

Career Training Programs

Accounting/Bookkeeping Clerk
Administrative Medical Assistant
Cook's Helper/ Prep Cook
Customer Service Representative
Entrepreneurship
Nurse Aide Certification (CNA)
Pharmacy Technician

Administrative Office Assistant
CNA Refresher
Community Health Worker
EKG Technician
Food & Hospitality Management
Patient Care Technician (PCT)
Social Service Assistant

If you are currently receiving SNAP benefits, you may be eligible for a scholarship in one of our career training programs. Contact the SNAP Information Line at (860) 906-5029 for more information regarding programs and eligibility.

Receive Free Help with Resume Writing and Cover Letters



INFORMATION • Funding Assistance

Funding Options

Do you need help finding ways to pay for your workforce development training program? You may be eligible for programs such as Veterans (VA) Benefits, Workforce Innovation and Opportunities Act (WIOA), SNAP-ET, employer tuition reimbursement, or a payment plan. To learn more about these programs, including the eligibility criteria, contact (860) 906-5130.

Veteran Benefits

The federal government offers a wide variety of services to veterans through the Department of Veteran Affairs. The College is approved for training of veterans' education benefits by the Board of Regents of the Connecticut Colleges & University System. For more information, contact Libby Daniels, Veterans Coordinator, at (860) 906-5123, Rm 424.

Career Advancement Program

Capital's Career Advancement Program (CCAP) works with some of Hartford's largest corporations to connect classroom learning to industry experience and launch students into new careers. Corporate leaders including Travelers, United Healthcare, Aetna, and The Hartford are among our partners offering Capital students hands-on, on-the-job training that develops the next generation workforce while giving CCAP scholar-interns an up-close and extended look at career opportunities in fields that students might otherwise overlook.

Whether internship or apprenticeship, CCAP students are fully supported by program counselors, mentors, and the program's coordinator to ensure a smooth transition into the workplace and to facilitate a successful experience. Students completing the program with high marks and excellent performance evaluations create a strong likelihood of becoming a full-time employee with that partner company.

To join the program or obtain more information contact:

John Thomas

Program Coordinator

jthomas@capitalcc.edu

(860) 906-5234.



Business & Community

In today's growing and competitive economy, your employees are your greatest assets. By developing your employees' knowledge, you gain a competitive edge and a versatile and productive workforce, resulting in a sustainable return for your organization.

To address the needs of our clientele, we have developed a spectrum of programs in key strategic areas. Our full staff of professionals will customize and tailor programs specifically for you and your industry. Our trainers are experts in adult learning and have extensive experience in the corporate training environment. We can provide organizational development consulting to ensure that training is strategic and practical. Since we are a public institution, you may find us to be a cost-effective way to incorporate training into your business strategy. We would welcome the opportunity to discuss this and other venues that can support and grow your business. Contact our Business Services Team at: (860) 906-5028.



Customized Corporate Training *Offering tailored, comprehensive*

We draw upon the expertise of professional business practitioners and facilitators who specialize in corporate training. Using proven training curricula and techniques, our staff is able to tailor the training to a company's specific learning objectives, goals and budget.

Our services include:

- Needs Assessment
- Customized Training Solutions
- Follow-up Evaluations & Recommendations
- Assistance with Department of Labor & Workforce Development Grant Applications
- Large Selection of Credit and Non-Credit Seminars, Workshops and Classes
- In-Person and Online Instruction
- Your Facility or Ours

Contact: 860-906-5028 to discuss how we can help you!



Capital on the Road

*Bringing our classes to your
organization*

Capital Community College brings the learning to you! Small businesses, corporations, and government agencies can take advantage of our Capital on the Road program, by bringing our programs directly to your organization.

A variety of courses are available.

No need to start from scratch! Take advantage of our extensive list of course offerings.

- Accounting
- Business Analytics
- Computer Applications
- English as a Second Language
- Financial Literacy
- Health Care and Medicine
- Human Resources Leadership & Management
- Marketing & Communication
- Music & the Arts
- Project Management
- Public Speaking
- Small Business Management
- Social Media
- Web Page Design
- And So Many More...

Call the School of Workforce & Continuing Education to learn more at (860) 906-5028

STUDENT RESOURCES



Buried In Your Studies? Need Assistance?

HELP IS AVAILABLE

Our instructional support instructors are here to help. They can provide assistance with:

- *Reading Comprehension
- *Study Skills
- *Basic Computer Knowledge
- *Communicating with Instructors
- *Math Skills & Computations
- *Test Taking Skills
- *Workforce Readiness Skills
- *Subject Matter Tutoring

The dedicated instructional support faculty are dedicated to providing all students with the academic study methods and techniques for success.

Contact the School of Workforce & Continuing Education at (860) 906-5130 or Visit us in Room 316 for more information or to make an appointment.

REGISTRATION

How to Register

Registration Form

Mail or bring your completed registration form to the School of Workforce & Continuing Education, Capital Community College, Room 316, Hartford, CT 06103. You may also fax to (860) 906-5110 / Attn: Damaris Torres.

Late Registration

Late registration will be accepted on a space-available basis by instructor permission only.

Minimum Enrollment

Continuing Education programs are self-supporting. All courses are operated on an instruction-fee-supported basis. Classes with insufficient enrollment may be cancelled. We will notify you via phone if a class is cancelled. See refund policy for more information.

Refund Policy For Credit-Free Courses

The College reserves the right to cancel courses with insufficient enrollment. If a course you have registered for is cancelled, you will be notified and offered the option of receiving a full refund of fees or applying your course fee to another credit-free course in the same semester. Refunds take at least 4-to-6 weeks. No refunds are issued for credit-free courses unless you withdraw three (3) business days before the first class meeting, in writing or in person, to the office of Continuing Education, 3rd Floor, room 316, 950 Main Street, Hartford, CT 06103. Please Note: If you register for a course, you are responsible for payment whether or not you attend.

If you register for a course, you are responsible for payment.

You will not automatically be de-registered for non-payment or non-attendance.

We offer several payment options for our continuing education courses. To learn more about the available payment options, contact our Customer Service office at (860) 906-5130.

Third Party Tuition Authorization

If your employer, or another organization, will be paying for your class, a tuition authorization letter needs to be completed before you can enroll. It should be printed on company letterhead, and must include the following information: student name, course title, course CRN, dates, times, and a promise to pay, as well as the address where the invoice is to be sent. Please contact our Customer Service Center, at 860-906-5130 for more information on tuition authorization letters.

REGISTRATION

REGISTRATION FORM

BY FAX: (860) 906-5110, ATTN: Damaris Torres

BY PHONE: (860) 906-5130, Monday–Friday, 9 am to 4 p.m.,
Mastercard, Visa or Company PO

BY MAIL OR IN PERSON: School of Workforce &
Continuing Education, Capital Community College,
950 Main St., Room 316, Hartford, CT 06103

Capital Community College School of Workforce and Continuing Education Credit-Free Registration

Today's Date: ____/____/____ Social Security Number: _____ Date of Birth (required): ____/____/____

Last Name: _____ First Name: _____ Middle Initial: _____

Home Address: _____ E-Mail Address: _____

City: _____ State: _____ Zip: _____ Country of Origin: _____

Home Phone: (____) _____ Business Phone: (____) _____ Mobile Phone: (____) _____

☐ Male ☐ Female ☐ Yes, I certify that I am a legal resident of CT and have met the 12-month residency requirement

☐ No, I am not a legal resident of CT. State of legal residence: _____

Are you a U.S. citizen: ☐ Yes ☐ No If no, are you a permanent resident or green card holder? ☐ Yes ☐ No

Please provide the following race and ethnic data. This information is requested on a **VOLUNTARY** basis for the U.S. Department of Education, Center for Educational Statistics. Your answer will not affect enrollment to, or registration in the college.

Ethnicity: ☐ Hispanic/Latino ☐ Non-Hispanic/Non-Latino ☐ Choose not to respond

Race: ☐ White ☐ Black/African American ☐ American Indian/Alaskan Native ☐ Native Hawaiian/Other Pacific
☐ Other ☐ Choose not to respond

Course Code	Course Title	Date	Time	Cost
Total:				

Where did you hear about this course? ☐ College Staff ☐ College Website ☐ Friend/Relative ☐ Internet _____

☐ Email ☐ Social Media ☐ Newspaper ☐ Radio/TV ☐ CT DMV ☐ Event ☐ Other _____ ☐ Choose not to respond

Note: Students applying for a SNAP scholarship should indicate their top 3 class choices on this form.

Signature (required): _____

Payment

☐ Visa ☐ Mastercard ☐ Check (Make payable to Capital Community College, or CCC. **No cash by mail.**)

Credit Card Number: _____ CVC/Security Code #: _____
(last 3 digits **after** the credit card number in the signature area of the card.)

Credit Card Holder's Name: _____ Expiration Date: _____

Credit Card Holder's Address (required): _____

Credit Card Holder's Signature: _____