Gateway Community College is committed to offering a learning environment that protects the health and safety of students, faculty, staff, and visitors to our campus. To ensure that students are prepared for all types of learning environments, we need to make sure you have access to the following:

- Reliable Internet Access
- Computer with webcam availability
- Ability to login to BlackBoard Learn
- Ability to participate in WebEx and/or Microsoft Teams meetings
- Availability to virtually attend all class sessions according to schedule and designated time frame of the course

Please continue to check out website for class updates: www.gatewayct.edu/GREAT-Center and feel free to email us any questions at gw-thegreatcenter@gwcc.commnet.edu
Who We Are

The mission of the G.R.E.A.T. Center, Gateway’s Resource, Education and Training Center, is to be the educator of choice for a high quality workforce. Our responsive and tiered approach meets the evolving educational and technological needs of students. We provide comprehensive skill development that supports our region’s economic advancement.

ACCREDITATION

Gateway Community College is accredited by the New England Commission of Higher Education (NECHE).

STATEMENT OF NON-DISCRIMINATION

Gateway Community College does not discriminate on the basis of race, color, gender, religious creed, age, national origin gender identity or expression, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, political belief, veteran status, sexual orientation, genetic information or criminal record in its programs and activities.

PERSONS WITH DISABILITIES

Persons with disabilities should self-identify to the Student Accessibility Services office and indicate that they are in need of auxiliary services and/or assistance to meet course/program requirements. Each campus building meets established standards with such special features as automatic doors, elevators, and restrooms designed to make the school accessible for students with disabilities.

REFUND POLICY/COURSE CANCELLATIONS

When Gateway Community College cancels any course/class, a 100% adjustment associated with the course fee is applied. Any student dropping a course prior to the first day of the semester/class will be refunded 100%.

CUSTOMIZED ON-SITE TRAINING

Gateway Community College (GCC) provides cost-effective on-site training programs for employers. GCC will tailor programs by making accommodations and arrangements that meet the needs of the organization.
The COVID-19 Mask & Social Distancing Guidelines are in effect to foster a safe learning environment during the coronavirus (COVID-19) pandemic. Although the Connecticut State Colleges and Universities (CSCU) cannot guarantee a disease free environment, it is important for everyone to understand that we are in this together and it is required that everyone do their part to protect the health and personal well-being of others within our communities.

Therefore, the following rules are in effect:

1. MASKS AND FACE COVERINGS
   All students MUST wear masks or face coverings on campus, covering their mouth and nose. Students must wear a mask or face covering to enter and while present in any academic, administrative, residential, food service, or recreational building.

   Additionally, students must wear masks or face coverings in any outdoor location on campus (including walking to and from class), where six (6) feet of physical (social) distancing is not possible. All traditional in-person/on-ground classes will be off-limits to students who refuse to wear face coverings or masks. Students are permitted to remove their mask or face covering to eat and drink.

   Students who do not want to wear a mask or face covering may only participate in remote learning and online classes.

   If a student is not able to wear a mask due to a documented disability or medical reason, the student must seek an accommodation from Disability/AccessAbility Office prior to arriving on campus.

2. SOCIAL DISTANCING REQUIREMENT
   Students must maintain six (3) feet of physical (social) distancing at all times on campus, whether indoors or outdoors. Residential students should refer to their Residence Hall Contract for further guidance on common areas and living spaces within the residence halls.

3. ENFORCEMENT
   All faculty and staff share equal responsibility in enforcing these rules both in and out of the classroom. Should a student fail to comply and not wear a mask or face covering, or keep it on, after receiving a warning/directive to put it on (and they are not exempt due to receiving an accommodation from the institution), they will be referred to the Office of Student Conduct/Student Affairs for a disciplinary violation.

   Students who fail to comply with the above rules are subject to immediate removal from the campus and the disciplinary procedures stated in the CSCU Student Code of Conduct.

   Possible sanctions for disciplinary violations range from a warning to expulsion from the institution.

Facebook.com/GatewayGREATCenter
The G.R.E.A.T. Center Information Sessions

The G.R.E.A.T. Center, Gateway's Resource, Education and Training Center, offers fast-paced training in high-growth occupations. Come to an information session and learn about our programs. *Improve your skills to improve your life.*

HEALTH CARE TRAINING PROGRAMS
- Certified Nurse Aide Training (CNA)
- Community Health Worker
- Emergency Medical Responder (EMR)
- Medical Office Assistant (Includes Billing & Coding Modules)
- Mental Health First Aid
- Patient Care Technician
- Pharmacy Technician

BUSINESS TRAINING PROGRAMS
- Bookkeeping
- Bookkeeping National Credential
- Business Analyst
- Business Professional and Office Assistant
- Property & Casualty Insurance Training
- Real Estate Principles & Practices
- ServSafe
- Supervisor Training

TRADE & TECHNOLOGY TRAINING PROGRAMS
- CompTIA A+ Certification Training
- Desktop Support Specialist
- Warehouse & Distribution with Forklift Certification
- Digital Media and Web Design Training Certificate
- Skill Up for Manufacturing

VISIT OUR WEBSITE
GatewayCT.edu/GREAT-Center

CONTACT US
TEL: (203) 285-2300
FAX: (203) 285-2504
gw-thegreatcenter@gwcc.commnet.edu

Workforce Development
Continuing Education
20 Church Street, New Haven, CT 06510
Room N104: First floor of the North Building
Gateway Community College is working hard to ensure you have a successful Spring semester. A great number of our courses are being converted to a virtual format.

We are offering fully online, LRON, and hybrid courses. A handful of courses will remain on ground. Those courses have an Instructional Method of TRAD. We will post more information on how TRAD courses will be held closer to the start of the semester.

**TRAD = On Ground Course (Web enhanced)**
Definition: These traditional courses will be delivered on campus at a specific time, place, and location.
Technology: Depends on the instructor assignments and instruction. Blackboard is used to present the material and support the on-ground learning.

**OLCR = Online with Classroom Component**
Definition: Course instruction via Blackboard. May require an on-ground orientation and/or proctored assessments. Coursework is delivered asynchronously through Blackboard. These courses use various online tools that include (but are not limited to) discussion boards, assignments, testing, web links, videos, group work, journals, etc. Students must meet all due dates and deadlines set by the course syllabus. Students are required to attend an on-ground or virtual orientation and proctored exams.
Technology: Students need a reliable computer with internet connection.

**HYBR = Hybrid Scheduling**
Definition: This type of course delivery includes onsite and online instruction with a focus on scheduling limited number of class sessions on campus. The courses will be half-time on campus in a specific location and time. Blackboard is used to present coursework, submissions, and assessments.
Technology: Students need a reliable computer with internet connection. This course method would occur for courses that have required hands-on components that cannot be accomplished online (i.e., manufacturing and health career programs, and workforce non-credit training where possible). Students will be required to attend scheduled class periods on campus.
**Corporate Training**

**Professional Development Training**
- Managing Employees and Building Teams
- Working Remotely - Part 1
  - Remote Work
- Working Remotely - Part 2
  - Remote Team
- Working Remotely - Part 3
  - Remote Management
- Leadership Series
  - Effective Facilitation
  - Best Practices for success
  - On Ground vs. Remote Facilitation methods
- Cultivating Diversity in the Workplace
- Discrimination has no place here
  - Or Indoctrinate don’t discriminate
- Small Business Beginnings
  - LLC, SBA, SCORE, Government documents
- Meyers Briggs
- The Workplace Culture (Colors)
- Be the Solution, not the Problem

**COST:** Ask about Contract Pricing - Quantity Discounts available - Gateway Dollars (non-credit money)

**Professional Development Certifications**
- Business Analyst Certification - ECBA, IIBA
  - Program Pricing
- Human Resource Assistant Certification
  - Program Pricing

**Become a Gateway Partner!**
Gateway Corporate Partner Membership Provides:
- Corporate Discounts (non-credit programming)
- Access to Career Services Job Board
- Webpage recognition

**For more information**
**Contact**
Pam Walsh
(203) 285-2142
PWalsh@gatewayct.edu

**Industry Certifications**
Trade Certifications: Building Maintenance, Manufacturing, Transportation

<table>
<thead>
<tr>
<th>CRN</th>
<th>TITLE</th>
<th>COST</th>
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<td>3944</td>
<td>OSHA-10</td>
<td>$80.00</td>
<td>ONLN - Self Paced</td>
<td>10 Hours (takes about 15-17 hours to complete)</td>
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<td>3943</td>
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<td>3939</td>
<td>LEAN Six Sigma (White Belt)</td>
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<td>LRON</td>
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<td>TBD</td>
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<td>HYBR</td>
<td>15 Hours</td>
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<tr>
<td>3949</td>
<td>Guard Card (Security)</td>
<td>$150.00</td>
<td>TRAD</td>
<td>8 Hours - 1 Day</td>
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</table>
FIRST TIME SUPERVISOR – MANAGEMENT TRAINING

Making the transition from top performing employee to top performing supervisor is often difficult. Don’t get caught making the same mistakes over and over. Nip them in the bud! Your management style defines your success as a supervisor as well as the success of your team and your department. At the end of the session you will:

- Understand how to build morale and a stronger team
- Manage perceptions and conflicts
- Gain strategies for time-management and improve your problem-solving skills
- Smoothly make the transition from co-worker/friend to supervisor
- Coach employees to excellence and recognize when to coach and when to discipline

This two-day training will provide you with solid management skills and supervisory "how-to’s" that you need to be successful in your new management role.

CRN - 3935 PART I CEU 1.2
Thursday & Friday, October 7 & 8
9:00 AM - 4:00 PM - Room N004 - HYBR
Frank Dixon $300.00

CRN - 3937 PART II CEU 1.2
Thursday & Friday, November 18 & 19
9:00 AM - 4:00 PM - Room N004 - HYBR
Frank Dixon $300.00

ONLINE: MANAGING EMPLOYEES AND REBUILDING TEAMS

This two-day course will examine the most common types of employee behaviors. On day one the class will review best practices in organizational policies and confidentiality, identify risks if the behavior is not corrected and offer strategies for constructively managing the difficult or disruptive employee. The second day of the class will focus on establishing trust in a safe, co-working environment.

Business and Industry Training and Certifications available to regional employers for:

- Upskilling workforce
- Employee CEU’s
- Professional Development

See page 6 for more offerings and information.

Facebook.com/GatewayGREATCenter
Why not leverage your college education and step into an exciting career as a Business Analyst. This is one of the in-demand fields within the IT sector and it doesn't require a computer science or programming background. Information Technology Business Analyst job openings are expected to grow by 22% over the next 10 years and offer students an excellent career path that can provide excellent pay and benefits.

This comprehensive certification program is designed to provide qualified students with necessary skills and industry certification (IIBA/ECBA Certification) that can lead to a Business Analyst career. Industry experts will teach and expose students to problem analysis, requirement gathering, use cases, meeting organization, Agile system development, data mining, analytic and project management basics. This field may be of strong interest to individuals working in advertising and marketing, business strategy, research, or finance.

Prerequisites for this course include BA, BS or AS degree (does not need to be in computer science), general computer literacy, Microsoft Office experience and excellent written and verbal communication skills.

The length of the course runs 18 weeks to complete at a total cost of $3200. Payment for each module of the course is due upon registration. For more information Contact: Pam Walsh (203) 285-2142 or PWalsh@gatewayct.edu

STATISTICAL FOUNDATIONS IN BUSINESS ANALYSIS
(2 weeks/12 hours): Reviews the fundamental concepts of probability and statistics including mean, median, mode or grouped and non-grouped data, permutations, combinations, applications of distributions, hypothesis testing, and confidence intervals. Uses computing statistical software such as Excel with add-ins and/or technology as needed or appropriate.

DATA ANALYTICS IN BUSINESS ANALYSIS
(2 weeks/12 hours): This course will provide the student the ability to analyze data over industry software platforms to include advanced excel methodology, Tableau, and Microsoft Power BI (Business Intelligence).

INDUSTRY PATHWAYS IN BUSINESS ANALYSIS
(5 days/15 hours): This course is broken up into two parts to provide the student with experiential knowledge. The student will be introduced to industries utilizing analysis as a tool and will complete a capstone project by the end of the course to leverage employment.

BUSINESS ANALYST CORE COMPETENCIES
(5 weeks/10 sessions/30 hours): The curriculum, developed by the International Institute of Business Analysis (IIBA), is designed to achieve the Entry Certificate in Business Analysis (ECBA). The course will teach the basic Business Analyst framework to include Planning and Monitoring, Elicitation and Collaboration, Strategy Analysis, Requirements Life Cycle Management, and Design Definition (RADD) and Solution Evaluation.

INTRODUCTION TO Project MANAGEMENT
(5 weeks/10 sessions/30 hours): The course will teach entry level concepts to effective project management to include project lifecycle, meeting coordination, timeline management, teamwork/collaboration, prioritization, documentation, and implementation. The student will leave with a solid understanding of the transition steps from analysis to project management facilitation.

IIBA EXAM PREP
(2 days/6 hours): Students will prepare for the ECBA exam focusing on documented questions and answers available from multiple sources. Review will focus on items like projects, brainstorming collaboration, requirement gathering, prioritization, requirement architecture and other related subjects.
This certificate training program is designed to equip administrative support professionals with technical and customer service skills required to compete in a fast-paced office environment. Students will learn to prioritize tasks, streamline office procedures, take minutes, compose e-mails, edit office correspondence and provide excellent customer service. Classroom hours are conveniently arranged in the evening to accommodate working professionals. The total program length is 21 weeks and students will be Nationally Certified in Six Sigma White Belt. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

<table>
<thead>
<tr>
<th>Course</th>
<th>CRN</th>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Room</th>
<th>Total</th>
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<tr>
<td>Essentials for your Career (SNAP E+T Students)</td>
<td>3988</td>
<td>10/18 - 12/3</td>
<td>M - F</td>
<td>4:00 PM - 5:00 PM</td>
<td>HYBR</td>
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<td>Introductions to Online Learning</td>
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<td></td>
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<tr>
<td>Microsoft Word® Daytime option</td>
<td>3950</td>
<td>9/7 - 9/30</td>
<td>T &amp; R</td>
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<td>N201 - HYBR</td>
<td>$135.00</td>
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<td>Microsoft Word® Evening option</td>
<td>3951</td>
<td>9/7 - 9/30</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td></td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td>3946</td>
<td>9/13 - 9/27</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:00 PM</td>
<td>LRON</td>
<td>$300.00</td>
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<tr>
<td>Six Sigma White Belt Certification®</td>
<td>3939</td>
<td>9/13 - 9/22</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:30 PM</td>
<td>N103 - HYBR</td>
<td>$250.00</td>
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<tr>
<td>Office Procedures, Time Management, and Project Management</td>
<td>3957</td>
<td>10/4 - 10/13</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
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<td>Microsoft Excel® Daytime option</td>
<td>3952</td>
<td>10/5 - 10/28</td>
<td>T &amp; R</td>
<td>9:30 AM - 1:00 PM</td>
<td>N201 - TRAD</td>
<td>$399.00</td>
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<td>Microsoft Excel® Evening option</td>
<td>3953</td>
<td>10/5 - 10/28</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
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<tr>
<td>The ABC’S of Written Communication</td>
<td>3958</td>
<td>10/18 - 11/1</td>
<td>M &amp; W</td>
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<td>LRON</td>
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<tr>
<td>Microsoft Access®</td>
<td>3954</td>
<td>11/2 - 11/30</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td>$399.00</td>
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<tr>
<td>Office Communication/Customer Service Dealing with Difficult People</td>
<td>3959</td>
<td>10/4 - 10/13</td>
<td>M &amp; W</td>
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<td>$250.00</td>
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<td>Taking Minutes</td>
<td>3960</td>
<td>11/22 - 12/1</td>
<td>M &amp; W</td>
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<td>LRON</td>
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<tr>
<td>Property and Casualty Insurance Basics</td>
<td>4031</td>
<td>11/29 - 1/10</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:00 PM</td>
<td>N201 - HYBR</td>
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<tr>
<td>Microsoft PowerPoint®</td>
<td>3955</td>
<td>12/2 - 12/16</td>
<td>T &amp; R</td>
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<td>Presentation Skills</td>
<td>3961</td>
<td>12/6 - 12/22</td>
<td>M &amp; W</td>
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<td>LRON</td>
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<tr>
<td>Microsoft Outlook®</td>
<td>3956</td>
<td>12/21 - 12/23</td>
<td>T &amp; R</td>
<td>6:00 PM - 10:00 PM</td>
<td>LRON</td>
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<td>Business System Applications</td>
<td>SPRING 22</td>
<td>1/4 - 2/18</td>
<td>T &amp; R</td>
<td>6:00 PM - 10:00 PM</td>
<td>LRON</td>
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ESSENTIALS FOR YOUR CAREER  
(SNAP E+T STUDENTS)

Is designed to help students organize their career exploration process. Students will have the opportunity to reflect on their accomplishments and skill sets to develop a resume, cover letter, and tackle any job interview.

CRN 3988  
Monday through Friday, October 18 - December 3  
(No class on November 24 & 25)  
4:00 PM - 5:00 PM - HYBR  
TBA  
$300.00
INTRODUCTIONS TO ONLINE LEARNING
Learn how to effectively use devices and software before training begins. This class will cover setting up your Gateway email account, teach you how to use TEAMs & WebEx for remote class and make sure your home devices are compatible for online learning.

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<tr>
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<th>Time</th>
<th>Room</th>
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<td>3989</td>
<td>August 17 to 24</td>
<td>T &amp; Thu.</td>
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<tr>
<td>3990</td>
<td>August 23 to 30</td>
<td>M &amp; W</td>
<td>10:00 AM - 1:00 PM</td>
<td>N103</td>
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<tr>
<td>3991</td>
<td>August 31 to September 7</td>
<td>T &amp; Thu.</td>
<td>6:00 PM - 9:00 PM</td>
<td>N201</td>
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<tr>
<td>3992</td>
<td>September 8 to 15</td>
<td>M &amp; W</td>
<td>10:00 AM - 1:00 PM</td>
<td>N103</td>
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</tbody>
</table>

MICROSOFT WORD®
Learn the most effective word processing software currently in demand. Menu/tool bar, document formatting, clip art, fonts, pagination, form letters, envelopes, mail merges and professional communiques will be covered. Cost includes U-Pass.

CRN 3950 - Daytime option
Tuesday & Thursday, September 7 - 30
9:30 AM - 1:00 PM - N201 - TRAD
Bernice Anderson
$440.00

CRN 3951 - Evening option
Tuesday & Thursday, September 7 - 30
6:00 PM - 9:30 PM - LRON
Guy Simone
$440.00

CONFLICT RESOLUTION
The Conflict Resolution course will provide specific skills necessary for managing and preventing workplace disputes. Core skills the students will develop over the 5 weeks will include:
- Problem Solving
- Reacting to difficult conversations

✓ Managing Perceptions
✓ Verbal and non-verbal communication

CRN 3946
Monday & Wednesday, September 13 - 27
6:00 PM - 9:00 PM - LRON
Kathy Townsend
$300.00

SIX SIGMA WHITE BELT CERTIFICATION
The Six Sigma White Belt is designed to provide the basic level of understanding of the Six Sigma Methodology. You will gain an understanding of basic definitions, history, and structure of the discipline. This certification is the entry level belt program that provides the foundation for the Six Sigma doctrine and principles.

CRN 3939
Monday & Wednesday, September 13 - 22
6:00 PM - 9:30 PM - Room N103 - HYBR
Frank Dixon
$250.00

OFFICE PROCEDURES, TIME MANAGEMENT, AND PROJECT MANAGEMENT
Manage “desk stress,” amp up efficiency, and cut the clutter with key office management strategies, such as setting SMART goals, prioritizing, implementing project management strategies, and employing organizational techniques, including the use of “smart” devices.

✓ Deal with typical problems of organization, from lost papers, to desk organization, to interruptions
✓ Employ the acknowledge-plus rule to increase your assertiveness when managing projects
✓ Schedule meetings

✓ Discover the one-word secret to getting others to respect your time
✓ Create a “desk workbook” to manage systems and procedures and to provide support for office coverage
✓ Set up and maintain a tickler file
✓ Learn the key “keep or toss” guidelines
✓ Employ proper project management principles

CRN 3957
Monday & Wednesday, October 4 - 13
6:00 PM - 9:30 PM - LRON
Margaret DeMarino
$250.00
MICROSOFT EXCEL®
Understand spreadsheet principles, formatting, building worksheets, master calculations and error corrections. Learn formulas, create charts, custom spreadsheet presentations, track data, build models for analysis and present various professional looking charts.

CRN 3952 - Daytime option
Tuesday & Thursday, October 5 - 28
9:30 AM - 1:00 PM - N201 - TRAD
Bernice Anderson
$399.00

CRN 3953 - Evening option
Tuesday & Thursday, October 5 - 28
6:00 PM - 9:30 PM - LRON
Guy Simone
$399.00

THE ABC'S OF WRITTEN COMMUNICATION
Getting it “write” is a critical skill for the office. Students will learn to compose clear and concise emails, “Up-level” your emails to develop goodwill and public relations, ensure the proper use of grammar and punctuation and proofread for perfection.

CRN 3958
Monday & Wednesday, October 18 - November 1
6:00 PM - 9:30 PM - LRON
Margaret DeMarino
$250.00

MICROSOFT ACCESS®
Students will work on building and managing business data in a simple format. Includes design table and field construction, use of searches, sorts, queries and filters, and using Access to perform calculations of statistical data. Students will develop a business database in class.

CRN 3954
Tuesday & Thursday, November 2 - 30
(No class on November 25)
6:00 PM - 9:30 PM - LRON
Guy Simone
$399.00

OFFICE COMMUNICATION/CUSTOMER SERVICE/DEALING WITH DIFFICULT PEOPLE
Today’s office professional is a public relations front person for his/her company. This staff member provides exemplary communication with customers, co-workers and management. This program reviews verbal communication and illustrates how to interact positively and effectively – even with difficult people.

✓ Understand the payoffs and benefits of hospitality
✓ Learn 10 ways to incorporate “host” behavior
✓ Learn the art of positive diplomacy
✓ Develop “default language” to use in “sticky” situations
✓ Learn to listen actively not passively
✓ Avoid 10 common customer service errors

CRN 3959
Monday & Wednesday, November 3 - 17
6:00 PM - 9:30 PM - LRON
Margaret DeMarino
$250.00

TAKING MINUTES
Keeping an accurate and concise record of meetings is a sought-after skill among office administrators. This module will cover strategic tips that will provide practical experience by minute-taking at “mock meetings.” Learn various note taking styles and formats and discuss common challenges. Learn what to leave in and what to take out.

CRN 3960
Monday & Wednesday, November 22 - December 1
(No class on November 24)
6:00 PM - 9:30 PM - LRON
Margaret DeMarino
$135.00
### PROPERTY AND CASUALTY INSURANCE BASICS
An introduction to the basic terms, concepts and language found in property and casualty policies. Topics include:

- **Dwelling and Homeowners Policies** This unit explains the difference between a dwelling and a homeowner’s policy. The coverage endorsements, exclusions and other unique features found in dwelling policies. You will learn how the risk loss are either covered or excluded.

- **Personal Auto Insurance** This unit teaches the terms and basic concepts of the personal auto policy.

- **Commercial Package Policies** This unit describes some of the possible coverage forms endorsements and exclusions that are often found in the commercial package policy.

- **Other Types of Property and Liability Policies** This unit describes other types of Insurance such as equipment breakdown, commercial auto and workers compensation.

- **Applicable State Regulations** This unit focuses on the state-specific statues and regulations.

This class prepares you to sit for the Property & Casualty Exams for the State of Connecticut.

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<tr>
<th>CRN</th>
<th>CEU</th>
<th>Time &amp; Date</th>
<th>Instructor</th>
<th>Fee</th>
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<td>4031</td>
<td>4.0</td>
<td>Monday &amp; Wednesday, November 29 - January 10 6:00 PM - 9:00 PM - Room N201 - HYBR</td>
<td>Karen Bellamy</td>
<td>$250.00</td>
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### MICROSOFT POWERPOINT®
Create, design and develop presentations using PowerPoint®. The class will cover principles of desktop publishing, incorporate graphics and charts, create slide show presentations and customize displays using computer-generated clip art.

<table>
<thead>
<tr>
<th>CRN</th>
<th>CEU</th>
<th>Time &amp; Date</th>
<th>Instructor</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>3955</td>
<td>1.7</td>
<td>Tuesday &amp; Thursday, December 2 - 16 6:00 PM - 9:30 PM - LRON</td>
<td>Guy Simone</td>
<td>$335.00</td>
</tr>
</tbody>
</table>

### PRESENTATION SKILLS
Business Systems Applications will offer students the opportunity to use all application of the Microsoft Office Suite. A project will be created and the following applications will be utilized: Microsoft Word, Excel, Access, Power Point and Outlook.

<table>
<thead>
<tr>
<th>CRN</th>
<th>CEU</th>
<th>Time &amp; Date</th>
<th>Instructor</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>3961</td>
<td>2.1</td>
<td>Monday &amp; Wednesday, December 6 - 22 6:00 PM - 9:30 PM - LRON</td>
<td>Margaret DeMarino</td>
<td>$250.00</td>
</tr>
</tbody>
</table>

### MICROSOFT OUTLOOK®
Microsoft’s Outlook® is a computer-based e-mail service, appointment book, and address book. It is a desktop personal information manager (PIM). Students will learn to use a universal In-box, contact database, sophisticated calendar, and task pad.

<table>
<thead>
<tr>
<th>CRN</th>
<th>CEU</th>
<th>Time &amp; Date</th>
<th>Instructor</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>3956</td>
<td>0.8</td>
<td>Tuesday &amp; Thursday, December 21 &amp; 23 6:00 PM - 10:00 PM - LRON</td>
<td>Guy Simone</td>
<td>$135.00</td>
</tr>
</tbody>
</table>

### BUSINESS SYSTEM APPLICATIONS
Business Systems Applications will offer students the opportunity to use all application of the Microsoft Office Suite. A project will be created and the following applications will be utilized: Microsoft Word, Excel, Access, Power Point and Outlook.

<table>
<thead>
<tr>
<th>SPRING 2022</th>
<th>CEU</th>
<th>Time &amp; Date</th>
<th>Instructor</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>2.0</td>
<td>Tuesday &amp; Thursday, January 4 - 18 6:00 PM - 10:00 PM - LRON</td>
<td>Guy Simone</td>
<td>$375.00</td>
</tr>
</tbody>
</table>
Bookkeeping Training Certificate

The Bookkeeping Certificate Training Program is designed for individuals interested in entering the field of bookkeeping and working in payroll, accounting, accounts payable and accounts receivable. The curriculum covers digital applications with emphasis on QuickBooks for Windows. Length of the program: 22 weeks. Students may also add office assistant skills or additional computer training if needed. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

<table>
<thead>
<tr>
<th>Course</th>
<th>CRN</th>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Room</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials for your Career (SNAP E+T Students)</td>
<td>3988</td>
<td>10/18 - 12/3</td>
<td>M - F</td>
<td>4:00 PM - 5:00 PM</td>
<td>LRON</td>
<td>$300.00</td>
</tr>
<tr>
<td>Introductions to Online Learning</td>
<td></td>
<td>Additional sessions available, see chart below.</td>
<td></td>
<td></td>
<td>N201 - TRAD</td>
<td>$135.00</td>
</tr>
<tr>
<td>Microsoft Word® Daytime option</td>
<td>3950</td>
<td>9/7 - 9/30</td>
<td>T &amp; R</td>
<td>9:30 AM - 1:00 PM</td>
<td>N201 - TRAD</td>
<td>$440.00</td>
</tr>
<tr>
<td>Microsoft Word® Evening option</td>
<td>3951</td>
<td>9/7 - 9/30</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td></td>
</tr>
<tr>
<td>Business Math</td>
<td>3963</td>
<td>9/13 - 10/11</td>
<td>M</td>
<td>6:00 PM - 10:00 PM</td>
<td>LRON</td>
<td>$299.00</td>
</tr>
<tr>
<td>Microsoft Excel® Daytime option</td>
<td>3952</td>
<td>10/5 - 10/28</td>
<td>T &amp; R</td>
<td>9:30 AM - 1:00 PM</td>
<td>N201 - TRAD</td>
<td>$399.00</td>
</tr>
<tr>
<td>Microsoft Excel® Evening option</td>
<td>3953</td>
<td>10/5 - 10/28</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td></td>
</tr>
<tr>
<td>Introduction to Benefits Administration</td>
<td>3964</td>
<td>10/9 - 11/13</td>
<td>S</td>
<td>9:00 AM - 1:00 PM</td>
<td>LRON</td>
<td>$399.00</td>
</tr>
<tr>
<td>Principles of Accounting</td>
<td>3965</td>
<td>10/13 - 11/15</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td>$429.00</td>
</tr>
<tr>
<td>Accounting Software (Quickbooks)</td>
<td>3966</td>
<td>11/17 - 12/22</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:00 PM</td>
<td>N201 - HYBR</td>
<td>$429.00</td>
</tr>
<tr>
<td>The American Institute of Professional Bookkeepers (AIPB)</td>
<td>SPRING 22</td>
<td>TBA</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:00 PM</td>
<td>HYBR</td>
<td>$1040.00</td>
</tr>
<tr>
<td>Business Law &amp; Ethics</td>
<td>SPRING 22</td>
<td>1/4 - 1/18</td>
<td>T &amp; R</td>
<td>6:00 PM - 10:00 PM</td>
<td>LRON</td>
<td>$320.00</td>
</tr>
</tbody>
</table>

**ESSENTIALS FOR YOUR CAREER (SNAP E+T STUDENTS)**

Is designed to help students organize their career exploration process. Students will have the opportunity to reflect on their accomplishments and skill sets to develop a resume, cover letter, and tackle any job interview.

<table>
<thead>
<tr>
<th>CRN</th>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Room</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>3988</td>
<td>August 17 to 24</td>
<td>T &amp; Thu.</td>
<td>2:00 PM - 5:00 PM</td>
<td>N201</td>
<td></td>
</tr>
<tr>
<td>3990</td>
<td>August 23 to 30</td>
<td>M &amp; W</td>
<td>10:00 AM - 1:00 PM</td>
<td>N103</td>
<td></td>
</tr>
<tr>
<td>3991</td>
<td>September 17</td>
<td>T &amp; Thu.</td>
<td>6:00 PM - 9:00 PM</td>
<td>N201</td>
<td></td>
</tr>
<tr>
<td>3992</td>
<td>September 8 to 15</td>
<td>M &amp; W</td>
<td>10:00 AM - 1:00 PM</td>
<td>N103</td>
<td></td>
</tr>
</tbody>
</table>

**INTRODUCTIONS TO ONLINE LEARNING**

Learn how to effectively use devices and software before training begins. This class will cover setting up your Gateway email account, teach you how to use TEAMs & WebEx for remote class and make sure your home devices are compatible for online learning.

**MICROSOFT WORD®**

Learn the most effective word processing software currently in demand. Menu/tool bar, document formatting, clip art, fonts, pagination, form letters, envelopes, mail merges and professional communiques will be covered. Cost includes U-Pass.

- **CRN 3950 - Daytime option**
  - Tuesday & Thursday, September 7 - 30
  - 9:30 AM - 1:00 PM - N201 - TRAD
  - Bernice Anderson
  - $440.00

- **CRN 3951 - Evening option**
  - Tuesday & Thursday, September 7 - 30
  - 6:00 PM - 9:30 PM - LRON
  - Guy Simone
  - $440.00
<table>
<thead>
<tr>
<th>Course Title</th>
<th>CRN</th>
<th>Course Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BUSINESS MATH</strong></td>
<td>3963</td>
<td>CRU 2.0&lt;br&gt;Monday, September 13 - October 11 6:00 PM - 10:00 PM - LRON&lt;br&gt;Tracy Goodale $299.00</td>
</tr>
<tr>
<td><strong>MICROSOFT EXCEL®</strong></td>
<td>3952</td>
<td>CEU 2.8&lt;br&gt;Tuesday &amp; Thursday, October 5 - 28 9:30 AM - 1:00 PM - N201 - TRAD&lt;br&gt;Bernice Anderson $399.00</td>
</tr>
<tr>
<td></td>
<td>3953</td>
<td>CEU 2.8&lt;br&gt;Tuesday &amp; Thursday, October 5 - 28 6:00 PM - 9:30 PM - LRON&lt;br&gt;Guy Simone $399.00</td>
</tr>
<tr>
<td><strong>INTRODUCTION TO BENEFITS ADMINISTRATION</strong></td>
<td>3964</td>
<td>Students will practice communication with internal and external customers and explore problem-solving strategies for various benefit situations. The majority of this program will be taught online. You will have to attend the first and last classroom session on campus. CEU 2.4&lt;br&gt;Saturday, October 9 - November 13 9:00 AM - 1:00 PM - LRON&lt;br&gt;Susan Pellerin $399.00</td>
</tr>
<tr>
<td><strong>PRINCIPLES OF ACCOUNTING</strong></td>
<td>3965</td>
<td>CEU 3.5&lt;br&gt;Monday &amp; Wednesday, October 13 - November 15 6:00 PM - 9:30 PM - LRON&lt;br&gt;Larcina Carrington Wynn $429.00</td>
</tr>
<tr>
<td><strong>ACCOUNTING SOFTWARE (QUICKBOOKS)</strong></td>
<td>3966</td>
<td>CEU 3.0&lt;br&gt;Monday &amp; Wednesday, November 17 - December 22 (No class on November 23) 6:00 PM - 9:00 PM - Room N201 - HYBR&lt;br&gt;Brenda L. Burton Seldon $429.00</td>
</tr>
<tr>
<td><strong>BUSINESS LAW &amp; ETHICS</strong></td>
<td></td>
<td>SPRING 2022&lt;br&gt;Tuesday &amp; Thursday, January 4 - 18 6:00 PM - 10:00 PM - LRON&lt;br&gt;Rev. Prof. John H. Scott III, Esq. $320.00</td>
</tr>
</tbody>
</table>
AIPB's mission is to achieve recognition of bookkeepers as accounting professionals; keep bookkeepers up to date on changes in bookkeeping, accounting and tax; answer bookkeepers' everyday bookkeeping and accounting questions and certify bookkeepers who meet high, national standards. Founded in 1987 with a current membership of 30,000.

Bookkeeper’s seeking to become nationally certified by AIPB must complete the requirements:

- At least two year’s full-time experience or the part-time or freelance equivalent, which may be obtained before or after passing the examination.
- Pass a four part national examination, including two parts given at any Prometric Test Center (there are over 300 nationwide).
- Code of Ethics must be signed by each applicant.

There is no required order in which to complete these steps. Experience requirements before or after taking the tests. Those who pass the certification tests before completing the experience requirements will receive a special letter from AIPB to show prospective employers.

There will be six subjects covered on the national certification exam. Applicants will be tested on four of these at a test center; adjusting entries, error correction, payroll and depreciation. They must achieve a grade of 75% to pass. Retakes can be scheduled after 30 days. The final exam covers Inventory, Internal Controls and Fraud Prevention. This exam is found at the back of the workbook received during class. Students must achieve a grade of 70% to pass. The instructor will submit the completed final exams to AIPB for grading. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

Cost includes U-Pass.
Payment plans available.

For more information
Contact
THE GREAT CENTER
(203) 285-2300
Property & Casualty Insurance Training

**Property & Casualty Insurance Schedule**

<table>
<thead>
<tr>
<th>Course</th>
<th>CRN</th>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Room</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials for your Career (SNAP E+T Students)</td>
<td>3988</td>
<td>10/18 - 12/3</td>
<td>M - F</td>
<td>4:00 PM - 5:00 PM</td>
<td>HYBR</td>
<td>$300.00</td>
</tr>
<tr>
<td>Introductions to Online Learning</td>
<td></td>
<td></td>
<td></td>
<td>Additional sessions available, see chart below.</td>
<td>N201 - HYBR</td>
<td>$135.00</td>
</tr>
<tr>
<td>Microsoft Word® Daytime option</td>
<td>3950</td>
<td>9/7 - 9/30</td>
<td>T &amp; R</td>
<td>9:30 AM - 1:00 PM</td>
<td>N201 - TRAD</td>
<td>$440.00</td>
</tr>
<tr>
<td>Microsoft Word® Evening option</td>
<td>3951</td>
<td>9/7 - 9/30</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td>$250.00</td>
</tr>
<tr>
<td>Office Procedures, Time Management, and Project Management</td>
<td>3957</td>
<td>10/4 - 10/13</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td>$250.00</td>
</tr>
<tr>
<td>The ABC’S of Written Communication</td>
<td>3958</td>
<td>10/18 - 11/1</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td>$250.00</td>
</tr>
<tr>
<td>Microsoft Excel® Daytime option</td>
<td>3952</td>
<td>10/5 - 10/28</td>
<td>T &amp; R</td>
<td>9:30 AM - 1:00 PM</td>
<td>N201 - TRAD</td>
<td>$399.00</td>
</tr>
<tr>
<td>Microsoft Excel® Evening option</td>
<td>3953</td>
<td>10/5 - 10/28</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td>$250.00</td>
</tr>
<tr>
<td>Property and Casualty Insurance Basics</td>
<td>4031</td>
<td>11/29 - 1/10</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:00 PM</td>
<td>N201 - HYBR</td>
<td>$250.00</td>
</tr>
</tbody>
</table>

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---

**For more information**

**Contact**

**THE GREAT CENTER**

(203) 285-2300
OFFICE PROCEDURES, TIME MANAGEMENT, AND PROJECT MANAGEMENT

Manage “desk stress,” amp up efficiency, and cut the clutter with key office management strategies, such as setting SMART goals, prioritizing, implementing project management strategies, and employing organizational techniques, including the use of “smart” devices.

- Discover the one-word secret to getting others to respect your time
- Create a “desk workbook” to manage systems and procedures and to provide support for office coverage
- Set up and maintain a tickler file
- Learn the key “keep or toss” guidelines
- Employ proper project management principles

CRN 3957
Monday & Wednesday, October 4-13
6:00 PM - 9:30 PM - LRON
Margaret DeMarino
$250.00

MICROSOFT EXCEL®

Understand spreadsheet principles, formatting, building worksheets, master calculations and error corrections. Learn formulas, create charts, custom spreadsheet presentations, track data, build models for analysis and present various professional looking charts.

CRN 3952 - Daytime option
Tuesday & Thursday, October 5 - 28
9:30 AM - 1:00 PM - N201 - TRAD
Bernice Anderson
$399.00

CRN 3953 - Evening option
Tuesday & Thursday, October 5 - 28
6:00 PM - 9:30 PM - LRON
Guy Simone
$399.00

THE ABC’S OF WRITTEN COMMUNICATION

Getting it “write” is a critical skill for the office. Students will learn to compose clear and concise emails, “Up-level” your emails to develop goodwill and public relations, ensure the proper use of grammar and punctuation and proofread for perfection.

CRN 3958
Monday & Wednesday, October 18 - November 1
6:00 PM - 9:30 PM - LRON
Margaret DeMarino
$250.00

PROPERTY AND CASUALTY INSURANCE BASICS

An introduction to the basic terms, concepts and language found in property and casualty policies. Topics include:

- **Dwelling and Homeowners Policies** This unit explains the difference between a dwelling and a homeowner’s policy. The coverage endorsements, exclusions and other unique features found in dwelling policies. You will learn how the risk loss are either covered or excluded.

- **Personal Auto Insurance** This unit teaches the terms and basic concepts of the personal auto policy.

- **Commercial Package Policies** This unit describes some of the possible coverage forms endorsements and exclusions that are often found in the commercial package policy.

- **Other Types of Property and Liability Policies**
  This unit describes other types of Insurance such as equipment breakdown, commercial auto and workers compensation.

- **Applicable State Regulations** This unit focuses on the state-specific statues and regulations.

This class prepares you to sit for the Property & Casualty Exams for the State of Connecticut.

CRN 4031
Monday & Wednesday, November 29 - January 10
6:00 PM - 9:00 PM - Room N201 - HYBR
Karen Bellamy
$250.00
The Medical Office Assistant Training Program is designed to prepare the student with the specialized knowledge, administrative skills, and office protocols required to work successfully in medical offices, long-term care facilities, and medical insurance companies. In the present healthcare environment, medical office staff is required to have a knowledge of insurance reimbursements, medical terminology, computer and office skills, and the many parts of coded medical insurance forms. The best candidates for this program are individuals who want a career in a medical office. Length of the program: 21 weeks. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

### Medical Office Assistant Schedule

<table>
<thead>
<tr>
<th>Course</th>
<th>CRN</th>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Room</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials for your Career (SNAP E+T Students)</td>
<td>3988</td>
<td>10/18 - 12/3</td>
<td>M-F</td>
<td>4:00 PM - 5:00 PM</td>
<td>HYBR</td>
<td>$300.00</td>
</tr>
<tr>
<td>Medical Terminology /Anatomy &amp; Physiology</td>
<td>3968</td>
<td>8/30 - 10/4</td>
<td>M &amp; W</td>
<td>6:00 PM - 9:00 PM</td>
<td>N006 - HYBR</td>
<td>$480.00</td>
</tr>
<tr>
<td>Introductions to Online Learning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Word® Daytime option</td>
<td>3950</td>
<td>9/7 - 9/30</td>
<td>T &amp; R</td>
<td>9:30 AM - 1:00 PM</td>
<td>N201 - HYBR</td>
<td>$399.00</td>
</tr>
<tr>
<td>Microsoft Word® Evening option</td>
<td>3951</td>
<td>9/7 - 9/30</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td>$440.00</td>
</tr>
<tr>
<td>Microsoft Excel® Daytime option</td>
<td>3952</td>
<td>10/5 - 10/28</td>
<td>T &amp; R</td>
<td>9:30 AM - 1:00 PM</td>
<td>N201 - TRAD</td>
<td>$399.00</td>
</tr>
<tr>
<td>Microsoft Excel® Evening option</td>
<td>3953</td>
<td>10/5 - 10/28</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:30 PM</td>
<td>LRON</td>
<td>$440.00</td>
</tr>
<tr>
<td>Coding: ICD-9 &amp; ICD-10, CPT-4 &amp; HCPCS</td>
<td>3969</td>
<td>10/6 - 11/8</td>
<td>M &amp; W</td>
<td>6:00 PM - 10:00 PM</td>
<td>N006 - HYBR</td>
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<tr>
<td>UB-04 Form</td>
<td>3970</td>
<td>11/2 - 11/23</td>
<td>T</td>
<td>6:00 PM - 9:00 PM</td>
<td>LRON</td>
<td>$229.00</td>
</tr>
<tr>
<td>Medicare &amp; Medicaid Reimbursement System</td>
<td>3971</td>
<td>11/10 - 11/29</td>
<td>M &amp; W</td>
<td>6:00 PM - 10:00 PM</td>
<td>N006 - HYBR</td>
<td>$350.00</td>
</tr>
<tr>
<td>Commercial Insurance &amp; Managed Care Reimbursement Systems</td>
<td>3972</td>
<td>12/1 - 12/15</td>
<td>M &amp; W</td>
<td>6:00 PM - 10:00 PM</td>
<td>N006 - HYBR</td>
<td>$350.00</td>
</tr>
<tr>
<td>Certified Medical Administrative Specialist</td>
<td>3973</td>
<td>12/20 - 1/5</td>
<td>M &amp; W</td>
<td>6:00 PM - 10:00 PM</td>
<td>LRON</td>
<td>$450.00</td>
</tr>
</tbody>
</table>
ESSENTIALS FOR YOUR CAREER (SNAP E+T STUDENTS)

Is designed to help students organize their career exploration process. Students will have the opportunity to reflect on their accomplishments and skill sets to develop a resume, cover letter, and tackle any job interview.

CRN 3988 CEU 3.0
Monday through Friday, October 18 - December 3
(No class on November 24 & 25)
4:00 PM - 5:00 PM - HYBR
TBA $300.00

MEDICAL TERMINOLOGY/ANATOMY & PHYSIOLOGY

The Medical Terminology program teaches from an anatomical approach. This class provides a comprehensive training in medical root words, prefixes, suffixes and abbreviations.

CRN 3968 CEU 3.0
Monday & Wednesday, August 30 - October 4
(No class on September 6)
6:00 PM - 9:00 PM - Room N006 - HYBR
Jean Carusone $480.00

INTRODUCTIONS TO ONLINE LEARNING

Learn how to effectively use devices and software before training begins. This class will cover setting up your Gateway email account, teach you how to use TEAMs & WebEx for remote class and make sure your home devices are compatible for online learning.

CRN 3950 - Daytime option CEU 2.8
Tuesday & Thursday, September 7 - 30
9:30 AM - 1:00 PM - N201 - TRAD
Bernice Anderson $440.00

CRN 3951 - Evening option CEU 2.8
Tuesday & Thursday, September 7 - 30
6:00 PM - 9:30 PM - LRON
Guy Simone $440.00

MICROSOFT WORD®

Learn the most effective word processing software currently in demand. Menu/tool bar, document formatting, clip art, fonts, pagination, form letters, envelopes, mail merges and professional communiques will be covered. Cost includes U-Pass.

CRN 3969 CEU 4.0
Monday & Wednesday, October 6 - November 8
6:00 PM - 10:00 PM - Room N006 - HYBR
Jean Carusone $700.00

CODING: ICD-9 & ICD-10, CPT-4 & HCPCS

The Coding class demonstrates the use of standard medical and insurance coding conventions for International Classification of Diseases (ICD) and Current Procedural Terminology (CPT) used by professional services in the healthcare industry. Emphasis is placed on fundamentals of accurately identifying diseases, disorders and suspected conditions using the required ICD-9 & ICD-10 format.

CRN 3969 CEU 4.0
Monday & Wednesday, October 6 - November 8
6:00 PM - 10:00 PM - Room N006 - HYBR
Jean Carusone $700.00
<table>
<thead>
<tr>
<th>Course Title</th>
<th>Description</th>
<th>CRN</th>
<th>Time</th>
<th>Location</th>
<th>Instructor</th>
<th>CEU</th>
<th>Fee</th>
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<tbody>
<tr>
<td>MICROSOFT EXCEL®</td>
<td>Understand spreadsheet principles, formatting, building worksheets, master calculations and error corrections. Learn formulas, create charts, custom spreadsheet presentations, track data, build models for analysis and present various professional looking charts.</td>
<td>CRN 3952 - Daytime option</td>
<td>Tuesday &amp; Thursday, October 5 - 28</td>
<td>Bernice Anderson</td>
<td>CEU 2.8</td>
<td>$399.00</td>
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<td>CRN 3953 - Evening option</td>
<td>Tuesday &amp; Thursday, October 5 - 28</td>
<td>Guy Simone</td>
<td>CEU 2.8</td>
<td>$399.00</td>
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<tr>
<td>UB-04 FORM</td>
<td>The UB-04, also known as the Form CMS-1450, is the uniform institutional provider hardcopy claim form suitable for use in billing multiple third party payers. The UB-04 is the only hardcopy claim form that meets the ASCA exceptions or which have been granted a waiver. Learn the tips and tricks from a certificated billing and coding specialist.</td>
<td>CRN 3970</td>
<td>Tuesday, November 2 - 23</td>
<td>Jean Carusone</td>
<td>CEU 1.2</td>
<td>$229.00</td>
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<tr>
<td>MEDICARE &amp; MEDICAID REIMBURSEMENT SYSTEMS</td>
<td>The Medicare &amp; Medicaid Reimbursement class is designed to assist those individuals completing Medicare and Medicaid forms to fully understand the claims process, entitlements, eligibility requirements, fiscal agents, Medicare Part A &amp; B, RBRVS, DRGs, and other payment mechanisms. This class includes discussions about current reforms to Medicare and Medicaid, Medigap, &amp; Medicare HMOs.</td>
<td>CRN 3971</td>
<td>Monday &amp; Wednesday, November 10 - 29</td>
<td>Jean Carusone</td>
<td>CEU 2.0</td>
<td>$350.00</td>
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<td>(No class on November 24)</td>
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<td>CRN 3972</td>
<td>Monday &amp; Wednesday, December 1 - 15</td>
<td>Jean Carusone</td>
<td>CEU 2.0</td>
<td>$350.00</td>
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<tr>
<td>COMMERCIAL INSURANCE &amp; MANAGED CARE REIMBURSEMENT SYSTEMS</td>
<td>The Commercial Insurance &amp; Managed Care Reimbursement course is designed to teach students how to complete forms for commercial insurance companies, understand the claims process, entitlements and eligibility requirements. The program covers current reforms to the healthcare industry. Students will understand the various types of health plans including HMOs, PPO, and POS.</td>
<td>CRN 3973</td>
<td>Monday &amp; Wednesday, December 20 - January 5</td>
<td>Jean Carusone</td>
<td>CEU 2.4</td>
<td>$450.00</td>
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<tr>
<td>CERTIFIED MEDICAL ADMINISTRATIVE SPECIALIST</td>
<td>This class prepares individuals to take the Certified Medical Administrative Assistant or CMAA certification through National Health Association or NHA. The cost of the NHA exam is included in this class. Upon certification student will be ready to perform some or all of the following tasks: • Gather/review essential patient information • Verify required documentation before patient information is released</td>
<td>CRN 3974</td>
<td>Monday, January 10</td>
<td>Jean Carusone</td>
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<td></td>
<td>6:00 PM - Room N201 TRAD</td>
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</table>
AMERICAN HEART ASSOCIATION BASIC LIFE SUPPORT FOR THE HEALTHCARE PROVIDERS

In this classroom-based course, healthcare professionals learn to recognize several life-threatening emergencies, provide CPR to victims of all ages, use an automatic external defibrillator (AED), and relieve choking in a safe, timely and effective manner.

- Critical concepts of high-quality CPR
- The American Heart Association Chain of Survival
- 1-Rescuer CPR and AED for adult, child and infant
- 2-Rescuer CPR and AED for adult, child and infant
- Differences between adult, child and infant rescue techniques
- Bag-mask techniques for adult, child and infant
- Rescue breathing for adult, child and infant
- Relief of choking for adult, child and infant

Facebook.com/GatewayGREATCenter

Be a LIFE SAVER

Get the practical knowledge you need to achieve your professional goals.

For more information contact
The Great Center
(203) 285-2300
gw-thegreatcenter@gwcc.commnet.edu
Cost: $85.00

AHA Disclaimer: Use of American Heart Association materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course materials; do not represent income to the Association.
A Community Healthcare Worker (CHW) complements clinically-trained health care teams comprised of physicians, physician assistants, and nurses, among others. CHWs carry out a broad range of responsibilities that facilitate access to health care services and help support patients to achieve goals in their care plans. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

Examples include:
- Positively connecting to the community
- Helping others find access to healthcare and social services
- Managing cases and coordinating care
- Delivering home-based support services
- Coaching and promoting good health

Bilingual speakers are encouraged to apply.

Training includes Mental Health First Aid (MHFA)
CRN 3974
Monday & Wednesday, October 4 - January 5
(No class on November 24 & 27)
6:00 PM - 9:00 PM - Room N312 - TRAD
Saturday, October 9 - December 18
9:00 AM - 12:00 PM - LRON
Internship begins in January
Cost includes U-Pass.
Payment plans available. $2440.00

PROGRAM OBJECTIVES
- Analyze health issues and inequalities from public health and cultural perspectives.
- Summarize the process of community organizing, advocacy, and policy development as appropriate to the scope of practice for community health workers.
- Discuss and demonstrate non-clinical health assessment, advising, and service coordination planning and client-centered counseling.
- Assess, and apply professional skills including establishment of goals for internship placement, ethics, and scope of practice, professional boundaries, cultural humility, and self-care practices.
- Evaluate health care delivery systems including eligibility and community resources in order to provide appropriate linkage services to clients.
- Describe and demonstrate mastery of cultural humility principles and practice in working with diverse clients and communities.
- Design, prepare and facilitate a group health education training or presentation demonstrating effective group level teamwork and conflict resolution skills.
CONTINUING EDUCATION OPPORTUNITIES FOR COMMUNITY HEALTH WORKERS & PATIENT NAVIGATORS

These workshops are designed for front-line workers who serve as a liaison between health and social services and the community to facilitate access to services and improve quality and cultural competency of service delivery. The most common job duties include assistance with access to medical services, community advocacy, and assistance with non-medical services, case management and providing social support to community members.

WORKSHOPS TOPICS:

• Paths to Certification & How to build your portfolio
• Improving your Case Notes
• Insurance Overview & Accessing Insurance Benefits
• Understanding Living Wills, Appointment of Healthcare Rep and Advanced Directives
• Overview of Acute & Chronic Medical Condition & Special Populations
• How to navigate a client with Breast Cancer
• How to navigate a client with Lung Cancer
• How to navigate a client with Colorectal Cancer
• How to navigate a client with Prostate Cancer
• CPR & First Aid

ADDITIONAL CLASSES INCLUDE:

• Mental Health First Aid
• Medical Terminology & Physiology

MEDICAL TERMINOLOGY/ANATOMY & PHYSIOLOGY

The Medical Terminology program teaches from an anatomical approach. This class provides a comprehensive training in medical root words, prefixes, suffixes and abbreviations. Topics include disease conditions, skeletal and muscular systems, nervous/sensory systems, endocrine, urinary, gastrointestinal, cardiovascular, respiratory, and reproductive systems.

CRN 3968 CEU 3.0
Monday & Wednesday, August 30 - October 4 (No class on September 6)
6:00 PM - 9:00 PM - Room N006 - HYBR
Jean Carusone $480.00

MENTAL HEALTH FIRST AID TRAINING (HYBRID CLASS – COMPUTER ACCESS REQUIRED)

Mental Health First Aid is an 8-hour course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis. $35.00

For more information
Contact
Erika Lynch
(203) 285-2302
ELynch@gatewayct.edu

Facebook.com/GatewayGREATCenter
Certified Nurse Aide Training

### Blended Learning

<table>
<thead>
<tr>
<th>Mandatory Class Orientation - Section 1 - CRN 3975</th>
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<tbody>
<tr>
<td><strong>August 20th from: 3:00 PM - 5:00 PM - Room N102</strong></td>
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</tbody>
</table>

- Class Dates: Monday through Friday
- August 23rd - October 1st
- Online class: August 23rd - September 1st
- Classroom Skills Training: September 3rd - 24th
- Time: 3:00 PM - 8:30 PM
- Clinical Week: September 27th - October 1st
- Time: 6:45 AM - 3:30 PM
- CPR: September 2nd - Time: 10:00 AM - 2:00 PM
- Final Exam: September 2nd - Time: 3:00 PM

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<thead>
<tr>
<th>Mandatory Class Orientation - Section 2 - CRN 3976</th>
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<tbody>
<tr>
<td><strong>September 24th from: 9:00 AM - 12:00 PM - Room N102</strong></td>
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</tbody>
</table>

- Class Dates: Monday through Friday
- September 27th - October 29th
- Online class: September 27th - October 6th
- Classroom Skills Training: October 11th - 22nd
- Time: 9:00 AM - 4:00 PM
- Clinical Week: October 25th - 29th
- Time: 6:45 AM - 3:30 PM
- CPR: October 7th - Time: 10:00 AM - 2:00 PM
- Final Exam: October 8th - Time: 9:00 AM

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<thead>
<tr>
<th>Mandatory Class Orientation - Section 3 - CRN 3977</th>
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<tbody>
<tr>
<td><strong>November 5th from: 9:00 AM - 12:00 PM - Room N102</strong></td>
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</table>

- Class Dates: Monday through Friday
- November 8th - December 17th
- Online class: November 8th - 17th
- Classroom Skills Training: November 29th - December 10th
- Time: 9:00 AM - 4:00 PM
- Clinical Week: December 13th - 17th
- Time: 6:45 AM - 3:30 PM
- CPR: November 18th - Time: 10:00 AM - 2:00 PM
- Final Exam: November 19th - Time: 3:00 PM

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<thead>
<tr>
<th>Mandatory Class Orientation - Section 4 - CRN 3978</th>
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<tbody>
<tr>
<td><strong>December 10th from: 9:00 AM - 12:00 PM - Room N102</strong></td>
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</table>

- Class Dates: Monday through Friday
- December 13th - January 14th
- Online class: December 13th - 22nd
- Classroom Skills Training: December 27th - January 7th
- Time: 9:00 AM - 4:00 PM
- Clinical Week: January 10th - 16th
- Time: 6:45 AM - 3:30 PM
- Final Exam: December 23rd - Time: 3:00 PM

LIMITED SEATS AVAILABLE!

This program is State Approved by the Department of Public Health. (Must present photo ID)

Come to our orientation session and learn:

**BLEND LEARNING OPTION**

- Offering the course in an alternate delivery method makes the training an available option for those who experience barriers or obstacles preventing them from taking the course in a fully instructor led modality.

**NURSE ASSISTANT TRAINING CLASSES**

- Classes are 160 hours and include 30 hours of supervised Clinical Experience at a local nursing home facility.

- Program cost is $1540, which includes U-Pass, required textbook and classroom skill materials. (Pricing Subject to Change with 30 days notice). BLS CPR certification.

For more information
Contact The Great Center
(203) 285-2300
gw-thegreatcenter@gwcc.commnet.edu
At the end of training, students will have an opportunity to complete a clinical rotation in an area hospital. Also, students who complete the program successfully will be certified in Mental Health First Aid and eligible to take both the ECG and PCT National Certification Exams offered at Gateway Community College.

To register to this program, a student must have a current C.N.A License, CPR Certification and updated medical information for clinical rotation. Cost includes U-Pass.

**ADVANCED CNA**
CRN 3979  
Monday through Thursday, October 4 - 21  
(No class on November 25, 26, December 35, 31)  
9:00 AM - 1:00 PM - Room N003 - TRAD  
$1000.00

**PATIENT CARE TECHNICIAN TRAINING PROGRAM (PCT)**  
Patient Care Technicians (PCTs) work hands-on with patients by helping them with their activities of daily living, taking vital signs, performing electrocardiography (ECG) and drawing blood. PCTs work in settings such as hospitals and rehabilitation centers. Since PCTs work with patients on a daily basis, they need to have solid communication skills and be empathetic and attentive to their patients’ needs. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

PCT training program will teach you:
- Drawing blood
- Administering ECG’s
- Mental Health First Aid
- 5 Specialized Geriatric Workshops
- C.N.A Skill Review

Supplies Needed:
- Blood Pressure Cuff and Stethoscope
- Two sets of scrubs (one set should be navy blue for the hospital clinical)

At the end of training, students will have an opportunity to complete a clinical rotation in an area hospital. Also, students who complete the program successfully will be certified in Mental Health First Aid and eligible to take both the ECG and PCT National Certification Exams offered at Gateway Community College.

To register to this program, a student must have a current C.N.A License, CPR Certification and updated medical information for clinical rotation. Cost includes U-Pass.

**ADVANCED CNA**
CRN 3979  
Monday through Thursday, October 4 - 21  
(No class on November 25, 26, December 35, 31)  
9:00 AM - 1:00 PM - Room N003 - TRAD  
$1000.00

**PATIENT CARE TECHNICIAN TRAINING PROGRAM (PCT)**  
Patient Care Technicians (PCTs) work hands-on with patients by helping them with their activities of daily living, taking vital signs, performing electrocardiography (ECG) and drawing blood. PCTs work in settings such as hospitals and rehabilitation centers. Since PCTs work with patients on a daily basis, they need to have solid communication skills and be empathetic and attentive to their patients’ needs. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

PCT training program will teach you:
- Drawing blood
- Administering ECG’s
- Mental Health First Aid
- 5 Specialized Geriatric Workshops
- C.N.A Skill Review

Supplies Needed:
- Blood Pressure Cuff and Stethoscope
- Two sets of scrubs (one set should be navy blue for the hospital clinical)
PHARMACY TECHNICIAN TRAINING

This comprehensive, 134-hour course prepares students for an entry-level position in a community, hospital or long-term care setting. Class time is divided between 84 didactic hours and 50 hours of at-home, web-based computer simulation assignments. This is also an excellent prep course for the Pharmacy Technician Certification Board (PTCB) national certification exam. Topics include medical terminology specific to pharmacy, reading and interpreting prescriptions, patient and medication safety, and pharmacy law. A review of the Top 100 drugs, including generic and brand name, indication, and significant side effects, is covered. Pharmacy law, medication safety, and professionalism are also discussed. Students learn conversion factors and calculate dosages and IV flow rate and solve compounding problems. Strong math skills up to single-variable algebra are required. The course fee does not include the PTCB exam fee. Anyone convicted of a felony is evaluated on a case-by-case basis to take the PTCB exam. This course is designed and instructed by the CT Pharmacists Association. This course is a PTCB-recognized education/training program.

Also, note that being convicted of a felony no longer excludes a student from sitting for the national PTCB exam; they are evaluated on a case-by-case basis. Cost includes U-Pass and The National Exam.

CRN 3981  CEU 8.4
Tuesday & Thursday, September 7 - December 16  (No class on November 25)
6:00 PM - 9:00 PM - Room - N006 HYBR  $1400.00
Payment plans available

SPRING 2022  CEU 8.4
Tuesday & Thursday, February 1 - May 5
6:00 PM - 9:00 PM - HYBR  $1400.00
Payment plans available

For more information
Contact
Erika Lynch
(203) 285-2302
ELynch@gatewayct.edu
EMERGENCY MEDICAL RESPONDER (EMR)

Emergency Medical Responders are often the first on the scene of a health crisis, such as a heart attack, traffic accident, emergency childbirth or severe bleeding. EMRs must assess their patients to determine the problem and whether any preexisting medical conditions exist, while deciding on the correct initial treatment of the patient based on that assessment and the current situation they encounter.

Some of the duties EMRs provide include performing lifesaving CPR with defibrillation using an AED, stabilizing a patient for transport and reporting critical information to other EMS professionals. In their jobs, EMRs use equipment such as splints and bandaging to stabilize bone fractures or dress wounds. They also use advanced respiratory devices to provide oxygen to their patients. In some non-emergency jobs, EMRs transport patients from one specialized facility to another in an ambulance or chair-car so that they can take advantage of individualized treatments or care.

Emergency Medical Responders are the entry level of Emergency Medical Services (EMS) providers. As such, they have completed the first step toward the Emergency Medical Technician (EMT) level of training.

The care that EMRs can provide is the most basic of emergency services and very often, the most important.

This program will consist of a formal 99+ hour class which will include both extensive Cognitive and Psychomotor learning and demonstration of the required National Registry curriculum components.

This course is appropriate for Police, Firefighters and anyone interested in pursuing a career in Emergency Medical Services. This is an excellent entry into continuing on to become an EMT, PCT, CNA, LPN, RN, PA and even MD. This class will lead to formal certification as an EMR by the Connecticut Department of Public Health (DPH).

Program Requirements:

- Must be physically capable of bending, kneeling, lifting patients and equipment.
- All students must have a valid CT State Driver’s License.

For more information
Contact The Great Center
(203) 285-2300
gw-thegreatcenter@gwcc.commnet.edu
SERVSAFE® FOOD HANDLER AND SAFETY TRAINING

This class will train you in the principles of food safety and sanitation, food service or hospitality work settings. Upon successful completion of this program you will have the opportunity to take both the National Restaurant Association’s ServSafe Food Handler exam.

Passing Grade: Students must achieve at least a 75% score to receive the ServSafe Food Handler Certificate of Achievement.

For the (8 hours) Food Handler Training you will learn the following: Basic Food Safety, Personal Hygiene, Cross-contamination and Allergens, Time and Temperature, Cleaning and Sanitation.

CRN 3982
Tuesday & Thursday, October 5 & 7
9:30 AM - 1:30 PM - Room N004 - TRAD
TBA
$200.00

SERVSAFE® FOOD SAFETY MANAGEMENT TRAINING

The ServSafe program helps prepare you for the ServSafe Food Protection and Manager Certification exam. Training covers these concepts:

✓ The Importance of Food Safety
✓ Good Personal Hygiene
✓ Time and Temperature Control
✓ Preventing Cross-Contamination
✓ Cleaning and Sanitizing
✓ Safe Food Preparation
✓ Receiving and Storing Food
✓ Methods of Thawing, Cooking, Cooling and Reheating Food
✓ HACCP (Hazard Analysis and Critical Control Points)
✓ Food Safety Regulations
✓ And more . . .

CRN 3983
Tuesday & Thursday, October 12 - November 4
9:30 AM - 1:30 PM - Room N004 - LRON
TBA
$600.00

Facebook.com/GatewayGREATCenter

Snap Approved

THIS TRAINING PROGRAM IS SNAP E&T AND WIOA APPROVED. ALL TEXTBOOKS AND EXAMS ARE INCLUDED IN THE PROGRAM COSTS.
Culinary Arts Blended Courses

Blended classes offer noncredit students the opportunity to experience, first-hand, what a Credit Division class entails and is an ideal way to begin a pathway to pursue a college certificate or degree program.

Blended classes have a limited number of seats available for continuing education/noncredit students. A student may apply to ‘transfer’ the class for college credit. Prices and prerequisites may apply.

Enrollment Process:
Step One: Complete a College Application either online or in the Admission Office in room N207
Step Two: Take the Accuplacer or ESL Placement Exam
Step Three: Register for class in room N104
Step Four: Pay for classes & get your College ID
Step Five: Purchase any books or supplies needed for class

PRINCIPLES OF FOOD PREPARATION
This 15 week course introduces basic concepts and methods of cooking in all facets of food service operation. Lectures, demonstrations, and hands-on experience in food production will be used. In the food lab, students will learn proper methods of broiling, grilling, sautéing, roasting, and baking, using examples of meat, fish, poultry, and vegetables. Students will learn meat and fish fabrication, proper knife skills, tool and equipment use, weights, measures, and recipe conversion. Menu planning, purchasing, and the serving of food will be covered. This course is also available as a Credit Division class. Prices may vary.

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<tr>
<th>TIME</th>
<th>ROOM</th>
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<tr>
<td>5:30 PM - 6:20 PM</td>
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<tr>
<td>6:30 PM - 9:20 PM</td>
<td>S116</td>
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Facebook.com/GatewayGREATCenter

PRINCIPLES OF BAKING
This 15 week course introduces the baking and pastry arts with intensive, hands-on laboratory training in a quantity food environment. Concentrates on the production and quality control of baked goods that are used in hotels, restaurants, resorts, and institutions. Laboratory classes emphasize basic ingredients and production techniques for breads, rolls, folded doughs, batters, basic cakes, pies, and creams. One hour of lecture / three hours of lab. This course is also available as a Credit Division class. Prices may vary.

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<td>4:00 PM - 4:50 PM</td>
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<td>5:00 PM - 7:50 PM</td>
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ARTISAN BREAD
The artistry of baking can be richly rewarding and enjoyable when you possess a strong foundation in the basics. Learn about the ingredients and techniques used by the professionals-to create delicious yeast breads and batter breads including herbed focaccia, buttery brioche buns and sweetened loaves. The fee for this course includes book, apron and supplies.

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<td>10:00 AM - 10:55 AM</td>
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<td>11:00 AM - 1:50 PM</td>
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This 35 hour certificate training program is designed to elevate participant skill and demonstrated knowledge essential in a variety of security career assignments. Through a series of classes, the student will leave with five certifications, encompassing first responder training and the required State of Connecticut course necessary to complete and apply for a security guard identification card. Each class is taught by an approved instructor and covers de-escalation and modern security techniques, use of force, ethical behavior, career pathways, CPR, time management, report writing, and other related subjects relevant to security. For every certification, an exam is administered at the end of each class that students must pass. Adequate time for review and questions will be provided. The classes are primarily lecture based with time for breaks.

Reference materials will be provided and students should bring note taking materials such as pen and paper. Scholarships available*. For more information to register, please contact: The Great Center (203) 285-2300.

**ABOUT THE PROGRAM**

Length of Program: 35 Hours of Training  
Tuition: $870.00  
Payment Plan Available: No (pay as you go)  
Funding: SNAP/WIOA  
Included in tuition: Testing, Textbooks  
Not Included: Guard Card Fingerprinting, Application fee ($10), FBI background check ($13.25), State of CT background check ($75)

**Must not have an arrest record of any kind**

**LABOR STATISTICS**

Entry Salary: $13-$15/hr  

**Career Pathways:**

Law Enforcement (HS Diploma/2 year College/Police Academy)  
Starting Salary: $51,000 Annually

Criminal Justice (4 year degree): Detective, Private Investigator
INTRODUCTIONS TO ONLINE LEARNING

Learn how to effectively use devices and software before training begins. This class will cover setting up your Gateway email account, teach you how to use TEAMs & WebEx for remote class and make sure your home devices are compatible for online learning.

CONFLICT RESOLUTION

The Conflict Resolution course will provide specific skills necessary for managing and preventing workplace disputes. Core skills the students will develop over the 5 weeks will include:

✓ Problem Solving
✓ Reacting to difficult conversations
✓ Managing Perceptions
✓ Verbal and non-verbal communication

CRN 3946
CEU 1.5
Monday & Wednesday, September 13 - 27
6:00 PM - 9:00 PM - LRON
Kathy Townsend
$300.00

SERVICES SKILLS - 3 CERTIFICATIONS

Private Security Officers currently outnumber law enforcement offers in the United States. The Protective Services Skills will cover First Responder training in CPR, First Aid, NARCAN and Mental Health First Aid.

The students will understand the skills necessary for employment, learn how to deal with stressful situations properly and promote better decision making.

SECURITY GUARD CARD CERTIFICATION

This eight hour course is taught by an instructor approved by the Commissioner of Emergency Services and Public Protection and covers first aid, public safety, use of force, basic criminal justice, and laws and regulations concerning search and seizure. To pass the class, a 50 question exam is administered at the end of class. Adequate time for review will be given.

Certification is also dependent upon passing a criminal background check. The applicant cannot have been convicted of a felony or sexual offense; some other offenses would be disqualifying.

*Please note: Additional fees and requirements apply when submitting your application to the State. These fees and other items will be discussed in class by the instructor and are NOT due during the class. Students will also have the opportunity to be fingerprinted in class if they wish to do so.

CRN 3949
CEU 0.8
Thursday, November 4
8:00 AM - 4:00 PM - Room N102 - TRAD
Mark Basil
$150.00
A+ ESSENTIALS - CORE I

A+ Essentials includes the information to become competent in installing, building, upgrading to, repairing, configuring, troubleshooting, optimizing, diagnosing, and performing preventative maintenance of basic personal computer hardware and operating systems.

A+ PRACTICAL APPLICATIONS - CORE II

This module covers the competencies for the second A+ exam which is targeted to individuals who work or intend to work in a remote-based work environment where client interaction, client training, operating system and connectivity issues are emphasized. Job titles include remote support technician, help desk technician, call center technician and computer specialist.

HANDS-ON PRACTICE LAB

Hands-On Practice Lab allow you to experience practical application of course concepts, exercise developing skills and much more!

This 72 hour certificate training prepares students for entry-level positions in the fields of help desk services and technical support. The courses within this certificate will provide students with the skills they need to understand both computer hardware and software as well as provide technical support to end users. Those who enroll in this certificate will leave with A+ certification sponsored by CompTIA.

This certification is an internationally recognized credential backed by major computer hardware and software vendors, distributors, resellers and publications. No experience in the computer field is necessary to enroll in this certificate. However, it is recommended that students be familiar with basic computer operation and navigation of an operating system such as Windows XP.

For more information
Contact
Pam Walsh
(203) 285-2142
PWalsh@gatewayct.edu
Warehouse & Distribution with Forklift Certification

This program provides the skills and core competency areas, defined by MSSC’s industry-led, nationally validated skills standards, needed to understand the world of supply chain logistics. This course will cover product receiving, product storage, order processing, packaging and shipment, inventory control, safe handling of hazardous materials, evaluation of transportation modes, customs, and dispatch and tracking operations. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

SIX SIGMA WHITE BELT CERTIFICATION

The Six Sigma White Belt is designed to provide the basic level of understanding of the Six Sigma Methodology. You will gain an understanding of basic definitions, history, and structure of the discipline. This certification is the entry level belt program that provides the foundation for the Six Sigma doctrine and principles.

CRN 3939 CEU 1.4
Monday & Wednesday, September 13 - 22
6:00 PM - 9:30 PM - Room N103 - HYBR
Frank Dixon $250.00

BLUE PRINT READING

This course is for individuals in skilled trades or manufacturing who need a basic understanding of how to read blueprints used in the various technical fields involved in construction trades. The introductory-level course reviews the key concepts applicable to reading blueprints generated for a variety of skilled trade and technical applications including carpentry, electrical systems, plumbing systems, and sprinkler fitting systems in light commercial and residential construction. Fee: $520.00

OSHA 10 CERTIFICATION

OSHA training is necessary for a safe and healthy work environment. Workers taking this course have jobs related to health care, electrical, factory, warehouse, manufacturing, storage and more. This OSHA 10 course covers general industry hazards not specific to those working construction-only jobs.

CRN 3941 CEU 1.0
Tuesday and Thursday, October 19 - November 2
9:00 AM - 12:00 PM Room N103 - HYBR
STAFF Fee: $80.00

SUPPLY CHAIN LOGISTICS, CLA CERTIFICATE

Upon successful completion of this course, you will receive the foundational-level Certified Logistics Associate (CLA) Certificate, and be prepared to become frontline material handling workers within all supply chain facilities; factories, warehouses, distribution centers and transporters.

CRN 3940 CEU 3.0
Tuesday & Thursday, September 14 - October 14
5:30 PM - 8:30 PM - Room N102 - HYBR
Frank Dixon $1340.00

*GLOBAL INFORMATION SYSTEMS FOR SUPPLY CHAIN MANAGEMENT

Students will gain insight into how GIS systems are used to map supplier locations, distribution centers, and the routing of vehicles to ensure fast and efficient delivery of products.

CRN 3942 CEU 1.5
Wednesday, October 20 - November 17
6:00 PM - 9:00 PM - Room N102 - TRAD
George Obeng $300.00
* Enrollment limited to 12 students

*POWERED INDUSTRIAL FORKLIFT CERTIFICATION

In this week long program, you will learn to safely and properly carry, push, pull, lift, stack or tier materials using a powered industrial forklift. This certification will provide hands on training while meeting the basic operational and safety requirements for certification under the Occupational Health and Safety Administration’s (OSHA’s) standards. * Enrollment limited to 12 students

CRN 3943 CEU 3.5
Monday through Friday, November 29 - December 3
8:00 AM - 4:00 PM
Seymour, CT $800.00
Payment plans available

Facebook.com/GatewayGREATCenter
Digital Media and Web Design
Training Certificate

**Media Technology certificate** courses are designed for students, working adults, artists, and designers interested in exploring the expanding fields of Digital Media and Web Design. The two certificate training programs are designed to provide training and hands-on experience in graphic arts and digital production printing technology. All courses may be taken individually or in total to earn the certificate. **Prerequisite:** Comfortable using Mac or Windows, keyboard, and mouse. Students will be tested to become an Adobe Certified Associate (ACA) in Adobe Photoshop upon completion of program.

**The Print & Digital Media program** is designed to build upon relevant backgrounds and enhance previous industry experience with the most up to date computer skills necessary in today’s job market. The instruction is in a Mac-based environment with some cross training in IBM/Microsoft-compatible platforms.

**The Web Design Training** provides the foundational skills required for those wishing to build website portfolios for personal and professional applications. Students with previous web design experience will also find current topics and new approaches to update their web design practices. Additional **Prerequisite:** Thumb Drive (32 gig) and a hosting site. This training program is SNAP E&T and WIOA approved. All textbooks and exams are included in the program costs.

### Digital Media and Web Design Schedule - Track I & Track II

<table>
<thead>
<tr>
<th>Course</th>
<th>CRN</th>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Room</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introductions to Online Learning</td>
<td></td>
<td>Additional sessions available, see chart below</td>
<td>HYBR</td>
<td></td>
<td></td>
<td>$135.00</td>
</tr>
<tr>
<td>Adobe Photoshop with ACA Certification - <strong>Track I &amp; II</strong></td>
<td>3984</td>
<td>10/4 - 11/1</td>
<td>M &amp; W</td>
<td>6:00 PM - 10:00 PM</td>
<td>TRAD</td>
<td>$700.00</td>
</tr>
<tr>
<td>Website Fundamentals - <strong>Track II</strong></td>
<td>3985</td>
<td>10/7 - 10/26</td>
<td>T &amp; R</td>
<td>6:00 PM - 10:00 PM</td>
<td>TRAD</td>
<td>$750.00</td>
</tr>
<tr>
<td>Adobe InDesign - <strong>Track I</strong></td>
<td>3986</td>
<td>10/28 - 11/18</td>
<td>T &amp; R</td>
<td>6:00 PM - 10:00 PM</td>
<td>TRAD</td>
<td>$550.00</td>
</tr>
<tr>
<td>Build a Website using WordPress - <strong>Track I &amp; II</strong></td>
<td>3987</td>
<td>11/30 - 12/9</td>
<td>T &amp; R</td>
<td>6:00 PM - 10:00 PM</td>
<td>TRAD</td>
<td>$135.00</td>
</tr>
<tr>
<td>Design Essentials &amp; Project Planning for the Graphics Industry - <strong>Track I</strong></td>
<td>SPRING 22</td>
<td>1/4 - 1/18</td>
<td>T &amp; R</td>
<td>6:00 PM - 9:00 PM</td>
<td>LRON</td>
<td>$299.00</td>
</tr>
<tr>
<td>Freelance and Job Seeking Essentials - <strong>Track I &amp; II</strong></td>
<td>SPRING 22</td>
<td>1/25 - 1/27</td>
<td>T &amp; R</td>
<td>6:00 PM - 10:00 PM</td>
<td>TRAD</td>
<td>$550.00</td>
</tr>
<tr>
<td>Digital Printing &amp; Production Black &amp; White Color Combined - <strong>Track I</strong></td>
<td>SPRING 22</td>
<td>2/1 - 3/3</td>
<td>T &amp; R</td>
<td>6:00 PM - 10:00 PM</td>
<td>TRAD</td>
<td>$459.00</td>
</tr>
</tbody>
</table>

### Introductions to Online Learning

Learn how to effectively use devices and software before training begins. This class will cover setting up your Gateway email account, teach you how to use TEAMs & WebEx for remote class and make sure your home devices are compatible for online learning.

### Adobe Photoshop with ACA Certification

Learn and apply the fundamentals of design elements, typography and color theory to create graphics and website layouts.

Photo manipulation and retouching will also be covered.

Cost includes U-Pass.

**Optional:**
Adobe Photoshop Certified Associate exam voucher.

CRN 3984  
CEU 3.6

Monday & Wednesday, October 4 - November 1  
6:00 PM - 10:00 PM - Mac Lab - TRAD  
Kris Tonski  
$700.00
<table>
<thead>
<tr>
<th>Course Title</th>
<th>CRN</th>
<th>Date</th>
<th>Day</th>
<th>Time</th>
<th>Room</th>
<th>Instructor</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WEBSITE FUNDAMENTALS</strong></td>
<td>3985</td>
<td>Tuesday &amp; Thursday, October 7 - 26</td>
<td>6:00 PM - 10:00 PM</td>
<td>Room N201 or N103 TRAD</td>
<td>Deborah Donofrio</td>
<td>CEU 2.4</td>
<td>$750.00</td>
</tr>
<tr>
<td>Adobe InDesign provides the standards for document creation through basic tools and the importing of text and graphics. Instruction will include the use of style for consistent appearance, master pages, tabs, tables, measuring and placement, text, linking graphics, styles and typography to produce presentable documents.</td>
<td>3986</td>
<td>Tuesday &amp; Thursday, October 28 - November 18</td>
<td>6:00 PM - 10:00 PM</td>
<td>LRON</td>
<td>Karin Krochmal</td>
<td>CEU 2.8</td>
<td>$550.00</td>
</tr>
<tr>
<td><strong>BUILD A WEBSITE WITH WORDPRESS</strong></td>
<td>3987</td>
<td>Tuesday &amp; Thursday, November 30 - December 9</td>
<td>6:00 PM - 10:00 PM</td>
<td>N201 or N103 TRAD</td>
<td>Deborah Donofrio</td>
<td>CEU 1.6</td>
<td>$600.00</td>
</tr>
<tr>
<td>Examine the world's most popular tool to create websites using WordPress on a hosted server. Look under the hood of WordPress to examine its file structure. Create pages, blog posts, upload graphics, embed video, and customize your web pages using HTML and CSS. <strong>Students will learn to prepare and plan a website along with purchase and set up their own hosting account and domain name.</strong></td>
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<td>Prerequisite: HTML5 and CSS3 Fundamentals or comparable knowledge.</td>
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<tr>
<td><strong>DESIGN ESSENTIALS AND PROJECT PLANNING FOR THE GRAPHICS INDUSTRY</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>CEU 1.5</td>
<td>$299.00</td>
</tr>
<tr>
<td>Class participants will create an original project using Photoshop, illustrator and InDesign to understand and coordinate type, image, artwork and the impact of color presentations will be highlighted.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SPRING 2022</td>
<td>$299.00</td>
</tr>
<tr>
<td><strong>FREELANCE AND JOB SEEKING ESSENTIALS</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>CEU 0.8</td>
<td>$135.00</td>
</tr>
<tr>
<td>Begin a website portfolio of work. Learn the basics of communication with potential clients and employers. Pricing work, creating proposals and contracts will be covered.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SPRING 2022</td>
<td>$135.00</td>
</tr>
<tr>
<td><strong>DIGITAL PRINTING &amp; PRODUCTION – BLACK &amp; WHITE / COLOR COMBINED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>CEU 4.0</td>
<td>$459.00</td>
</tr>
<tr>
<td>This class will also include actual business experience of production planning and bindery operations. <strong>Required for the Digital Certificate</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SPRING 2022</td>
<td></td>
</tr>
</tbody>
</table>
ESL Blended Courses

Blended classes offer noncredit students the opportunity to experience, first-hand, what a Credit Division class entails and is an ideal way to begin a pathway to pursue a college certificate or degree program.

Blended classes have a limited number of seats available for continuing education/noncredit students. A student may apply to ‘transfer’ the class for college credit. Prices and prerequisites may apply.

For more information please contact Erika Lynch: (203) 285-2300 or ELynch@gatewayct.edu

ENROLLMENT PROCESS:

Step One: Complete a College Application either online or in the Admission Office in room N207

Step Two: Take the Accuplacer or ESL Placement Exam

Step Three: Register for class in room N104

Step Four: Pay for classes & get your College ID

Step Five: Purchase any books or supplies needed for class

<table>
<thead>
<tr>
<th>COURSE SCHEDULE : FALL 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td>Pronunciation IV</td>
</tr>
<tr>
<td>Integrated Skills VI</td>
</tr>
<tr>
<td>Writing VI</td>
</tr>
<tr>
<td>Writing VI</td>
</tr>
<tr>
<td>Advanced Reading and Writing</td>
</tr>
<tr>
<td>Reading V</td>
</tr>
<tr>
<td>Reading V</td>
</tr>
<tr>
<td>Advanced Reading and Writing</td>
</tr>
<tr>
<td>Pronunciation III</td>
</tr>
<tr>
<td>Integrated Skills IV</td>
</tr>
<tr>
<td>Writing and Reading IV</td>
</tr>
<tr>
<td>Integrated Skills V</td>
</tr>
<tr>
<td>Integrated Skills V</td>
</tr>
<tr>
<td>Writing V</td>
</tr>
<tr>
<td>Integrated Skills VI</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COURSE SCHEDULE : FALL 2021 (Late Start Classes)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td>Pronunciation IV (Late)</td>
</tr>
<tr>
<td>Integrated Skills VI (Late)</td>
</tr>
<tr>
<td>Adv. ReadingandWriting (Late)</td>
</tr>
<tr>
<td>Pronunciation III (Late)</td>
</tr>
<tr>
<td>Writing and Reading IV (Late)</td>
</tr>
<tr>
<td>Writing V</td>
</tr>
<tr>
<td>Writing VI (Late)</td>
</tr>
</tbody>
</table>
Don’t miss out on the latest updates from the American Job Center

You’re Invited.
See What’s New?

What’s NEW:
Job Opportunities
Career Guidance
Support Services
Virtual Workshops & Online Events
Tuition Assistance for Training

We’d love to see you among us for our AJC Information Session + Q&A, a brief presentation to highlight the programs, services, and opportunities at the American Job Centers.

Follow the information below for session details:
AJC Info Session + Q&A on the 1st Tuesday at 10 AM & 3rd Thursday at 1 PM every month!

Topic: American Job Center Presentation - Darlena Young & Singquel Short
Join Google Meets from PC, Mac, Linux, iOS or Android
https://meet.google.com/ayw-niaa-smk
WHAT IS A BOOT CAMP?
Gateway is offering free prep courses in the subject areas of math and English. These ‘Boot Camps’ are for students wishing to refresh their basic skills and improve their placement. Attending a Boot Camp will provide students with the opportunity to become familiar with the Gateway campus, review their basic math and English skills, and build confidence. After successfully completing the Boot Camp, students will be re-assessed and possibly place into a higher level course therefore saving TIME and MONEY. Boot Camps are for students who are motivated, hard-working and able to commit to attending all sessions of the program. These courses will be offered during Summer and Winter Intersessions with morning and evening sessions available.

PRE-ALGEBRA MATH (085) BOOT CAMP
This Boot Camp is for students placing into Math Level A- Boot Camp or Math Level A2 - Math 085 (Elementary Algebra with Pre-Algebra).
Topics covered will include addition, subtraction, multiplication, and division of whole numbers, integers, fractions, and decimals. Ratios, proportions and some beginning algebra topics are also included. Upon successful completion, students will receive one-on-one advising and be registered for the appropriate math course.

ELEMENTARY ALGEBRA MATH (095)
This Boot Camp is for students placing solidly into Math Level B - Math 095 (Elementary Algebra Foundations).
Topics covered will include properties of real numbers, linear equations and inequalities in one variable, graphing linear equations in two variables, formulating equations of lines in two variables, an introduction to functions, solving systems of linear equations, rules of integral exponents and operations on polynomials. Upon successful completion, students will receive one-on-one advising and be registered for the appropriate math course.

ENGLISH BOOT CAMP
This Boot Camp is for students placing into Boot Camp or English Level A (ENG 066).
This course will emphasize basic sentence skills, grammar, mechanics, paragraph writing, and reading comprehension. Upon successful completion, students will receive one-on-one advising and be registered for the appropriate English course.

For more information
Contact
Kaitlyn Kos - Room S215
(203) 285-2203
KKos@gatewayct.edu

Facebook.com/GatewayGREATCenter
Pre-Business Workshops
What you should know when planning to launch a business
Second Wednesday of the Month
8:30 AM - 12:00 PM
Gateway Community College
Small Business Center, Room S105
• Business planning & Business Plan Creation
• Marketing your Business
• Accounting & Taxes
• Legal Considerations
• Leveraging Technology & the Internet

Evening Small Business Seminars
Targeted small business seminars delivered by experts
Check the NH SCORE website for more information:
https://newhaven.score.org/

To pre-register or all events, call: 203-865-7645
On-site registration begins ten minutes prior to each event start.
All events are free of charge, but seating is limited.
Free parking is available in the Temple Street Garage.
Bring ticket to the Security Desk for validation.

NH SCORE volunteers provide free, confidential business mentoring by appointment.
Call 203-865-7645 to schedule a session.

New Haven SCORE
Small Business Center, S105
Gateway Community College,
20 Church Street
New Haven, CT 06510
https://newhaven.score.org

Connecticut Basic Boating
This 10-hour course, taught by professionals from Connecticut Department of Energy and Environmental (DEEP) Boating Division fulfills the requirements for the Connecticut Safe Boating Certificate and the Personal Watercraft Operator’s Certificate. Students must attend all classes. Participants younger than 17 years old must be accompanied by an adult.

For more information about the course content or additional watercraft safety classes, please refer to the DEEP website.

The Connecticut Basic Boating course will prepare students for the DEEP Equivalency Exam. Become an experienced boater familiar with all the rules and regulations for safe boating on all Connecticut waters.

For more information
Contact The Great Center
(203) 285-2300
gw-thegreatcenter@gwcc.commnet.edu
Motorcycle Rider Courses

**BASIC RIDER COURSE (BRC)**

This course, which is required to apply for a Connecticut Motorcycle License, provides students with both classroom and on-cycle instruction. It will prepare students with the awareness, basic skills, and knowledge necessary for safe riding. Motorcycles are provided for use during the course if you cannot bring your own. This course is the pre-requisite required for obtaining a motorcycle endorsement for your CT driver’s license.

Class size is limited to riders. Be sure to provide a valid email address to receive the access (Coupon Code) for the required eCourse. **Fee: 220.00**

**BRC Requirements:**
1. Valid driver’s license.
2. Valid email address to obtain Logging Code to take the mandatory eCourse.
3. eCourse Completion Certificate (must bring to your first class)
4. Access to a computer, printer and internet to take and pass the 3+ hour eCourse before motorcycle class starts.
5. Over the ankle rubber soled boots, sturdy long pants, long sleeve shirt, full finger gloves, and eye protection.
6. DOT approved motorcycle helmet.

The BRC eCourse must be completed within 30 days prior to your class start date.

**EXPERIENCED RIDER-COURSE (ERC)**

One-day course, designed to improve a rider’s cornering, braking and swerving skills necessary for riding safely on the street. Class size is limited to 8 riders. **Fee: $100.00**

**ERC Requirements:**
1. Valid motorcycle license.
2. A street-legal registered and insured motorcycle or scooter with an engine larger than 50cc.
3. Over the ankle rubber soled boots, sturdy long pants, long sleeve shirt, full finger gloves, eye protection, and DOT approved motorcycle helmet.

**IMPORTANT NOTICES**

- A $40 fee will be charged for rescheduling.
- Students must reschedule within two weeks prior to the start of the originally scheduled class and should be sure to double-check the dates.
- ALL sessions must be attended. There are no exceptions. Students who are LATE or MISS a class will be unable to complete the course. **NO REFUND.**

All classes are held at
88 Bassett Road,
North Haven, CT 06473

Visit [Ride4Ever.org](http://Ride4Ever.org) to view the student handbook, frequently asked questions and other items of interest.

Email: [GW-MotorcycleHelp@GatewayCT.edu](mailto:GW-MotorcycleHelp@GatewayCT.edu)

**REGISTRATION (Online)**

Registration is on a first-come, first-served basis. Students should choose three classes that fit their schedule; they **will automatically be enrolled in the first available course.**

**HOW TO APPLY** (Request dates available by email)

Make sure all dates fit your schedule. If enrolling with a friend, all registrations must be requested together including full name, phone number and email address of additional participants. A Registration link will be sent via email after you reserve a seat.

Registration will start Spring 2022
Directions to Gateway Community College

DOWNTOWN NEW HAVEN CAMPUS

FROM HARTFORD Take Interstate 91 South take Exit 1 (CT-34) towards Downtown New Haven. On CT-34 take first Exit onto North Frontage Road and take the first Right onto Church Street. The college will be on the left.

FROM NEW LONDON Take Interstate 95 South to Exit 47 (CT-34) toward Downtown New Haven. On CT-34 take first Exit onto North Frontage Road and take the first Right onto Church Street. The college will be on the left.

FROM BRIDGEPORT Take interstate 95 North to Exit 47 (CT-34) toward Downtown New Haven. On CT-34 take first Exit onto North Frontage Road and take the first Right onto Church Street. The college will be on the left.

NORTH HAVEN LOCATION

FROM HARTFORD AND POINTS NORTH Take Interstate 91 South to Exit 12 (Washington Avenue). At the end of the ramp, turn left. Proceed to the 2nd traffic light and turn left onto Blakeslee Avenue. At the end of the road, turn left onto Bassett Road. The building is on the right (approximately ¼ mile).

Or
Take Route 15 South (Wilbur Cross/Merritt Parkway) to Exit 63. At the end of the ramp, turn left (Hartford Turnpike). At the next light, turn left onto Route 22. Proceed to the 6th traffic light and turn left onto Bassett Road. The building is on the right (approximately ¼ mile).

FROM NEW LONDON Take Interstate 95 West and Interstate 91 North to Exit 11. At the end of the ramp, turn right onto Route 22. Proceed to the 3rd traffic light and turn left onto Bassett Road. The building is on the right (approximately ¼ mile).

FROM NEW HAVEN AND POINTS SOUTH Take Interstate 95 North and Interstate 91 North to Exit 11. At the end of the ramp, turn right onto Route 22. Proceed to the 3rd traffic light and turn left onto Bassett Road. The building is on the right (approximately ¼ mile).

Or
Take Route 15 North (Wilbur Cross/Merritt Parkway) to Exit 63. At the end of the ramp, turn right onto Route 22. Proceed to the 5th traffic light and turn left onto Bassett Road. The building is on the right (approximately ¼ mile).

Institutional Policies

STATEMENT OF CHANGE
The text of this document does not constitute a contract. The college reserves the right to change the information presented.

UNIFORM CAMPUS CRIME REPORT
In accordance with Connecticut Public Act 90-259 (the Campus Safety Act), GCC has prepared a Uniform Campus Crime Report consistent with the FBI’s Uniform Crime Reporting System. This report reflects the crime statistics on the property of the institution for the preceding academic year. A copy of the report may be obtained by request from the Dean of Administration.

NO SMOKING POLICY
Gateway Community College is a smoke-free institution.

INCLEMENT WEATHER/EMERGENCY NOTICES
Should inclement weather or an emergency force the cancellation of classes, the following stations will broadcast the announcement:

• WKCI (101.3 FM) • WTIC (1080 AM)
• WKSS (95.7 FM) • WELI (960 AM) • WTNH TV-8

CLOSING & DELAYS INFOLINE
(203) 285-2049
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Gateway Community College is committed to enhancing the overall quality of life in the Greater New Haven area. As such, the college provides high quality educational and support services, advocates partnerships with business, industry and government, and encourages leadership and responsibility in the community.

Students at Gateway Community College come from all walks of life — from urban and suburban homes, from a variety of age groups and ethnic backgrounds, and from a broad range of previous academic and work experiences.

PROGRAMS INCLUDE:

- Bookkeeping Training Certificate
- Business Analyst Certificate
- Business Professional and Office Assistant Certificate
- Community Health Worker Training Program
- CompTIA A+ Certification Training
- Emergency Medical Responder (EMR)
- Medical Office Assistance Certificate
- Patient Care Technician Training Certificate
- Pharmacy Technician Certificate
- Print & Digital Media Publishing Training Certificate
- Property & Casualty Insurance Training
- Real Estate Principles & Practices
- Security Officer Certification Training
- ServSafe Food Handler & Alcohol Training
- Warehouse & Distribution with Forklift Certification

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