KENT STATE UNIVERSITY TRUMBULL

Workforce Development & Continuing Studies
September - December 2014

Enhance
Your Skills | Your Career | Your Business | Your Life

www.trumbull.kent.edu | 330-675-8809
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Workforce Development & Continuing Studies Center

The Workforce Development and Continuing Studies Center at Kent State University at Trumbull is your local resource for lifelong learning, professional development, customized training, business consulting, assessment services, online training classes, professional certifications, research projects, and other special programs.

Each year we serve more than 3,000 individuals and over 50 organizations through high quality training and consulting led by “real-world experienced” trainers and credentialed professionals.

“The Workforce Development Department at Kent State Trumbull has consistently gone above and beyond the call of duty to help support our training needs. I cannot say enough about how quick they have been to respond to our needs. It’s nice to know such a strong resource is available right here in our own community.”

Rodney Keffer, Workforce Development Specialist, Vallourec Star

Excellence in Action!

330-675-8809
www.trumbull.kent.edu
The Workforce Development and Continuing Studies Center at Kent State Trumbull can provide your organization with the information needed to make better hiring, placement and promotion decisions.

We Provide Proven Results:
- Reduced Employee Turnover
- Improved Productivity
- Decreased Recruitment Costs
- Increased Employee Morale
- Improved Employee Development

**Job Profiling:** Define the characteristics of a job and the skills and traits required to succeed. Are out-of-date job descriptions creating problems?

**Performance Management:** Form strategies for individual development, performance reviews, and employee succession. Is it time for some new approaches to performance management?

**Assessment:** Determine employability through pre-hire or pre-promotion testing or measure training outcomes. What is the cost of hiring or promoting the wrong candidate? Hundreds of assessments available from basic skills, leadership success, personality indicators to job specific skills.

**Skill Gap Analysis:** Identify skill deficiencies and ways to correct them through education and training. Would you like to target your training dollars more effectively?

**Let Kent State University at Trumbull help your organization:**
- Establish hiring and promotion processes with demonstrated validity.
- Identify and retain top talent resulting in positive business results.

We can provide assessment tools to evaluate, hire, train, and develop the right people for your organization.

- More than 1,000 assessments from nationally recognized test publishers.
- Assessments that measure knowledge, skills, and abilities.
- Objective, valid and reliable assessments that improve organizational performance.
- Pre-screening before hiring or promotion.
- Pre-testing knowledge before selection into training programs and post-testing to measure training program improvements and outcomes.
- Assessments over the internet - anytime, anywhere. Or we can administer testing at our facility or yours.
- Quick delivery of assessment results.

“Kent State Trumbull was fantastic! They helped us greatly improve how we find, interview, evaluate, and hire qualified employees. As a result, these new employees are more quickly trained and more productive sooner than with previous hires. This boosts our profitability and improves overall employee morale, making us an even better company!” Mark Peters, General Manager, Fireline TCON, Inc.
BUSINESS SERVICES

Customized Training

Our training specialists will work with you to design high quality training programs that meet your specific needs and help you reach your organizational goals.

Programs include, but are not limited to:
- Supervision / Management Training
- Computer Applications
- Conflict Management, Team Development
- Mechanical and Electrical Maintenance Skills
- Quality Topics - ISO/TS, Lean, Six Sigma
- OSHA Certification and Compliance
- Customer Service
- Employee Credentials and Certifications
- And much more!

Convenient, customized training is available at Kent State Trumbull, at a preferred location or at your company site. You select the location, the time and the date! Online learning options are also available for anytime, anywhere professional development.

Did you know you can bring any of the courses or topics listed in this catalog to your work site? Course content is customized to your needs.

Call today to discuss your employee development needs with our experienced and professional staff.

330-675-8809

Let Kent State Trumbull help you meet your strategic employee development objectives.
- Improve Employee Performance
- Increase Productivity
- Improve Employee Morale
- Enhance Employee Engagement
- Improve Communication
- Improve Succession Planning
- Decrease Waste / Increase Efficiency
- Increase and Verify Employee Skills
- Develop or Improve Internal Training
- Create a High-Performing Culture

What our customers are saying about the training services provided by Kent State University at Trumbull.

“My training needs range from one-on-one specialized topics to group training on varying levels of productivity application topics. Kent Trumbull has always met my expectations through training sessions that are customized in a way that you walk away from each session with real-world experiences that can be applied to your job. I have always sought Kent Trumbull first for my training needs”. Willie Venters, Jr., IT Manager, Trumbull County Board of Developmental Disabilities

“We have developed a great work relationship with Kent State Trumbull. Their experience has helped us improve our maintenance training, increasing employee skills and productivity”. David Giancola, Operations Manager, Vallourec

“Control Transformer has relied on Kent State Trumbull to assist in a variety of training opportunities. The results have had a positive impact on the company’s ability to compete in an ever challenging economy.” William J. Martin, President, Control Transformer, Inc.

Excellence in Action - Enhancing Employee and Organizational Performance
BUSINESS SERVICES

Consultative Services

The Workforce Development and Continuing Studies Center at Kent State Trumbull provides local business and industry with a wide variety of consulting services to meet your organizational goals. We offer highly experienced facilitators and consultants to meet your specific needs.

Services include, but are not limited to:

- Strategic Planning
- Lean/Six Sigma Implementation
- ISO/TS Preparation and / or Auditing
- Process Improvements, Work Simplification
- OSHA / Safety Audits
- Organizational Development Planning
- Grant Writing
- Employee Assessments
- Job Skills Analysis
- Job Description Development
- Individualized Coaching
- Meeting Facilitation
- Research Services
- Customer / Employee Surveys & Analysis

Let Kent State Trumbull assist you in meeting your strategic business objectives:

- Increase Profit
- Minimize Waste
- Improve Product Quality
- Increase Efficiency
- Improve Processes and Procedures
- Reduce Cycle Time
- Increase Sales, Gain New Customers

We also offer all-inclusive packages to make your meeting and event planning effortless. Conference and meeting rooms, computer technology services, free parking, and catering services are all available. Call for details. 330-675-8809

The Workforce Development and Continuing Studies Center is a vital link between Kent State University and our local organizations. We offer the resources of a major University coupled with local expertise in employee and organizational development. For more than 50 years, Kent State Trumbull has been providing training, professional development and consulting services to organizations in the Mahoning Valley.

Call today and join these satisfied customers - achieving results with Kent State business services.

The Workforce Development & Continuing Studies Department at Kent State Trumbull has been an invaluable resource to our business. I credit a large percentage of our new business in the past year to their team for providing us with the right training at the right time”. Jeff Liber, CEO, Village Quality Solutions

“The ISO 9001:2008 and Supervisory training programs that you have developed for M-7 Technologies have been a tremendous benefit to our organization. I want to express our appreciation for Kent State’s help in developing our workforce for 21st century commercial activity”. Michael S. Garvey, President, M-7 Technologies
COMPUTER TRAINING

HOW TO BUY THE RIGHT COMPUTER (3 Hours)

Are you thinking about buying a computer, but feeling overwhelmed by everything available? Or, do you get lost in all the computer jargon? Then, let us help you by exploring the various types of desktop, laptop & notebook computers and teaching you everything you need to know to make an informed purchase. This course will help ease your computer woes and provide you with a basic understanding of computers, including parts, processes, and purposes. Discover how to compare systems, assess your needs, and find the best deal.

Sep 20, 2014 Sat 9 am - Noon $45

WINDOWS 7 & THE INTERNET (7 Hours)

Do you need some help understanding Windows 7 or would you like assistance with your email or navigating the internet? Then come and join us for an exploration of Windows 7 & the Internet. We will do a quick review of some basic terminology and how to navigate within Windows 7. We will also explore various Windows 7 software packages and functions, and show you how to keep your computer clean and efficient. Finally, you will be introduced to electronic mail and navigating the internet using search engines to research subjects that interest you - hobbies, medical information, investments and more.

Sep 27 & Oct 4, 2014 Sat 8:30 am - Noon $95

COMPUTER SAFETY & PROTECTION (3 Hours)

Have you been spammed? Hacked? Cyber violated? Computer users are constantly being infected by viruses and other nuisances that compromise personal and professional security and cause serious & costly damage to your computer. This course will help you understand the security issues computers present, expose you to various ways to secure your data, and introduce you to internet firewalls. You will learn how to prevent your computer from malicious software (malware), how to detect malware, and how to remove them from your computer. We will also discuss current computer security software programs and show you how to maintain your computer for optimum performance.

Nov 8, 2014 Sat 9 am - Noon $45

INTRODUCTION TO WORD 2010 (7 Hours)

Do you write letters? Create memos? Or perhaps you need to build a resume, create a flyer, or write a report? Microsoft Word 2010 can help you do all that and more! This introductory class will teach you how to create letters, checklists, flyers, and more. We will cover the most popular features of this program, including: document creation, editing, formatting, printing, saving, lists, headers and footers and so much more. In this hands-on course you will create great looking professional letters and experiment with clip art and graphics to personalize your documents. (Basic computer skills recommended).

Oct 11 & 18, 2014 Sat 8:30 am - Noon $95

WORD 2010: MAIL MERGE (2 Hours)

Have you spent countless hours typing mailing labels or personalizing letters? Let Mail Merge help you save time! Mail Merge is a function in Microsoft Word that is used to send the same letter to a large number of recipients. Learn how to create a recipient list, create merge fields, preview your merged data, print or email your merged documents, as well as how to set options to print mailing labels.

Nov 5, 2014 Wed 6 - 8 pm $30

WORD 2010: TABLES AND GRAPHICS (2 Hours)

Tables and graphics can enhance any word document. Learn how to edit existing tables, sort tabbed data, split and merge cells, and how to convert tabbed data into text form. You'll also learn how to apply borders, create watermarks, and insert symbols, clip art, and graphics.

Nov 12, 2014 Wed 6 - 8 pm $30

MICROSOFT OFFICE 2010 & 2013: WHAT’S THE DIFFERENCE? (2 Hours)

Have you recently updated to Microsoft 2013 (or plan to soon) and find yourself a bit lost? This introductory course will cover the highlights of converting from Microsoft Office 2010 to 2013. We will cover the main functions and differences between the two versions.

Nov 8, 2014 Sat 9 - 11 am $30

ONE-ON-ONE COMPUTER TRAINING

If you are new to computers and need to learn the basics, are returning to the workforce and need a review, or you want to use technology to enhance your skills, our one-on-one computer training is for you. Whether it is learning or enhancing your Microsoft Office skills, learning payroll in QuickBooks, or any other computer skill, we have experts that will provide training at your location or ours. Call for details on scheduling your own personal training time with one of our instructors.

330-675-8809
INTRODUCTION TO EXCEL 2010  (7 Hours)

Do you keep track of your personal finances on the computer? Or maybe you are responsible for tracking accounting, sales or other data for your business? Or perhaps you want to increase the accuracy of your mailing lists? No matter what you do, Microsoft Excel 2010 can help you save time and effort with financial, professional, and personal calculations and data analysis. In this course, you will learn how to create & edit workbooks, perform calculations using formulas & functions, and analyze data. You will also learn additional features such as creating charts and templates.

Oct 25 & Nov 1, 2014  Sat  8:30 am - Noon  $95

INTRODUCTION TO PUBLISHER 2010  (4 Hours)

Have you needed to print a banner? Or create a flyer? Publish a newsletter? This course will introduce the basics of Microsoft Publisher 2010 and help you learn to design dynamic documents for marketing a business or communicating with family and friends. You will learn the fundamentals of creating publications (flyers, banners, newsletters, greeting cards, certificates, business cards, etc.), gain experience working with text and text boxes, learn how to create shapes, insert images & pictures, and be able to create, insert, and edit tables within a document.

Oct 28 & Nov 4, 2014  Tue  6 - 8 pm  $60

INTRODUCTION TO POWER POINT 2010  (7 Hours)

Microsoft PowerPoint is used to create effective presentations for both business and personal use. Whether you are leading a meeting, making a sales presentation, or setting up a slide presentation for a special event (great for graduations, anniversaries and reunions), PowerPoint can help. Learn how to apply templates, choose slide layouts, and add clipart and charts to your design. In the second session we will take your presentations "up a notch" using advanced features of PowerPoint. Learn to work from an outline or slide sorter view, add your own pictures, animations and charts to “wow” your audience.

Nov 15 & 22, 2014  Sat  8:30 am - Noon  $95

MICROSOFT OUTLOOK 2010 (or 2013)  (24 Hours)

Are you overwhelmed by emails, meetings, and to-do lists? Harness the power of Microsoft Outlook 2010, and you’ll instantly enhance your efficiency and productivity. This course will show you how to manage emails, create folders, track your contacts, utilize the Calendar function to manage your schedule, and alert you to pending meetings or assignment deadlines. You’ll also learn how to customize Outlook so it perfectly meets your needs, and many other tricks for getting the most out of Outlook’s versatile tools.

To accommodate your busy schedule, this 6-week course is completed online, at your convenience. Classes begins monthly. Call today to register.  330-675-8809  $99

CREATE YOUR OWN WEBPAGE  (3 Hours)

Have you thought about creating your own web page – but not sure where to start? Whether you want to create your own personal page or create a page for your organization or business, this introductory course will help you understand the fundamentals of building a webpage. You will use Microsoft Expression Web software to learn how to build and maintain your webpage. Bring pictures and/or documents if you’d like to personalize your page. You will also learn how to access this free web design software on your own computer.

Nov 22, 2014  Sat  9 am - Noon  $45
JOURNEY TO MANAGEMENT: MAKING THE TRANSITION FROM PEER TO SUPERVISOR (4 Hours)

Successfully moving to a supervisor position is based on taking the right steps from the very beginning. What do you do first, second, third? How do you establish yourself as the leader? What expectations should you set? What does your boss REALLY expect of you? These are just some of the questions you might have stepping into this new role. Bring your own issues and learn how to set yourself up for success, not failure. This program will cover the most essential steps of setting expectations, giving feedback, delegating tasks, and moving from bud to boss.

Sep 26, 2014 Fri 8:30 am - 12:30 pm $170

TIME MANAGEMENT: PRIORITIZING & PLANNING (3 Hrs)

Are you a professional who juggles multiple projects, tasks, & interruptions? Bring your own to-do list and you'll leave this workshop with an action plan to help manage your workday. Learn to shrink your to-do list, manage interruptions, and control large & small projects. Through the use of the forced choice/paired comparison method you'll learn how to prioritize the order of your work. Now is the “time” to take action and gain control of your to-do list. Spend a few hours with our expert instructor and learn how to work more efficiently, with less stress!

Oct 24, 2014 Fri 9:00 am - Noon $125

INTRODUCTION TO BUSINESS (60 Hrs)

This course provides an overview of social, economic and consumer environments as related to large and small business. Emphasis is on production, marketing, finance, management, and human resources.

Aug 25 - Dec 7, 2014 Mon/Wed 7:00 - 8:15 pm $525

DEVELOPING YOUR EMOTIONAL INTELLIGENCE: THE MISSING LINK IN HUMAN UNDERSTANDING (2 Hours)

We all have an IQ number that we can’t change no matter how many classes we take. But did you also know that we all have an EQ or EI? Emotional Intelligence (EI) is an area of study which simply put is a different type of intelligence – emotional intelligence. More and more companies are evaluating employees’ or job candidates’ emotional intelligence as a determiner of position or employment. The good news is that emotional intelligence can be improved! Learn the very basics of EI, how it can begin to help your social and self awareness, and begin to better manage your emotions and relationships - both personal and professional.

Oct 7, 2014 Tue 6 - 8 pm $30

COMMITTEE PITFALLS TO AVOID (2 Hours)

Are you involved in a committee as a leader or member? Does your committee suffer from common traps like getting “off track” or letting personal interests influence group decisions? Has your committee ever experienced conflict? Or perhaps you’ve seen committee members make decisions outside of the meeting? If these issues sound familiar, then this engaging and interactive class is for you! Committees work best when they are free from common pitfalls that reduce effectiveness. Productivity and performance of committees can be improved when solutions to these problems are implemented. Whether you’re involved in a business or volunteer committee, this course will help you avoid common committee pitfalls and implement solutions to boost your committee’s effectiveness!

Oct 14, 2014 Tue 6 - 8 pm $30

LISTEN & BE HEARD! TIPS FOR EFFECTIVE COMMUNICATION (2 Hours)

It seems very easy - our ability to verbalize our thoughts - but how often have you been misunderstood by others? Or left a conversation and said to yourself, “now...what did they just say?” In today’s busy society, our ability to effectively communicate with others is vital to our success. This workshop will highlight the difference between one-way and two-way communication, identify barriers to communication and help you manage those barriers. We will also discuss simple strategies for effective listening.

Nov 5, 2014 Wed 6 - 8 pm $30

HUMAN RESOURCE MANAGEMENT (60 Hrs)

This course is a study of contemporary issues of human resources. It covers planning, job design, selection, appraisal, compensation, training, life quality, safety and health, diversity, and unions.

Aug 25 - Dec 7, 2014 Mon/Wed 7:00 - 8:15 pm $525
SUPERVISORY & LEADERSHIP CERTIFICATE (32 Hours)

Your employees are your most valuable resources. Ensuring the efficiency of your team is the key to your success and is your most important responsibility. Get practical, easy to understand, and insightful methods for new and even experienced supervisors and managers.

This online course will teach you about effective delegation, performance management, and writing performance reviews. Discuss the specifics of the supervisor’s role and responsibilities, and strategies for improving your overall effectiveness as a leader. Take home practical information along with tips and techniques that can be applied at your job immediately.

Online course begins: Sep 2, 2014 $395

SOCIAL MEDIA FOR BUSINESS CERTIFICATE (48 Hours)

Get in on this exciting and growing way to communicate, market and serve your customers and clients. For businesses, nonprofits, government, and other organizations. From Facebook to Twitter, blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks and how these specific social networks work and the possible uses for your organization.

Learn how social networks are used to develop a two-way communication and marketing strategy for your organization. Then find out what you can be doing, what you should be doing, and take back a plan to integrate social networks into your communication and marketing. Whether you are new to social networks or already involved, you will come away with both an understanding of social networks and practical, how-to techniques to integrate social networks into your organization or business.

This online certificate program includes three 4-week courses: Introduction to Social Media, Marketing Using Social Media, and Integrating Social Media into your Organization. Take one or more individual courses ($195 each) or save money and earn your Certificate.

Online course begins: Sep 2, 2014 $495

MANAGING GENERATIONS IN THE WORKFORCE (16 Hours)

This 4-week online course will help you more effectively manage workers of different generations. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. Generations X and Y are significantly different than the Baby Boomer generation. Each generation has different expectations and styles of work. Explore the characteristics of different generations and identify practical, how-to tips and techniques for managing generations in the workplace.

Online course begins: Nov 3, 2014 $175

PROJECT MANAGEMENT FUNDAMENTALS (24 Hours)

In this course, an experienced Project Management Professional will help you master the essentials of project management. You’ll become an indispensable member of your project team by discovering and mastering the critical concepts you need to plan, implement, control and close any type of project. You’ll learn about project politics and ethics, project measurements, and project closure. You’ll be able to develop all sections of a project plan and you’ll develop a variety of powerful techniques to generate project ideas.

If you’re new to project management, this course will provide you with the essential information you’ll need to prepare for and complete your first project. If you’re an experienced project manager, this course will make you more valuable to your employer by increasing your skills and competencies.

This instructor-led online courses begins monthly and is completed over 6 weeks. $99

RISK MANAGEMENT: PLANNING FOR UNCERTAINTY (8 Hours)

Risk management involves understanding how to apply actions and interactions to mitigate risk in your business environment. The failure to implement and monitor a formal risk management program can lead to devastating consequences. Lack of preparation of corporate risk management plans regarding business factors such as finance, the environment, natural catastrophes, the human factor, and more, will inevitably damage brand image and reputation of any company.

Learn how to identify the criticalities in your business and map critical paths to identify risks. This course focuses on the essentials of developing a risk mitigation plan based on identification, review, control, mitigation, and monitoring. The measures associated with the plan are equally critical and include, among others to be discussed in the course: designing a new business process with built in risk control, periodically re-assessing acceptable risks, transferring risk to a third party, and re-evaluating a high risk business unit. The results of these measures define a risk treatment plan, which will be an outcome of this course.

An overarching component of risk management involves contract management, whether for products, services or labor. This course will highlight the contract cycle from strategy to negotiation to administration, and its impact on corporate risk.

Nov 6 & 7, 2014 Thu/Fri 8am - Noon $350
APICS is the leading professional association for supply chain and operations management, including production, inventory, materials management, purchasing, and logistics. They are the premier provider of research, education and certification programs that elevate end-to-end supply chain excellence, innovation and resilience.

**APICS PROFESSIONAL DEVELOPMENT MEETINGS**

The Youngstown chapter of APICS meets on the first Monday of every month at Kent State Trumbull, Workforce Development Building (Room 211). Sign-in and networking start at 6:30 pm with the one-hour Professional Development Meeting starting at 7 pm. Presentations cover a broad range of topics related to supply chain and operations management. Professional Development Meetings are open to anyone interested in or working in supply chain and operations management. You do not have to be a member of APICS to attend. Please visit our website for more information on topics, speakers and other events: [www.apicsyoungstown.org](http://www.apicsyoungstown.org).

Mark your calendars and plan to attend one of our upcoming professional development meetings at Kent State Trumbull.

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**APICS CERTIFIED SUPPLY CHAIN PROFESSIONAL (CSCP) (40 Hours)**

Taught by APICS certified instructors, this course will prepare you for the CSCP exam. The CSCP designation is the most widely recognized educational program for operations and supply chain management professionals around the globe.

An APICS CSCP designation will help you:

- Master the necessary tools to effectively manage global supply chain activities, including suppliers, plans, distributors, and customers around the globe
- Acquire the skills you need to address your supply chain challenges and opportunities within your company
- Understand how to use enterprise resources planning (ERP) systems and other technologies to improve the entire supply chain process, maximizing your organization's ERP investments by millions of dollars
- Increase your professional value and secure your future

This course will include discussion on Supply Chain Management Fundamentals; Supply Chain Strategy, Design and Compliance; and Implementation and Operations. Course fee does not include cost of CSCP exam. For additional information on CSCP certification, go to: [www.apics.org](http://www.apics.org). (Schedule includes 1/2 hour lunch / break on your own)

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**APICS PRINCIPLES OF OPERATIONS MANAGEMENT**

**PRINCIPLES OF INVENTORY MANAGEMENT (30 Hours)**

APICS Principles of Inventory Management course will impart an operational knowledge and understanding of inventory management principles and techniques, roles and responsibilities, and the impact that inventory can have on a business.

Topics covered in this course include:

- inventory management fundamentals
- ordering techniques
- replenishment policies
- purchasing management
- just-in-time and lean methodologies
- inventory performance measurement

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**PRINCIPLES OF OPERATIONS PLANNING (30 Hours)**

The APICS Principles of Operations Planning course impacts a fundamental knowledge and understanding of basic inventory planning principles and techniques that are used at each level in the planning process, from strategic to tactical.

Topics in this course include:

- business plan fundamentals
- forecasting
- demand management
- sales and operations planning
- master scheduling
- the role of operations systems in planning

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**PRINCIPLES OF MANUFACTURING MANAGEMENT (30 Hours)**

The APICS Principles of Operations Planning course aims to provide fundamental knowledge and understanding of the core concepts necessary to effectively manage activities related to planning, scheduling, and controlling manufacturing processes.

Topics covered in this course include:

- manufacturing management fundamentals
- manufacturing product structures
- material requirements planning (MRP)
- capacity planning and management
- productivity activity control
- advanced scheduling
- lean production management

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APICS Participant Workbooks included in each Principles course noted above. **Coming this spring:** Principles of Distribution and Logistics & Principles of Managing Operations.
Manufacturing Skills Standards Council

The Manufacturing Skills Standards Council (MSSC) is an industry-led training, assessment and certification system focused on the core skills and knowledge needed by the nation’s production workers. The national MSSC system offers both entry-level and incumbent workers the opportunity to demonstrate that they have mastered the skills needed in the high-growth, technology-intensive jobs of the 21st century. Kent State University at Trumbull is a certified MSSC Test and Training Center. MSSC credentials are endorsed by the National Association of Manufacturers.

CERTIFIED PRODUCTION TECHNICIAN (CPT)

Gain the skills employers want and earn a national credential to verify your skills. This program is applicable to all manufacturing sectors and all production occupations. The Certified Production Technician includes training and assessment in the following areas:

- Manufacturing Processes and Production
- Safety
- Quality Practices and Measurement
- Maintenance Awareness

You can test in one or more of these categories or test in all four to earn your CPT. Online training courses are available in each category. Now is the time to advance your knowledge and gain the skills manufacturing employers are seeking. Improve your career advancement and job security opportunities by adding this certification to your resume.

Online Course Fees: $125 per training course / topic

CERTIFIED LOGISTICS TECHNICIAN (CLT)

The MSSC system leading to a Certified Logistics Technician covers the core skills required for higher skilled, frontline material handling workers across all supply chain facilities: factories, warehouses, distribution centers and transporters. Two levels of certification are available: Entry-level Certified Logistics Associate (CLA) and mid-level Certified Logistics Technician (CLT). CLA is a prerequisite for CLT.

Topics included in these programs include: Global supply chain logistics, material handling, safety, quality control, product receiving and storing, order processing, packaging and shipment, inventory control, dispatch and transportation, and more. Gain the skills and certification you need to advance your career in the growing field of logistics.

Online Course Fees: $195 per online course (CLA or CLT)

MSSC Assessment Fees (CPT / CLT):
$55 per test  ($60 one-time registration fee required).

INDUSTRIAL MAINTENANCE TECHNICIAN

Do you need to increase your knowledge of electrical or mechanical maintenance? Kent State Trumbull can help. We offer hundreds of online, self-paced courses to meet your needs. Most courses start at just $15 each.

Programs for both Maintenance Technician Mechanical (MTE) and Maintenance Technician Electrical (MTE) are available.

Attention Employers: We can help you design and deliver a customized maintenance training program to meet your specific organizational needs. We also offer pre-training assessments to determine the strengths and weaknesses of your current maintenance workforce and help you maximize the effectiveness and impact of your training investment.

Topics Include: (Hundreds to choose from!)
- Drive Components
- OSHA/Safety
- Control Valves
- Industrial Electricity (AC/DC)
- Electronics
- Motors and Controls
- Predictive Maintenance
- Process Control
- Rigging
- Process Measurement
- Preventive Maintenance
- And Many More

What some of our students have said about our maintenance training program:

“I work in the industrial maintenance field, however, since I have been taking these classes I have come to realize that there is a lot I have left to learn. I have gained a lot of knowledge and look forward to learning more”.

“Completing the maintenance technician program at Kent State Trumbull resulted in a great paying job that I love. Even though I had previous training and experience, this program really made a difference. Thank You!”

NOTICE TO MANUFACTURERS:

Grant Funds may be available to offset course and exam fees for ASQ, MSSC and APICS certifications.

Contact Lisa at 330-675-8830 for details.
ASQ (American Society for Quality) Certification

Certification from ASQ is considered a mark of quality excellence in many industries. Certification is an investment in your career and in the future of your employer. We are pleased to offer certification prep classes to help you prepare for and achieve ASQ certification. Please refer to www.asq.org or call 330-675-8809 for details on eligibility and certification requirements, as well as complete descriptions of each certificate Body of Knowledge (course and test content).

CQPA: CERTIFIED QUALITY PROCESS ANALYST (24 Hours)

The Certified Quality Process Analyst is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects. A Certified Quality Process Analyst may be a recent graduate or someone with work experience who wants to demonstrate his or her knowledge of quality tools and processes. (Textbook included). Requirements for certification: 2 years experience or an associates degree. Deadline to apply for certification testing: 10/17/14. Exam Date: 12/6/14. (No class on Nov 11)

Sep 30 - Nov 25, 2014 Tue 6 - 9 pm $525

CQA: CERTIFIED QUALITY AUDITOR (24 Hours)

The Certified Quality Auditor is an experienced professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating and reporting to determine a quality system’s adequacy and deficiencies. The Certified Quality Auditor analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems. (Textbook included). Requirements for certification: 8 years experience with 3 years in a leadership role (experience requirements waived with college degree). Deadline to apply for certification testing: 10/17/14. Exam Date: 12/6/14.

Oct 4- Nov 22, 2014 Sat 9 am - Noon $525

CQI: CERTIFIED QUALITY INSPECTOR (24 Hours)

The Certified Quality Inspector is an inspector who, in support of and under the direction of quality engineers, supervisors, or technicians, can use the proven techniques included in the body of knowledge. Under professional direction, the Quality Inspector evaluates hardware documentation, performs laboratory procedures, inspects products, measures process performance, records data and prepares formal reports. (Textbook included). Requirements for certification: 2 years experience in related field. Application deadline for Certification exam: 1/16/15. Examination date: 3/7/15.

Jan 6 - Feb 24, 2015 Tue 6 - 9 pm $525

CQT: CERTIFIED QUALITY TECHNICIAN (24 Hours)

The Certified Quality Technician is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems, prepares inspection plans and instructions, selects sampling plan applications, prepares procedures, trains inspectors, performs audits, analyzes quality costs and other quality data, and applies fundamental statistical methods for process control. (Textbook included). Requirements for certification: 4 years higher education or related work experience. Deadline to apply for certification testing: 1/16/15. Exam Date: 3/7/15.

Jan 10 - Feb 28, 2015 Sat 9 am - Noon $525

CQE: CERTIFIED QUALITY ENGINEER (24 Hours)

The Certified Quality Engineer is a professional who understands the principles of product and service quality evaluation and control. This body of knowledge and applied technologies include, but are not limited to: development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, an understanding of human factors and motivation, facility with quality cost concepts and techniques, and the knowledge and ability to develop and administer management information systems and to audit quality systems for deficiency identification and correction. (Textbook included). Requirements for certification: 8 years experience with 3 years in a leadership role (experience requirements waived with college degree). Application deadline for Certification exam: 4/17/15. Examination date: 6/6/15. (No class on April 4, 2015)

Mar 21 - May 16, 2015 Sat 9 am - Noon $525

Manager of Quality / Organizational Excellence (CQM) 10 years experience with 5 years in a leadership role

Auditor (CQA) or Engineer (CQE) 8 years experience with 3 years in leadership role (experience requirements waived with college degree)

Technician (CQT) 4 years higher education or related work experience

Inspector (CQI) 2 years experience in related field

Improvement Associate (CQIA) or Process Analyst (CQPA) 2 years experience or associate degree

NOTICE TO MANUFACTURERS:

Grant Funds may be available to offset a portion of course and exam fees for ASQ certifications. Contact Lisa Goetsch at 330-675-8830 for details.
CONTINUOUS IMPROVEMENT

QUALITY SYSTEM CONSULTING AND AUDITING

Kent State Trumbull Workforce Development offers a variety of services to assist organizations who are seeking to improve their operation, earn ISO/TS registrations, or implement Lean Six Sigma processes. Whether you are just beginning or are ready to advance to the next level of efficiency, we can help.

With dozens of highly experienced consultants and facilitators, we can provide the services you need to meet your organizational goals. We have assisted numerous businesses in the region and helped them achieve significant savings, increased business, and improved profitability through process improvements. Some of the services available include:

- Training and Preparation for ISO/TS registration
- Lean / Six Sigma Implementation
- Auditing of your Quality Management System
- Employee Training and Credentials including ASQ Certifications and Lean Six Sigma Green and Black Belts
- Internal Auditing and related training
- Lean assessment workshops and organizational audits to identify opportunities for improvement
- Wide variety of training programs designed to meet your specific organizational needs.

We have helped numerous local businesses earn ISO registration, implement lean / six sigma practices, improve product or service quality, and/or increase efficiency. Our customer list includes: Pennex Aluminum, M7 Technologies, TATA Steel, Northern States Metal, Control Transformer, Commercial Metal Forming, Venture Plastics, and more.

We can help you too! Call today to discuss your continuous improvement goals. Business references, staff credentials, and details are available upon request. 330-675-8809

ASQ / QUALITY SYSTEMS NETWORK

In partnership with the local chapter of the American Society for Quality (ASQ), the Quality Systems Network is a forum for sharing information regarding issues on ISO, TS, Lean, and quality processes. Meetings are held 5:30 - 7:30 pm, the second Monday of each month at Kent State Trumbull’s Workforce Development and Continuing Studies Center (unless otherwise specified). Each session includes a presentation on a topic of interest to quality professionals.

All interested individuals are invited to attend these FREE workshops. Please call 330-675-8809 for more information, to have your name added to the mailing list, or to RSVP your attendance.

Mark your calendar and plan to attend:
- Sep 8 * Oct 13 * Nov 10 * Dec 8

ROOT CAUSE ANALYSIS (16 Hours)

This interactive course will prepare participants to be more successful problem solvers by understanding methods to discover and address the root cause of a problem. Topics to be addressed include basic and advanced tools - such as 5 why’s, occur and escape path, cause and effect analysis, and data collection and analysis tools. The course will also cover basic and advanced ideas for corrective and preventive actions - including poke-yoke, FMEA, control plans, and fixing the system.

Who should attend? Facilitators of problem solving teams, along with engineers, supervisors and technical personnel who are involved in finding and correcting the causes of problems and for preventing the return of those causes. Come to class with real examples of problems for discussion and application of the tools.

Instructor: Tom Fazekas, President of Quality Methods Specialists, Inc. Tom is a Lean Six Sigma Master Black Belt and holds a B.S. in Mechanical Engineering. He has extensive experience in engineering and quality management. His specialties include management system design, team based problem solving, and lean six sigma training and deployment.

Oct 9 & 16, 2014   Thu   8 am - 4:30 pm   $375

KEY PERFORMANCE INDICATORS (8 Hours)

How do we know if we are achieving the goals and objectives we have set for our company? How do we know if we are competitive? How do we recognize the need for change in both our tactical and strategic direction? The answer lies in measuring progress and the most critical component of that measurement is the focused administration and analysis of Key Performance Indicators (KPI’s).

KPI’s, both financial and non-financial, need to fit the unique requirements of a company and its industry. They must be focused on cost, time and quality - independently and as they interact and are aligned with the company’s overall business plan. Strategic commitment metrics, such as revenue growth, lead to operational commitment metrics, such as cost reduction, which in turn lead to organizational metrics, such as customer satisfaction. The blend of these three metrics is essential to a successful KPI process.

This course is an experience in selectivity. The number of KPIs and which ones are most appropriate for your company will be discovered. We will discuss leading practices in developing KPI’s, testing them for reliability, and benchmarking the results both internally and externally. Remember, If you measure it, you can improve it!

Instructor: Ron Emery - author, educator, entrepreneur and businessman. Ron has broad experience in consulting as well as corporate executive leadership. His specialties include process and supply chain optimization and process technologies for business improvement.

Oct 23 & 24, 2014   Thu / Fri   8 am - Noon   $350
PUBLIC SAFETY TRAINING & POLICE ACADEMY

Kent State University is authorized by the State of Ohio, Office of the Attorney General, to conduct Basic Peace Officer Training. In addition to the academy we offer continuing education refresher courses and certification classes for current Police Officers, Probation Officers, Parole Officers and Bailiffs. Our evening class schedule allows cadets to work full time jobs while attending the academy.

For further information, please call our Trumbull office at 330-675-7666 or our Kent office at 330-672-0325. You can also visit our website at: www.kent.edu/policeacademy

OHIO PEACE OFFICER TRAINING: POLICE ACADEMY
(590 Hours, 28 weeks)

This program provides the training required to become a Police Officer in the State of Ohio. Upon successful completion of all facets of training, cadets sit for the state administered certification exam. A minimum score of 70% must be achieved to be eligible to be employed as a Police Officer throughout the State of Ohio.

Provided below is a brief description of training topics for the Police Academy.

**Administration:** Role of the American Peace Officer, Philosophy and Principles of the American Criminal Justice System, Community Policing, Ethics and Professionalism, Report Writing.


**Firearms:** Safe Handling Techniques and Usage of Handguns and Shotguns. Cadets must achieve measured skill levels.

**Driving:** Principles of Defensive Driving, Pursuit Driving, Emergency and Non-Emergency Driving, Practical Exercises.

**First Aid:** Standard multimedia First Aid, CPR, AED, as required for a First Responder.

**Patrol, Traffic Enforcement & Crash Investigation:** Techniques of Vehicle and Foot Patrol, Building Searches, Vehicle Stops & Approaches, Vehicle Theft & Identification, Gang Awareness, Prisoner Booking & Handling, Motor Vehicle Offenses, Speed Enforcement (Radar/Lidar), Crash Investigation, Standardized Field Sobriety Testing (SFST).

**Investigation:** Forensic Crime Scene Search, Evidence Collection, Crime Scene Sketching & Detailed Drawing, Police Photography, Tracing Stolen Property, Controlled Substance & Drug Awareness, Confidential Informants, Surveillance Techniques, Search Warrants, Interviews & Interrogation Techniques, Meth & Clandestine Labs - Officer Safety & Awareness.


**Subject Control, Physical Conditioning:** Defensive Tactics and Physical Conditioning are parallel fitness programs. Cadet must achieve measured skill levels in both.

Course Fee: $3,620

*Please stop by and visit us - we are located in room 144 of the Workforce Development Building, Trumbull Campus.*

<table>
<thead>
<tr>
<th>Campus</th>
<th>Session</th>
<th>Start Date</th>
<th>End Date</th>
<th>Days</th>
<th>Time</th>
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<tr>
<td>Trumbull</td>
<td>(Fall / Evening)</td>
<td>Sep 8, 2014</td>
<td>Apr 15, 2015</td>
<td>Mon - Fri</td>
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<td></td>
<td>(Spring / Evening)</td>
<td>Jan 20 - July 28, 2015</td>
<td>Mon - Fri</td>
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<td>Kent</td>
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<td>Sep 8 - Dec 19, 2014</td>
<td>Mon - Fri</td>
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<td></td>
<td>(Fall / Evening)</td>
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<td>(Spring / Day)</td>
<td>Feb 2 - May 24, 2015</td>
<td>Mon - Sat</td>
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Update your skills, discover a new talent or chart a career path at your own pace and at your convenience with our Instructor-led online courses. Courses begin once a month, run for six weeks and consist of 12 lessons. The lessons are supplemented by interactive quizzes, assignments, tutorials and online discussion areas. Read your lessons and ask questions of your instructor at times that are most convenient to you. All you need to get started is Internet access, an e-mail address and a Web browser.

Classes begin:  Aug 20, Sep 17, Oct 15, Nov 12, Dec 10  $99 PER COURSE

For a complete list of available courses, detailed course descriptions, requirements, demonstrations and additional information visit: [http://ed2go.com/ksutc](http://ed2go.com/ksutc)

### BUSINESS & PROFESSIONAL SKILLS
- Accounting Fundamentals
- Administrative Assistant Fundamentals
- Building Teams that Work
- Business and Marketing Writing
- Distribution and Logistics Management
- Effective Selling
- Employment Law Fundamentals
- Fundamentals of Supervision/Management
- Fundamentals of Technical Writing
- Get Assertive
- Individual Excellence
- Interpersonal Communication
- Introduction to Business Analysis
- Introduction to Crystal Reports 10
- Introduction to Quickbooks
- Managing Customer Service
- Marketing Your Business on the Internet
- Manufacturing Fundamentals
- PMP Certification Prep
- Professional Sales Skills
- Project Management—Applications & Fundamentals
- Purchasing Fundamentals
- Six Sigma: Total Quality Applications
- Supply Chain Management Fundamentals

### COMPUTER APPLICATIONS & PROGRAMMING
See Page 7 for course listing

### STARTING A BUSINESS
- Creating a Successful Business Plan
- Starting Your Own Small Business
- Start / Operate Your Own Home-Based Business
- Starting a Consulting Practice

### JOB SEARCH
- 12 Steps to a Successful Job Search
- Jump Start your Career with LinkedIn
- Resume Writing Workshop

### GRANT WRITING / NON-PROFIT MANAGEMENT
- A to Z Grantwriting
- Advanced Proposal Writing
- Nonprofit Fundraising Essentials
- Writing Effective Grant Proposals

### ONLINE CAREER TRAINING PROGRAMS
We offer a wide variety of online, self-paced programs to help you prepare for a new career. Options include healthcare, administrative, accounting, information technology, logistics, purchasing, business management, and much more. Programs can generally be completed in less than 6 months. Students love the quality as well as the convenience of anytime, anywhere learning!

For a complete list of courses, detailed course descriptions, outlines and demos please visit: [www.gatlineducation.com/ksutc](http://www.gatlineducation.com/ksutc)
PREPARING FOR THE ACT (8 Hours)

This class is designed to assist students in achieving better scores on the American College Test (ACT) and to expose students to efficient test-taking techniques. You will review specific types of questions often found on the ACT. Practice tests will help you discover "weak spots" and learn what to do about them. It is recommended that you attend the session closest to your scheduled ACT exam. Bring your calculator to class. Classes meet on Tuesdays and Thursdays.

ACT test dates: 10/25/14, 12/13/14, 2/1/15, 4/18/15, and 6/13/15

Session 1: Oct 7 - 16, 2014 T/TH 4 - 6 pm $85
Session 2: Nov 18 - Dec 4, 2014 T/TH 4 - 6 pm $85
Session 3: Jan 20 - 29, 2015 T/TH 4 - 6 pm $85
Session 4: Mar 31 - Apr 9, 2015 T/TH 4 - 6 pm $85
Session 5: May 26 - Jun 4, 2015 T/TH 4 - 6 pm $85

ONLINE CLASSES FOR TEST PREPARATION

Learn at your own pace and at your convenience with our Instructor-led online courses. Courses begin every month, run for six weeks and consist of 12 lessons.

Test Prep Courses include:
- GED Preparation
- SAT/ACT Preparation Part 1 (Math)
- SAT/ACT Preparation Part II (Reading, Writing, English, Science)
- GRE Prep I (Verbal and Analytical)
- GRE Prep II (Quantitative)
- LSAT and GMAT Preparation
- Praxis Preparation

$99 PER COURSE

For a complete list of available courses, detailed course descriptions, requirements, demonstrations and additional information visit: http://ed2go.com/ksutc

Can’t find a class you’re looking for?
Call 330-675-8809
Additional classes are available.
Let us help you find what you need.

NAVIGATING THE JOB SEARCH: WHERE TO START? (2 Hours)

Are you laid off? Between jobs? Looking to switch careers? No matter what your current situation, if you are in a job searching mode, this course is for YOU! This workshop will provide you with the key things to take into account when searching for a job, put you in touch with a wealth of career resources, and present the fundamentals of resume development. You will also have the chance to have your resume reviewed and engage in open dialogue among your peers.

Oct 8, 2014 Wed 6 - 8 pm $30

TRANSITION WRITE! WRITING AS A TOOL FOR MANAGING LIFE TRANSITIONS (6 Hours)

Are you experiencing changes in your life? Has there been divorce, unemployment, marriage, a new job, birth or death of a loved one? These are just a few examples of the changes in our lives that can cause a wide range of emotions and feelings. How we respond to these changes can influence how we see ourselves in this world. Transition Write! offers quick, accessible and proven tools to help you navigate life transitions. Prior writing experience is not required. We will help you discover tools for managing your personal life transition. Student must bring a journal or writing notebook, along with a pen/pencil.

Nov 8 & 15, 2014 Sat 9 am - Noon $80

MOTORCYCLE OHIO - RIDER SAFETY COURSES

Kent State, in partnership with the Ohio Department of Public Safety, is pleased to offer Motorcycle Ohio safety training. Basic Rider courses are offered April through September at Kent State Trumbull and Kent State Salem.

Courses are 16 hours in length and include 4 hours of classroom (Thursday, 6 - 10 pm) and 12 hours of range time (Saturday and Sunday, 8 am until 2 pm). Class fee is $50.

Recommended for beginning and returning riders. By passing the Basic Rider Course, the state (Ohio Bureau of Motor Vehicles) will waive the skill test for your motorcycle endorsement on your driver’s license. You may also be eligible for discounts on your motorcycle insurance.

To register for the Motorcycle Ohio course or to see a complete schedule, please visit our website at www.motorcycle.ohio.gov.

For questions call 1-800-83-RIDER or 330-675-8809.
PROCESS MANAGEMENT FOR HEALTHCARE (12 Hours)

Talk to anyone in the healthcare industry and you will likely hear the same four-letter word: cost. Governments, insurance companies, and patients are all focused on bringing prices for medical services under control and to create efficiencies in delivering health care options. This issue highlights the importance of “leaning” processes within healthcare.

Improving “business” processes - which for healthcare providers includes clinical, heuristic, administrative/financial, research and teaching (CHART) activity - can help hospitals, physicians and administrators to work more efficiently, effectively and economically; to manage both the hospital facilities (environment of care), and the care and treatment of patients. Healthcare providers need to undergo business process and performance transformation by applying modern principles of management engineering and process efficiency (e.g. Lean Six Sigma) and then by modeling, assembling, deploying and monitoring process operation with advanced IT methods and tools.

The best healthcare providers today are expanding their knowledge base to drive innovation in value (not just cost) when managing processes and operational excellence. A total-cost analysis can influence process management in many ways, including:

- Budgeting and planning processes
- Asset lifecycle management processes
- Prioritizing capital acquisition proposals
- Vendor selection decisions
- Lease vs. buy decisions
- Developing effective measurements for customer satisfaction
- Delivering effective processes while making sure its clinically desirable

Oct 3, 17, & 31, 2014 Fri 8 am - Noon $525

FREE: ORIENTATION TO FITNESS TRAINING (1 Hour)

Get the most comprehensive information on one of the hottest jobs from the comfort of your home or office. Learn about this thriving career opportunity during this free online webinar. Meet one of our veteran instructors who will provide you a clear picture of what to expect in the course and what great rewards await you. You will be able to ask questions and participate in a live chat with our instructor. Please call 330-675-8809 to RSVP and receive details for the meeting link. Registration for this webinar is required.

Aug 14, 2014 Thu Noon FREE
Sep 4, 2014 Thu 4:00 pm FREE

CPR / AED CERTIFICATION (4 Hours)

This course is for everyone! Whether you work with children, are a first responder, or simply want to know how to help someone in an emergency, this program is for you. You will gain the confidence to respond in an emergency situation with skills that can save a life. Participants will receive Heartsaver CPR/AED certification from the American Heart Association.

Sep 27, 2014 Sat 8 am - Noon $45

PERSONAL FITNESS TRAINER CERTIFICATION
(32 Hours Training, 4 Hours Testing)

Come join this fun profession. Whether you want to make a career move or just for your own personal knowledge, get all the information you need to become a Certified Personal Trainer. This challenging course is taught over an 8-week period for better retention and skill competency. The National Exam is held on the 9th week. This course is formatted as a 62 hour program and is comprised of 16 hours of lecture, 16 hours of hands on practical training and a 30 hour internship that networks many graduates to the right job. The course prepares you for success with key topics that include biomechanics, exercise physiology, fitness testing, equipment usage and health assessment.

CPR/AED is needed to receive the certificate. Textbook is required and not included in the course fee. Call 888-330-9487 or visit www.witseducation.com to order your book today.

Oct 4 - Dec 6, 2014 Sat 9 am - 2 pm $699 (no class 11/29/14)

Kent State Trumbull Fitness Center
* Open to the Public *

The Fitness Center offers a variety of equipment to help you get fit and stay fit: treadmills, steppers, stationary bikes, arc trainers, elliptical machines, nautilus equipment, and free weights.

<table>
<thead>
<tr>
<th>Fees:</th>
<th>Individual Membership</th>
<th>Join with a Friend</th>
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<tbody>
<tr>
<td>1 Month:</td>
<td>$20</td>
<td>$35</td>
</tr>
<tr>
<td>3 Months:</td>
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<td>$85</td>
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<tr>
<td>Annual:</td>
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</table>

SPECIAL OFFER: Purchase a one year membership and get an additional month free. That’s just $11.50 per month or $8.65 per month if you join with a friend!
Kent State University at Trumbull is part of Kent State University's eight-campus system, which lets you take advantage of an internationally renowned university in your own backyard. Small class sizes, affordable tuition, flexible course scheduling, personalized tutoring and one-on-one advising are just a few reasons why over 3,000 students attend our campus.

Our campus offers over two dozen degree programs as well as the ability to begin your path on the road to higher education at our campus before moving on to complete one of the 280 degree programs Kent State University offers. The following degree programs are offered in their entirety at Kent State Trumbull:

### Associate Degrees available at Kent State University at Trumbull

- Accounting Technology
- Allied Health Management
- Associate of Arts/Associate of Science
- Associate of Technical Study (Individualized Degree Program)
- Business Management Technology
- Computer Technology (including web design, applications and networking)
- Electrical/Electronic Engineering Technology
- Environmental Health and Safety
- Industrial Trades Technology
- Information Technology for Administrative Professionals
- Justice Studies
- Legal Assisting Technology
- Mechanical Engineering Technology
- Systems (Industrial) Engineering Technology

### Bachelor's Degrees available at Kent State University at Trumbull

- Criminology and Justice Studies
- Business Management
- Integrative Studies
- English
- Nursing
- Psychology
- Communication Studies (Applied Communication)
- Technical and Applied Studies

### Certificate Programs

**What is a Certificate Program?** A certificate program is a collection of five to eight courses that offers focused instruction in an area that addresses topical or workplace needs. You may complete a certificate program whether or not you are enrolled in a degree granting major. Recognition of certificate completion is included on your academic transcript.

**Why Choose a Certificate Program?** To gain skills and get back into the workplace sooner. To develop an area of expertise that will give you an advantage in the workplace. To update or expand your professional skills. To correct a deficiency that may affect your job performance.

### Certificates available at Kent State University at Trumbull:

- Business Management Technology
- Information Security
- Computer Forensics
- Advanced Internet
- Information Security
- Computer Forensics
- Advanced Internet

**CONTACT US** to request an admission packet, talk with an advisor or plan a visit during walk-in hours.

Visit our website at [www.trumbull.kent.edu](http://www.trumbull.kent.edu) for a complete list of credit courses available this fall.

**Call:** 330-675-8860  
**E-Mail:** trumbullinfo@kent.edu

The admission process (which includes testing for Math, Reading and English placement) can take up to four weeks. Please apply early.
Kent State Trumbull is your local resource for Workforce Development and Continuing Education. Call today to see how we can meet your personal and organizational needs.

Noncredit courses and workshops are open to all interested adults unless specific age groups are indicated. Formal admission to the university is not required. Registration for all continuing studies courses and workshops is required.

Certificates of Completion are awarded to each participant who successfully attends a minimum of 70 percent of the scheduled course/workshop hours. (There is a $5 fee for reissuing a Certificate of Completion.)

Fees / Refunds: Course fees must be paid in full at time of registration. Full refunds will be given when withdrawal notification is provided one week prior to scheduled course start date. Participants who do not formally withdraw by this deadline will be charged full tuition. If Kent State cancels a course, participants will be notified and may be transferred to the next session or receive 100% refund.

Class sizes are limited - Register early to guarantee a seat!

While every effort will be made to provide the courses as listed, the University reserves the right to make changes to course schedules, fees, or cancel classes based on enrollment.

Six Easy Ways to Register

- Online: www.yourtrainingresource.com
- Phone: 330-675-8809
- Email: tgrant3@kent.edu
- Fax: 330-675-7650
- Mail: Kent State Trumbull Campus
  Workforce Development and Continuing Studies
  4314 Mahoning Avenue NW
  Warren, Ohio  44483
- In Person: Kent State Trumbull Campus
  Technology Building, Room 102
  4314 Mahoning Avenue NW
  Warren, Ohio  44483

Can't find a class you are looking for? Contact us! Additional classes are available. Let us help you find what you need.

Kent State Trumbull, Workforce Development & Continuing Studies—Registration Form

Full Name____________________________________  Email Address________________________________

Address______________________________________  City____________________ State ____ Zip________

Day Phone____________________ Evening Phone____________________  Cell Phone____________________

________________________________________________________________________________________________________

Course Name (and start date if multiple course listings) ____________________________________________________________
________________________________________________________________________________________________________
________________________________________________________________________________________________________

Course Fee $_______________________  $_______________________  $_______________________

Self Paid:

☐ Cash (Do not mail cash)  ☐ Check: Payable to KSU

☐ Credit Card:  ____Visa  ____MasterCard  ____Discover
  Sorry - Debit Cards NOT accepted.

Card #________________________________________
Expiration Date:______________________________

☐ Employer Paid:
  Company Name:________________________________

Purchase Order or letter of authorization required

Kent State Trumbull - Workforce Development Building
RESIDENTIAL CUSTOMER

Enhancing Employee and Organizational Performance

- Customized training for business and industry
- Consulting services for organizational development
- Continuing education/skills upgrade classes
- Professional licensure and certification
- Online training classes
- Assessment services
- Associate and Bachelor's degrees
- Convenient location and class schedules
- Highly experienced and credentialed instructors
- State-of-the-art equipment and technology
- Wide variety of training topics
- Meeting facilities
# Workforce Development & Continuing Studies Center

The Workforce Development and Continuing Studies Center at Kent State University at Trumbull is your local resource for lifelong learning, professional development, customized training, business consulting, assessment services, online training classes, professional certifications, research projects, and other special programs.

Each year we serve more than 3,000 individuals and over 50 organizations through high quality training and consulting led by “real-world experienced” trainers and credentialed professionals.

“The Workforce Development Department at Kent State Trumbull has consistently gone above and beyond the call of duty to help support our training needs. I cannot say enough about how quick they have been to respond to our needs. It’s nice to know such a strong resource is available right here in our own community.”

Rodney Keffer, Workforce Development Specialist, Vallourec Star

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**Excellence in Action!**

330-675-8809

www.trumbull.kent.edu
The Workforce Development and Continuing Studies Center at Kent State Trumbull can provide your organization with the information needed to make better hiring, placement and promotion decisions.

We Provide Proven Results:
- Reduced Employee Turnover
- Improved Productivity
- Decreased Recruitment Costs
- Increased Employee Morale
- Improved Employee Development

Job Profiling: Define the characteristics of a job and the skills and traits required to succeed. Are out-of-date job descriptions creating problems?

Performance Management: Form strategies for individual development, performance reviews, and employee succession. Is it time for some new approaches to performance management?

Assessment: Determine employability through pre-hire or pre-promotion testing or measure training outcomes. What is the cost of hiring or promoting the wrong candidate? Hundreds of assessments available from basic skills, leadership success, personality indicators to job specific skills.

Skill Gap Analysis: Identify skill deficiencies and ways to correct them through education and training. Would you like to target your training dollars more effectively?

Let Kent State University at Trumbull help your organization:
- Establish hiring and promotion processes with demonstrated validity.
- Identify and retain top talent resulting in positive business results.

We can provide assessment tools to evaluate, hire, train, and develop the right people for your organization.
- More than 1,000 assessments from nationally recognized test publishers.
- Assessments that measure knowledge, skills, and abilities.
- Objective, valid and reliable assessments that improve organizational performance.
- Pre-screening before hiring or promotion.
- Pre-testing knowledge before selection into training programs and post-testing to measure training program improvements and outcomes.
- Assessments over the internet - anytime, anywhere. Or we can administer testing at our facility or yours.
- Quick delivery of assessment results.

“Kent State Trumbull was fantastic! They helped us greatly improve how we find, interview, evaluate, and hire qualified employees. As a result, these new employees are more quickly trained and more productive sooner than with previous hires. This boosts our profitability and improves overall employee morale, making us an even better company!” Mark Peters, General Manager, Fireline TCON, Inc.
BUSINESS SERVICES

Customized Training

Our training specialists will work with you to design high quality training programs that meet your specific needs and help you reach your organizational goals.

Programs include, but are not limited to:

- Supervision / Management Training
- Computer Applications
- Conflict Management, Team Development
- Mechanical and Electrical Maintenance Skills
- Quality Topics - ISO/TS, Lean, Six Sigma
- OSHA Certification and Compliance
- Customer Service
- Employee Credentials and Certifications
- And much more!

Convenient, customized training is available at Kent State Trumbull, at a preferred location or at your company site. You select the location, the time and the date! Online learning options are also available for anytime, anywhere professional development.

Did you know you can bring any of the courses or topics listed in this catalog to your work site? Course content is customized to your needs.

Call today to discuss your employee development needs with our experienced and professional staff.

330-675-8809

Let Kent State Trumbull help you meet your strategic employee development objectives.

- Improve Employee Performance
- Increase Productivity
- Improve Employee Morale
- Enhance Employee Engagement
- Improve Communication
- Improve Succession Planning
- Decrease Waste / Increase Efficiency
- Increase and Verify Employee Skills
- Develop or Improve Internal Training
- Create a High-Performing Culture

What our customers are saying about the training services provided by Kent State University at Trumbull.

“My training needs range from one-on-one specialized topics to group training on varying levels of productivity application topics. Kent Trumbull has always met my expectations through training sessions that are customized in a way that you walk away from each session with real-world experiences that can be applied to your job. I have always sought Kent Trumbull first for my training needs.” Willie Venters, Jr., IT Manager, Trumbull County Board of Developmental Disabilities

“We have developed a great work relationship with Kent State Trumbull. Their experience has helped us improve our maintenance training, increasing employee skills and productivity” David Giancola, Operations Manager, Vallourec

“Control Transformer has relied on Kent State Trumbull to assist in a variety of training opportunities. The results have had a positive impact on the company’s ability to compete in an ever challenging economy.” William J. Martin, President, Control Transformer, Inc.

Excellence in Action - Enhancing Employee and Organizational Performance
BUSINESS SERVICES

Consultative Services

The Workforce Development and Continuing Studies Center at Kent State Trumbull provides local business and industry with a wide variety of consulting services to meet your organizational goals. We offer highly experienced facilitators and consultants to meet your specific needs.

Services include, but are not limited to:

- Strategic Planning
- Lean/Six Sigma Implementation
- ISO/TS Preparation and / or Auditing
- Process Improvements, Work Simplification
- OSHA / Safety Audits
- Organizational Development Planning
- Grant Writing
- Employee Assessments
- Job Skills Analysis
- Job Description Development
- Individualized Coaching
- Meeting Facilitation
- Research Services
- Customer / Employee Surveys & Analysis

Let Kent State Trumbull assist you in meeting your strategic business objectives:

- Increase Profit
- Minimize Waste
- Improve Product Quality
- Increase Efficiency
- Improve Processes and Procedures
- Reduce Cycle Time
- Increase Sales, Gain New Customers

We also offer all-inclusive packages to make your meeting and event planning effortless. Conference and meeting rooms, computer technology services, free parking, and catering services are all available. Call for details. 330-675-8809

The Workforce Development and Continuing Studies Center is a vital link between Kent State University and our local organizations. We offer the resources of a major University coupled with local expertise in employee and organizational development. For more than 50 years, Kent State Trumbull has been providing training, professional development and consulting services to organizations in the Mahoning Valley.

Call today and join these satisfied customers - achieving results with Kent State business services.

The Workforce Development & Continuing Studies Department at Kent State Trumbull has been an invaluable resource to our business. I credit a large percentage of our new business in the past year to their team for providing us with the right training at the right time”. Jeff Liber, CEO, Village Quality Solutions

“The ISO 9001:2008 and Supervisory training programs that you have developed for M-7 Technologies have been a tremendous benefit to our organization. I want to express our appreciation for Kent State’s help in developing our workforce for 21st century commercial activity”. Michael S. Garvey, President, M-7 Technologies
COMPUTER TRAINING

HOW TO BUY THE RIGHT COMPUTER (3 Hours)

Are you thinking about buying a computer, but feeling overwhelmed by everything available? Or, do you get lost in all the computer jargon? Then, let us help you by exploring the various types of desktop, laptop & notebook computers and teaching you everything you need to know to make an informed purchase. This course will help ease your computer woes and provide you with a basic understanding of computers, including parts, processes, and purposes. Discover how to compare systems, assess your needs, and find the best deal.

Sep 20, 2014 Sat 9 am - Noon $45

WINDOWS 7 & THE INTERNET (7 Hours)

Do you need some help understanding Windows 7 or would you like assistance with your email or navigating the internet? Then come and join us for an exploration of Windows 7 & the Internet. We will do a quick review of some basic terminology and how to navigate within Windows 7. We will also explore various Windows 7 software packages and functions, and show you how to keep your computer clean and efficient. Finally, you will be introduced to electronic mail and navigating the internet using search engines to research subjects that interest you - hobbies, medical information, investments and more.

Sep 27 & Oct 4, 2014 Sat 8:30 am - Noon $95

COMPUTER SAFETY & PROTECTION (3 Hours)

Have you been spammed? Hacked? Cyber violated? Computer users are constantly being infected by viruses and other nuisances that compromise personal and professional security and cause serious & costly damage to your computer. This course will help you understand the security issues computers present, expose you to various ways to secure your data, and introduce you to internet firewalls. You will learn how to prevent your computer from malicious software (malware), how to detect malware, and how to remove them from your computer. We will also discuss current computer security software programs and show you how to maintain your computer for optimum performance.

Nov 8, 2014 Sat 9 am - Noon $45

INTRODUCTION TO WORD 2010 (7 Hours)

Do you write letters? Create memos? Or perhaps you need to build a resume, create a flyer, or write a report? Microsoft Word 2010 can help you do all that and more! This introductory class will teach you how to create letters, checklists, flyers, and more. We will cover the most popular features of this program, including: document creation, editing, formatting, printing, saving, lists, headers and footers and so much more. In this hands-on course you will create great looking professional letters and experiment with clip art and graphics to personalize your documents. (Basic computer skills recommended).

Oct 11 & 18, 2014 Sat 8:30 am - Noon $95

WORD 2010: MAIL MERGE (2 Hours)

Have you spent countless hours typing mailing labels or personalizing letters? Let Mail Merge help you save time! Mail Merge is a function in Microsoft Word that is used to send the same letter to a large number of recipients. Learn how to create a recipient list, create merge fields, preview your merged data, print or email your merged documents, as well as how to set options to print mailing labels.

Nov 5, 2014 Wed 6 - 8 pm $30

WORD 2010: TABLES AND GRAPHICS (2 Hours)

Tables and graphics can enhance any word document. Learn how to edit existing tables, sort tabbed data, split and merge cells, and how to convert tabbed data into text form. You'll also learn how to apply borders, create watermarks, and insert symbols, clip art, and graphics.

Nov 12, 2014 Wed 6 - 8 pm $30

MICROSOFT OFFICE 2010 & 2013: WHAT'S THE DIFFERENCE? (2 Hours)

Have you recently updated to Microsoft 2013 (or plan to soon) and find yourself a bit lost? This introductory course will cover the highlights of converting from Microsoft Office 2010 to 2013. We will cover the main functions and differences between the two versions.

Nov 8, 2014 Sat 9 - 11 am $30

ONE-ON-ONE COMPUTER TRAINING

If you are new to computers and need to learn the basics, are returning to the workforce and need a review, or you want to use technology to enhance your skills, our one-on-one computer training is for you. Whether it is learning or enhancing your Microsoft Office skills, learning payroll in QuickBooks, or any other computer skill, we have experts that will provide training at your location or ours. Call for details on scheduling your own personal training time with one of our instructors.

330-675-8809
INTRODUCTION TO EXCEL 2010 (7 Hours)

Do you keep track of your personal finances on the computer? Or maybe you are responsible for tracking accounting, sales or other data for your business? Or perhaps you want to increase the accuracy of your mailing lists? No matter what you do, Microsoft Excel 2010 can help you save time and effort with financial, professional, and personal calculations and data analysis. In this course, you will learn how to create & edit workbooks, perform calculations using formulas & functions, and analyze data. You will also learn additional features such as creating charts and templates.

Oct 25 & Nov 1, 2014  Sat  8:30 am - Noon  $95

INTRODUCTION TO PUBLISHER 2010 (4 Hours)

Have you needed to print a banner? Or create a flyer? Publish a newsletter? This course will introduce the basics of Microsoft Publisher 2010 and help you learn to design dynamic documents for marketing a business or communicating with family and friends. You will learn the fundamentals of creating publications (flyers, banners, newsletters, greeting cards, certificates, business cards, etc.), gain experience working with text and text boxes, learn how to create shapes, insert images & pictures, and be able to create, insert, and edit tables within a document.

Oct 28 & Nov 4, 2014  Tue  6 - 8 pm  $60

INTRODUCTION TO POWER POINT 2010 (7 Hours)

Microsoft PowerPoint is used to create effective presentations for both business and personal use. Whether you are leading a meeting, making a sales presentation, or setting up a slide presentation for a special event (great for graduations, anniversaries and reunions), PowerPoint can help. Learn how to apply templates, choose slide layouts, and add clipart and charts to your design. In the second session we will take your presentations “up a notch” using advanced features of PowerPoint. Learn to work from an outline or slide sorter view, add your own pictures, animations and charts to “wow” your audience.

Nov 15 & 22, 2014  Sat  8:30 am - Noon  $95

MICROSOFT OUTLOOK 2010 (or 2013) (24 Hours)

Are you overwhelmed by emails, meetings, and to-do lists? Harness the power of Microsoft Outlook 2010, and you'll instantly enhance your efficiency and productivity. This course will show you how to manage emails, create folders, track your contacts, utilize the Calendar function to manage your schedule, and alert you to pending meetings or assignment deadlines. You'll also learn how to customize Outlook so it perfectly meets your needs, and many other tricks for getting the most out of Outlook’s versatile tools.

To accommodate your busy schedule, this 6-week course is completed online, at your convenience. Classes begins monthly. Call today to register.  330-675-8809  $99

ONLINE COMPUTER TRAINING

Update your skills with these instructor-led online courses. Courses begin every month and run for six weeks. For a complete list of available courses, detailed course descriptions, demonstrations and additional information visit:

http://ed2go.com/ksutc

Classes start:
Aug 20, Sep 17, Oct 15, Nov 12, Dec 10

Computer Applications
Computer Skills for the Workplace
Introduction to Windows
Microsoft Word
Microsoft Excel
Microsoft Access
Microsoft PowerPoint
Microsoft Project
Microsoft Publisher
Intro to Crystal Reports
QuickBooks

Computer Programming & Troubleshooting
Introduction to PHP and MySQL
Introduction to CSS and XHTML
Introduction to PC Troubleshooting
Mac, IPhone & IPad Programming
Introduction to PC Security
Visual Basic
Wireless Networking
CompTIA A+ Certification Prep *$105
CompTIA Security+ Certification Prep *$105
CompTIA Network+ Certification Prep *$105

Additional courses available.

CREATE YOUR OWN WEBPAGE (3 Hours)

Have you thought about creating your own web page – but not sure where to start? Whether you want to create your own personal page or create a page for your organization or business, this introductory course will help you understand the fundamentals of building a webpage. You will use Microsoft Expression Web software to learn how to build and maintain your webpage. Bring pictures and/or documents if you'd like to personalize your page. You will also learn how to access this free web design software on your own computer.

Nov 22, 2014  Sat  9 am - Noon  $45
JOURNEY TO MANAGEMENT: MAKING THE TRANSITION FROM PEER TO SUPERVISOR (4 Hours)

Successfully moving to a supervisor position is based on taking the right steps from the very beginning. What do you do first, second, third? How do you establish yourself as the leader? What expectations should you set? What does your boss REALLY expect of you? These are just some of the questions you might have stepping into this new role. Bring your own issues and learn how to set yourself up for success, not failure. This program will cover the most essential steps of setting expectations, giving feedback, delegating tasks, and moving from bud to boss.

Sep 26, 2014 Fri 8:30 am - 12:30 pm $170

TIME MANAGEMENT: PRIORITIZING & PLANNING (3 Hrs)

Are you a professional who juggles multiple projects, tasks, & interruptions? Bring your own to-do list and you'll leave this workshop with an action plan to help manage your workday. Learn to shrink your to-do list, manage interruptions, and control large & small projects. Through the use of the forced choice/paired comparison method you'll learn how to prioritize the order of your work. Now is the “time” to take action and gain control of your to-do list. Spend a few hours with our expert instructor and learn how to work more efficiently, with less stress!

Oct 7, 2014 Tue 6 - 8 pm $30

DEVELOPING YOUR EMOTIONAL INTELLIGENCE: THE MISSING LINK IN HUMAN UNDERSTANDING (2 Hours)

We all have an IQ number that we can’t change no matter how many classes we take. But did you also know that we all have an EQ or EI? Emotional Intelligence (EI) is an area of study which simply put is a different type of intelligence – emotional intelligence. More and more companies are evaluating employees’ or job candidates’ emotional intelligence as a determiner of position or employment. The good news is that emotional intelligence can be improved! Learn the very basics of EI, how it can begin to help your social and self awareness, and begin to better manage your emotions and relationships - both personal and professional.

Oct 7, 2014 Tue 6 - 8 pm $30

COMMITTEE PITFALLS TO AVOID (2 Hours)

Are you involved in a committee as a leader or member? Does your committee suffer from common traps like getting “off track” or letting personal interests influence group decisions? Has your committee ever experienced conflict? Or perhaps you’ve seen committee members make decisions outside of the meeting? If these issues sound familiar, then this engaging and interactive class is for you! Committees work best when they are free from common pitfalls that reduce effectiveness. Productivity and performance of committees can be improved when solutions to these problems are implemented. Whether you’re involved in a business or volunteer committee, this course will help you avoid common committee pitfalls and implement solutions to boost your committee’s effectiveness!

Oct 14, 2014 Tue 6 - 8 pm $30

LISTEN & BE HEARD! TIPS FOR EFFECTIVE COMMUNICATION (2 Hours)

It seems very easy - our ability to verbalize our thoughts - but how often have you been misunderstood by others? Or left a conversation and said to yourself, “now...what did they just say?” In today’s busy society, our ability to effectively communicate with others is vital to our success. This workshop will highlight the difference between one-way and two-way communication, identify barriers to communication and help you manage those barriers. We will also discuss simple strategies for effective listening.

Nov 5, 2014 Wed 6 - 8 pm $30

HUMAN RESOURCE MANAGEMENT (60 Hrs)

This course is a study of contemporary issues of human resources. It covers planning, job design, selection, appraisal, compensation, training, life quality, safety and health, diversity, and unions.

Aug 25 - Dec 7, 2014 Mon/Wed 7:00 - 8:15 pm $525
SUPERVISORY & LEADERSHIP CERTIFICATE (32 Hours)

Your employees are your most valuable resources. Ensuring the efficiency of your team is the key to your success and is your most important responsibility. Get practical, easy to understand, and insightful methods for new and even experienced supervisors and managers.

This online course will teach you about effective delegation, performance management, and writing performance reviews. Discuss the specifics of the supervisor’s role and responsibilities, and strategies for improving your overall effectiveness as a leader. Take home practical information along with tips and techniques that can be applied at your job immediately.

Online course begins:  

Online course begins: Sep 2, 2014 $395

SOCIAL MEDIA FOR BUSINESS CERTIFICATE (48 Hours)

Get in on this exciting and growing way to communicate, market and serve your customers and clients. For businesses, nonprofits, government, and other organizations. From Facebook to Twitter, blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks and how these specific social networks work and the possible uses for your organization.

Learn how social networks are used to develop a two-way communication and marketing strategy for your organization. Then find out what you can be doing, what you should be doing, and take back a plan to integrate social networks into your communication and marketing. Whether you are new to social networks or already involved, you will come away with both an understanding of social networks and practical, how-to techniques to integrate social networks into your organization or business.

This online certificate program includes three 4-week courses: Introduction to Social Media, Marketing Using Social Media, and Integrating Social Media into your Organization. Take one or more individual courses ($195 each) or save money and earn your Certificate.

Online course begins:  

Online course begins: Sep 2, 2014 $495

MANAGING GENERATIONS IN THE WORKFORCE (16 Hours)

This 4-week online course will help you more effectively manage workers of different generations. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. Generations X and Y are significantly different than the Boomer generation. Each generation has different expectations and styles of work. Explore the characteristics of different generations and identify practical, how-to tips and techniques for managing generations in the workplace.

Online course begins:  

Online course begins: Nov 3, 2014 $175

PROJECT MANAGEMENT FUNDAMENTALS (24 Hours)

In this course, an experienced Project Management Professional will help you master the essentials of project management. You'll become an indispensable member of your project team by discovering and mastering the critical concepts you need to plan, implement, control and close any type of project. You'll learn about project politics and ethics, project measurements, and project closure. You'll be able to develop all sections of a project plan and you'll develop a variety of powerful techniques to generate project ideas.

If you're new to project management, this course will provide you with the essential information you'll need to prepare for and complete your first project. If you're an experienced project manager, this course will make you more valuable to your employer by increasing your skills and competencies.

This instructor-led online courses begins monthly and is completed over 6 weeks. $99

RISK MANAGEMENT: PLANNING FOR UNCERTAINTY (8 Hours)

Risk management involves understanding how to apply actions and interactions to mitigate risk in your business environment. The failure to implement and monitor a formal risk management program can lead to devastating consequences. Lack of preparation of corporate risk management plans regarding business factors such as finance, the environment, natural catastrophes, the human factor, and more, will inevitably damage brand image and reputation of any company.

Learn how to identify the criticalities in your business and map critical paths to identify risks. This course focuses on the essentials of developing a risk mitigation plan based on identification, review, control, mitigation, and monitoring. The measures associated with the plan are equally critical and include, among others to be discussed in the course: designing a new business process with built in risk control, periodically re-assessing acceptable risks, transferring risk to a third party, and re-evaluating a high risk business unit. The results of these measures define a risk treatment plan, which will be an outcome of this course.

An overarching component of risk management involves contract management, whether for products, services or labor. This course will highlight the contract cycle from strategy to negotiation to administration, and its impact on corporate risk.

Nov 6 & 7, 2014 Thu/Fri 8am - Noon $350
**SUPPLY CHAIN / LOGISTICS**

APICS is the leading professional association for supply chain and operations management, including production, inventory, materials management, purchasing, and logistics. They are the premier provider of research, education and certification programs that elevate end-to-end supply chain excellence, innovation and resilience.

**APICS PROFESSIONAL DEVELOPMENT MEETINGS**
The Youngstown chapter of APICS meets on the first Monday of every month at Kent State Trumbull, Workforce Development Building (Room 211). Sign-in and networking start at 6:30 pm with the one-hour Professional Development Meeting starting at 7 pm. Presentations cover a broad range of topics related to supply chain and operations management. Professional Development Meetings are open to anyone interested in or working in supply chain and operations management. You do not have to be a member of APICS to attend. Please visit our website for more information on topics, speakers and other events:  www.apicsyoungstown.org.

Mark your calendars and plan to attend one of our upcoming professional development meetings at Kent State Trumbull.

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**APICS CERTIFIED SUPPLY CHAIN PROFESSIONAL (CSCP) (40 Hours)**

Taught by APICS certified instructors, this course will prepare you for the CSCP exam. The CSCP designation is the most widely recognized educational program for operations and supply chain management professionals around the globe.

An APICS CSCP designation will help you:
- Master the necessary tools to effectively manage global supply chain activities, including suppliers, plans, distributors, and customers around the globe
- Acquire the skills you need to address your supply chain challenges and opportunities within your company
- Understand how to use enterprise resources planning (ERP) systems and other technologies to improve the entire supply chain process, maximizing your organization's ERP investments by millions of dollars
- Increase your professional value and secure your future

This course will include discussion on Supply Chain Management Fundamentals; Supply Chain Strategy, Design and Compliance; and Implementation and Operations. Course fee does not include cost of CSCP exam. For additional information on CSCP certification, go to: www.apics.org.

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**APICS PRINCIPLES OF OPERATIONS MANAGEMENT**

**PRINCIPLES OF INVENTORY MANAGEMENT (30 Hours)**

APICS Principles of Inventory Management course will impart an operational knowledge and understanding of inventory management principles and techniques, roles and responsibilities, and the impact that inventory can have on a business.

Topics covered in this course include:
- inventory management fundamentals
- ordering techniques
- replenishment policies
- purchasing management
- just-in-time and lean methodologies
- inventory performance measurement

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**PRINCIPLES OF OPERATIONS PLANNING (30 Hours)**

The APICS Principles of Operations Planning course impacts the role of operations systems in planning, and the impact that inventory can have on a business.

Topics in this course include:
- business plan fundamentals
- forecasting
- demand management
- sales and operations planning
- master scheduling
- the role of operations systems in planning

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**PRINCIPLES OF OPERATIONS PLANNING (30 Hours)**

The APICS Principles of Operations Planning course aims to provide fundamental knowledge and understanding of the core concepts necessary to effectively manage activities related to planning, scheduling, and controlling manufacturing processes.

Topics covered in this course include:
- manufacturing management fundamentals
- manufacturing product structures
- material requirements planning (MRP)
- capacity planning and management
- productivity activity control
- advanced scheduling
- lean production management

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**APICS PARTICIPANT WORKBOOKS** included in each Principles course noted above. Coming this spring: Principles of Distribution and Logistics & Principles of Managing Operations.
LOGISTICS / MANUFACTURING

Manufacturing Skills Standards Council

The Manufacturing Skills Standards Council (MSSC) is an industry-led training, assessment and certification system focused on the core skills and knowledge needed by the nation’s production workers. The national MSSC system offers both entry-level and incumbent workers the opportunity to demonstrate that they have mastered the skills needed in the high-growth, technology-intensive jobs of the 21st century. Kent State University at Trumbull is a certified MSSC Test and Training Center. MSSC credentials are endorsed by the National Association of Manufacturers.

CERTIFIED PRODUCTION TECHNICIAN (CPT)

Gain the skills employers want and earn a national credential to verify your skills. This program is applicable to all manufacturing sectors and all production occupations. The Certified Production Technician includes training and assessment in the following areas:

- Manufacturing Processes and Production
- Safety
- Quality Practices and Measurement
- Maintenance Awareness

You can test in one or more of these categories or test in all four to earn your CPT. Online training courses are available in each category. Now is the time to advance your knowledge and gain the skills manufacturing employers are seeking. Improve your career advancement and job security opportunities by adding this certification to your resume.

Online Course Fees: $125 per training course / topic

CERTIFIED LOGISTICS TECHNICIAN (CLT)

The MSSC system leading to a Certified Logistics Technician covers the core skills required for higher skilled, frontline material handling workers across all supply chain facilities: factories, warehouses, distribution centers and transporters. Two levels of certification are available: Entry-level Certified Logistics Associate (CLA) and mid-level Certified Logistics Technician (CLT). CLA is a prerequisite for CLT.

Topics included in these programs include: Global supply chain logistics, material handling, safety, quality control, product receiving and storing, order processing packaging and shipment, inventory control, dispatch and transportation, and more. Gain the skills and certification you need to advance your career in the growing field of logistics.

Online Course Fees: $195 per online course (CLA or CLT)

INDUSTRIAL MAINTENANCE TECHNICIAN

Do you need to increase your knowledge of electrical or mechanical maintenance? Kent State Trumbull can help. We offer hundreds of online, self-paced courses to meet your needs. Most courses start at just $15 each.

Programs for both Maintenance Technician Mechanical (MTE) and Maintenance Technician Electrical (MTE) are available.

Attention Employers: We can help you design and deliver a customized maintenance training program to meet your specific organizational needs. We also offer pre-training assessments to determine the strengths and weaknesses of your current maintenance workforce and help you maximize the effectiveness and impact of your training investment.

Topics Include: (Hundreds to choose from!)

Drive Components Troubleshooting Skills
OSHA/Safety Lubrication Systems
Control Valves Hydraulics
Industrial Electricity (AC/DC) Circuit Analysis
Electronics Instrumentation
Motors and Controls PLCs
Predictive Maintenance Print Reading
Process Control Power Transmission
Rigging Pipefitting
Process Measurement Forklifts / Cranes
Preventive Maintenance And Many More

What some of our students have said about our maintenance training program:

"I work in the industrial maintenance field, however, since I have been taking these classes I have come to realize that there is a lot I have left to learn. I have gained a lot of knowledge and look forward to learning more”.

“Completing the maintenance technician program at Kent State Trumbull resulted in a great paying job that I love. Even though I had previous training and experience, this program really made a difference. Thank You!”

NOTICE TO MANUFACTURERS:

Grant Funds may be available to offset course and exam fees for ASQ, MSSC and APICS certifications.

Contact Lisa at 330-675-8830 for details.
ASQ (American Society for Quality) Certification

Certification from ASQ is considered a mark of quality excellence in many industries. Certification is an investment in your career and in the future of your employer. We are pleased to offer certification prep classes to help you prepare for and achieve ASQ certification. Please refer to www.asq.org or call 330-675-8809 for details on eligibility and certification requirements, as well as complete descriptions of each certificate Body of Knowledge (course and test content).

CQPA: CERTIFIED QUALITY PROCESS ANALYST (24 Hours)

The Certified Quality Process Analyst is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects. A Certified Quality Process Analyst may be a recent graduate or someone with work experience who wants to demonstrate his or her knowledge of quality tools and processes. (Textbook included). Requirements for certification: 2 years experience or an associates degree. Deadline to apply for certification testing: 10/17/14. Exam Date: 12/6/14. (No class on Nov 11)

CQA: CERTIFIED QUALITY AUDITOR (24 Hours)

The Certified Quality Auditor is an experienced professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating and reporting to determine a quality system’s adequacy and deficiencies. The Certified Quality Auditor analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems. (Textbook included). Requirements for certification: 8 years experience with 3 years in a leadership role (experience requirements waived with college degree). Deadline to apply for certification testing: 10/17/14. Exam Date: 12/6/14.

CQI: CERTIFIED QUALITY INSPECTOR (24 Hours)

The Certified Quality Inspector is an inspector who, in support of and under the direction of quality engineers, supervisors, or technicians, can use the proven techniques included in the body of knowledge. Under professional direction, the Quality Inspector evaluates hardware documentation, performs laboratory procedures, inspects products, measures process performance, records data and prepares formal reports. (Textbook included). Requirements for certification: 2 years experience in related field. Application deadline for Certification exam: 1/16/15. Examination date: 3/7/15.

CQE: CERTIFIED QUALITY ENGINEER (24 Hours)

The Certified Quality Engineer is a professional who understands the principles of product and service quality evaluation and control. This body of knowledge and applied technologies include, but are not limited to: development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, an understanding of human factors and motivation, facility with quality cost concepts and techniques, and the knowledge and ability to develop and administer management information systems and to audit quality systems for deficiency identification and correction. (Textbook included). Requirements for certification: 8 years experience with 3 years in a leadership role (experience requirements waived with college degree). Application deadline for Certification exam: 4/17/15. Examination date: 6/6/15. (No class on April 4, 2015)

CQT: CERTIFIED QUALITY TECHNICIAN (24 Hours)

The Certified Quality Technician is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems, prepares inspection plans and instructions, selects sampling plan applications, prepares procedures, trains inspectors, performs audits, analyzes quality costs and other quality data, and applies fundamental statistical methods for process control. (Textbook included). Requirements for certification: 4 years higher education or related work experience. Deadline to apply for certification testing: 1/16/15. Exam Date: 3/7/15.

NOTICE TO MANUFACTURERS:

Grant Funds may be available to offset a portion of course and exam fees for ASQ certifications. Contact Lisa Goetsch at 330-675-8830 for details.
CONTINUOUS IMPROVEMENT

QUALITY SYSTEM CONSULTING AND AUDITING

Kent State Trumbull Workforce Development offers a variety of services to assist organizations who are seeking to improve their operation, earn ISO/TS registrations, or implement Lean Six Sigma processes. Whether you are just beginning or are ready to advance to the next level of efficiency, we can help.

With dozens of highly experienced consultants and facilitators, we can provide the services you need to meet your organizational goals. We have assisted numerous businesses in the region and helped them achieve significant savings, increased business, and improved profitability through process improvements. Some of the services available include:

- Training and Preparation for ISO/TS registration
- Lean / Six Sigma Implementation
- Auditing of your Quality Management System
- Employee Training and Credentials including ASQ Certifications and Lean Six Sigma Green and Black Belts
- Internal Auditing and related training
- Lean assessment workshops and organizational audits to identify opportunities for improvement
- Wide variety of training programs designed to meet your specific organizational needs.

We have helped numerous local businesses earn ISO registration, implement lean / six sigma practices, improve product or service quality, and/or increase efficiency. Our customer list includes: Pennex Aluminum, M7 Technologies, TATA Steel, Northern States Metal, Control Transformer, Commercial Metal Forming, Venture Plastics, and more.

We can help you too! Call today to discuss your continuous improvement goals. Business references, staff credentials, and details are available upon request. 330-675-8809

ROOT CAUSE ANALYSIS (16 Hours)

This interactive course will prepare participants to be more successful problem solvers by understanding methods to discover and address the root cause of a problem. Topics to be addressed include basic and advanced tools - such as 5 why’s, occur and escape path, cause and effect analysis, and data collection and analysis tools. The course will also cover basic and advanced ideas for corrective and preventive actions - including poke-yoke, FMEA, control plans, and fixing the system.

Who should attend? Facilitators of problem solving teams, along with engineers, supervisors and technical personnel who are involved in finding and correcting the causes of problems and for preventing the return of those causes. Come to class with real examples of problems for discussion and application of the tools.

Instructor: Tom Fazekas, President of Quality Methods Specialists, Inc. Tom is a Lean Six Sigma Master Black Belt and holds a B.S. in Mechanical Engineering. He has extensive experience in engineering and quality management. His specialties include management system design, team based problem solving, and lean six sigma training and deployment.

Oct 9 & 16, 2014 Thu 8 am - 4:30 pm $375

KEY PERFORMANCE INDICATORS (8 Hours)

How do we know if we are achieving the goals and objectives we have set for our company? How do we know if we are competitive? How do we recognize the need for change in both our tactical and strategic direction? The answer lies in measuring progress and the most critical component of measurement is the focused administration and analysis of Key Performance Indicators (KPI’s).

KPI’s, both financial and non-financial, need to fit the unique requirements of a company and its industry. They must be focused on cost, time and quality - independently and as they interact and are aligned with the company's overall business plan. Strategic commitment metrics, such as revenue growth, lead to operational commitment metrics, such as cost reduction, which in turn lead to organizational metrics, such as customer satisfaction. The blend of these three metrics is essential to a successful KPI process.

This course is an experience in selectivity. The number of KPIs and which ones are most appropriate for your company will be discovered. We will discuss leading practices in developing KPI’s, testing them for reliability, and benchmarking the results both internally and externally. Remember, If you measure it, you can improve it!

Instructor: Ron Emery - author, educator, entrepreneur and businessman. Ron has broad experience in consulting as well as corporate executive leadership. His specialties include process and supply chain optimization and process technologies for business improvement.

Oct 23 & 24, 2014 Thu / Fri 8 am - Noon $350
PUBLIC SAFETY TRAINING & POLICE ACADEMY

Kent State University is authorized by the State of Ohio, Office of the Attorney General, to conduct Basic Peace Officer Training. In addition to the academy we offer continuing education refresher courses and certification classes for current Police Officers, Probation Officers, Parole Officers and Bailiffs. Our evening class schedule allows cadets to work full time jobs while attending the academy.

For further information, please call our Trumbull office at 330-675-7666 or our Kent office at 330-672-0325. You can also visit our website at: www.kent.edu/policeacademy

This program provides the training required to become a Police Officer in the State of Ohio. Upon successful completion of all facets of training, cadets sit for the state administered certification exam. A minimum score of 70% must be achieved to be eligible to be employed as a Police Officer throughout the State of Ohio.

Provided below is a brief description of training topics for the Police Academy.

**Administration:** Role of the American Peace Officer, Philosophy and Principles of the American Criminal Justice System, Community Policing, Ethics and Professionalism, Report Writing.


**Firearms:** Safe Handling Techniques and Usage of Handguns and Shotguns. Cadets must achieve measured skill levels.

**Driving:** Principles of Defensive Driving, Pursuit Driving, Emergency and Non-Emergency Driving, Practical Exercises.

**First Aid:** Standard multimedia First Aid, CPR, AED, as required for a First Responder.

**Patrol, Traffic Enforcement & Crash Investigation:** Techniques of Vehicle and Foot Patrol, Building Searches, Vehicle Stops & Approaches, Vehicle Theft & Identification, Gang Awareness, Prisoner Booking & Handling, Motor Vehicle Offenses, Speed Enforcement (Radar/Lidar), Crash Investigation, Standardized Field Sobriety Testing (SFST).

**Investigation:** Forensic Crime Scene Search, Evidence Collection, Crime Scene Sketching & Detailed Drawing, Police Photography, Tracing Stolen Property, Controlled Substance & Drug Awareness, Confidential Informants, Surveillance Techniques, Search Warrants, Interviews & Interrogation Techniques, Meth & Clandestine Labs - Officer Safety & Awareness.


**Subject Control, Physical Conditioning:** Defensive Tactics and Physical Conditioning are parallel fitness programs. Cadet must achieve measured skill levels in both.

Course Fee: $3,620

*Please stop by and visit us - we are located in room 144 of the Workforce Development Building, Trumbull Campus.*
Update your skills, discover a new talent or chart a career path at your own pace and at your convenience with our instructor-led online courses. Courses begin once a month, run for six weeks and consist of 12 lessons. The lessons are supplemented by interactive quizzes, assignments, tutorials and online discussion areas. Read your lessons and ask questions of your instructor at times that are most convenient to you. All you need to get started is Internet access, an e-mail address and a Web browser.

Classes begin: Aug 20, Sep 17, Oct 15, Nov 12, Dec 10

$99 PER COURSE

For a complete list of available courses, detailed course descriptions, requirements, demonstrations and additional information visit: http://ed2go.com/ksutc

BUSINESS & PROFESSIONAL SKILLS
Accounting Fundamentals
Administrative Assistant Fundamentals
Building Teams that Work
Business and Marketing Writing
Distribution and Logistics Management
Effective Selling
Employment Law Fundamentals
Fundamentals of Supervision/Management
Fundamentals of Technical Writing
Get Assertive
Individual Excellence
Interpersonal Communication
Introduction to Business Analysis
Introduction to Crystal Reports 10
Introduction to Quickbooks
Managing Customer Service
Marketing Your Business on the Internet
Manufacturing Fundamentals
PMP Certification Prep
Professional Sales Skills
Project Management—Applications & Fundamentals
Purchasing Fundamentals
Six Sigma: Total Quality Applications
Supply Chain Management Fundamentals

COMPUTER APPLICATIONS & PROGRAMMING
See Page 7 for course listing

STARTING A BUSINESS
Creating a Successful Business Plan
Starting Your Own Small Business
Start / Operate Your Own Home-Based Business
Starting a Consulting Practice

JOB SEARCH
12 Steps to a Successful Job Search
Jump Start your Career with LinkedIn
Resume Writing Workshop

GRANT WRITING / NON-PROFIT MANAGEMENT
A to Z Grantwriting
Advanced Proposal Writing
Nonprofit Fundraising Essentials
Writing Effective Grant Proposals

ONLINE CAREER TRAINING PROGRAMS
We offer a wide variety of online, self-paced programs to help you prepare for a new career. Options include healthcare, administrative, accounting, information technology, logistics, purchasing, business management, and much more. Programs can generally be completed in less than 6 months. Students love the quality as well as the convenience of anytime, anywhere learning!

For a complete list of courses, detailed course descriptions, outlines and demos please visit:
www.gatlineducation.com/ksutc
PREPARING FOR THE ACT (8 Hours)

This class is designed to assist students in achieving better scores on the American College Test (ACT) and to expose students to efficient test-taking techniques. You will review specific types of questions often found on the ACT. Practice tests will help you discover "weak spots" and learn what to do about them. It is recommended that you attend the session closest to your scheduled ACT exam. Bring your calculator to class. Classes meet on Tuesdays and Thursdays.

ACT test dates: 10/25/14, 12/13/14, 2/1/15, 4/18/15, and 6/13/15

Session 1: Oct 7 - 16, 2014 T/TH 4 - 6 pm $85
Session 2: Nov 18 - Dec 4, 2014 T/TH 4 - 6 pm $85
Session 3: Jan 20 - 29, 2015 T/TH 4 - 6 pm $85
Session 4: Mar 31 - Apr 9, 2015 T/TH 4 - 6 pm $85
Session 5: May 26 - Jun 4, 2015 T/TH 4 - 6 pm $85

ONLINE CLASSES FOR TEST PREPARATION

Learn at your own pace and at your convenience with our Instructor-led online courses. Courses begin every month, run for six weeks and consist of 12 lessons.

Test Prep Courses include:
- GED Preparation
- SAT/ACT Preparation Part 1 (Math)
- SAT/ACT Preparation Part II (Reading, Writing, English, Science)
- GRE Prep I (Verbal and Analytical)
- GRE Prep II (Quantitative)
- LSAT and GMAT Preparation
- Praxis Preparation

$99 PER COURSE

For a complete list of available courses, detailed course descriptions, requirements, demonstrations and additional information visit: http://ed2go.com/ksutc

NAVIGATING THE JOB SEARCH: WHERE TO START? (2 Hours)

Are you laid off? Between jobs? Looking to switch careers? No matter what your current situation, if you are in a job searching mode, this course is for YOU! This workshop will provide you with the key things to take into account when searching for a job, put you in touch with a wealth of career resources, and present the fundamentals of resume development. You will also have the chance to have your resume reviewed and engage in open dialogue among your peers.

Oct 8, 2014 Wed 6 - 8 pm $30

TRANSITION WRITE! WRITING AS A TOOL FOR MANAGING LIFE TRANSITIONS (6 Hours)

Are you experiencing changes in your life? Has there been divorce, unemployment, marriage, a new job, birth or death of a loved one? These are just a few examples of the changes in our lives that can cause a wide range of emotions and feelings. How we respond to these changes can influence how we see ourselves in this world. Transition Write! offers quick, accessible and proven tools to help you navigate life transitions. Prior writing experience is not required. We will help you discover tools for managing your personal life transition. Student must bring a journal or writing notebook, along with a pen/pencil.

Nov 8 & 15, 2014 Sat 9 am - Noon $80

MOTORCYCLE OHIO - RIDER SAFETY COURSES

Kent State, in partnership with the Ohio Department of Public Safety, is pleased to offer Motorcycle Ohio safety training. Basic Rider courses are offered April through September at Kent State Trumbull and Kent State Salem.

Courses are 16 hours in length and include 4 hours of classroom (Thursday, 6 - 10 pm) and 12 hours of range time (Saturday and Sunday, 8 am until 2 pm). Class fee is $50.

Recommended for beginning and returning riders. By passing the Basic Rider Course, the state (Ohio Bureau of Motor Vehicles) will waive the skill test for your motorcycle endorsement on your driver’s license. You may also be eligible for discounts on your motorcycle insurance.

To register for the Motorcycle Ohio course or to see a complete schedule, please visit our website at www.motorcycle.ohio.gov.

For questions call 1-800-83-RIDER or 330-675-8809.
PROCESS MANAGEMENT FOR HEALTHCARE (12 Hours)

Talk to anyone in the healthcare industry and you will likely hear the same four-letter word: cost. Governments, insurance companies, and patients are all focused on bringing prices for medical services under control and to create efficiencies in delivering health care options. This issue highlights the importance of “leaning” processes within healthcare.

Improving “business” processes - which for healthcare providers includes clinical, heuristic, administrative/financial, research and teaching (CHART) activity - can help hospitals, physicians and administrators to work more efficiently, effectively and economically; to manage both the hospital facilities (environment of care), and the care and treatment of patients. Healthcare providers need to undergo business process and performance transformation by applying modern principles of management engineering and process efficiency (e.g. Lean Six Sigma) and then by modeling, assembling, deploying and monitoring process operation with advanced IT methods and tools.

The best healthcare providers today are expanding their knowledge base to drive innovation in value (not just cost) when managing processes and operational excellence. A total-cost analysis can influence process management in many ways, including:

- Budgeting and planning processes
- Asset lifecycle management processes
- Prioritizing capital acquisition proposals
- Vendor selection decisions
- Lease vs. buy decisions
- Developing effective measurements for customer satisfaction
- Delivering effective processes while making sure its clinically desirable

Oct 3, 17, & 31, 2014  Fri  8 am - Noon  $525

FREE: ORIENTATION TO FITNESS TRAINING (1 Hour)

Get the most comprehensive information on one of the hottest jobs from the comfort of your home or office. Learn about this thriving career opportunity during this free online webinar. Meet one of our veteran instructors who will provide you a clear picture of what to expect in the course and what great rewards await you. You will be able to ask questions and participate in a live chat with our instructor. Please call 330-675-8809 to RSVP and receive details for the meeting link. Registration for this webinar is required.

Aug 14, 2014  Thu  Noon  FREE
Sep 4, 2014  Thu  4:00 pm  FREE

CPR / AED CERTIFICATION (4 Hours)

This course is for everyone! Whether you work with children, are a first responder, or simply want to know how to help someone in an emergency, this program is for you. You will gain the confidence to respond in an emergency situation with skills that can save a life. Participants will receive Heartsaver CPR/AED certification from the American Heart Association.

Sep 27, 2014  Sat  8 am - Noon  $45

PERSONAL FITNESS TRAINER CERTIFICATION
(32 Hours Training, 4 Hours Testing)

Come join this fun profession. Whether you want to make a career move or just for your own personal knowledge, get all the information you need to become a Certified Personal Trainer. This challenging course is taught over an 8-week period for better retention and skill competency. The National Exam is held on the 9th week. This course is formatted as a 62 hour program and is comprised of 16 hours of lecture, 16 hours of hands on practical training and a 30 hour internship that networks many graduates to the right job. The course prepares you for success with key topics that include biomechanics, exercise physiology, fitness testing, equipment usage and health assessment.

CPR/AED is needed to receive the certificate. Textbook is required and not included in the course fee. Call 888-330-9487 or visit www.witseducation.com to order your book today.

A three month membership to the Kent State Trumbull Fitness Center is included in the registration fee.

Oct 4 - Dec 6, 2014  Sat  9 am - 2 pm  $699

(no class 11/29/14)
Kent State University at Trumbull is part of Kent State University's eight-campus system, which lets you take advantage of an internationally renowned university in your own backyard. Small class sizes, affordable tuition, flexible course scheduling, personalized tutoring and one-on-one advising are just a few reasons why over 3,000 students attend our campus.

Our campus offers over two dozen degree programs as well as the ability to begin your path on the road to higher education at our campus before moving on to complete one of the 280 degree programs Kent State University offers. The following degree programs are offered in their entirety at Kent State Trumbull:

### Associate Degrees available at Kent State University at Trumbull
- Accounting Technology
- Allied Health Management
- Associate of Arts/Associate of Science
- Associate of Technical Study (Individualized Degree Program)
- Business Management Technology
- Computer Technology
  - (including web design, applications and networking)
- Electrical/Electronic Engineering Technology
- Environmental Health and Safety
- Industrial Trades Technology
- Information Technology for Administrative Professionals
- Justice Studies
- Legal Assisting Technology
- Mechanical Engineering Technology
- Systems (Industrial) Engineering Technology

### Bachelor's Degrees available at Kent State University at Trumbull
- Criminology and Justice Studies
- English
- Communication Studies (Applied Communication)
- Business Management
- Nursing
- Technical and Applied Studies
- Integrative Studies
- Psychology
- Integrative Studies
- Psychology

### Certificate Programs

**What is a Certificate Program?** A certificate program is a collection of five to eight courses that offers focused instruction in an area that addresses topical or workplace needs. You may complete a certificate program whether or not you are enrolled in a degree granting major. Recognition of certificate completion is included on your academic transcript.

**Why Choose a Certificate Program?** To gain skills and get back into the workplace sooner. To develop an area of expertise that will give you an advantage in the workplace. To update or expand your professional skills. To correct a deficiency that may affect your job performance.

### Certificates available at Kent State University at Trumbull:
- Business Management Technology
- Information Security
- Computer Forensics
- Advanced Internet

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**CONTACT US** to request an admission packet, talk with an advisor or plan a visit during walk-in hours. Visit our website at [www.trumbull.kent.edu](http://www.trumbull.kent.edu) for a complete list of credit courses available this fall.

**Call:** 330-675-8860  **E-Mail:** trumbullinfo@kent.edu

The admission process (which includes testing for Math, Reading and English placement) can take up to four weeks. Please apply early.
**INFORMATION / REGISTRATION**

Kent State Trumbull is your local resource for Workforce Development and Continuing Education. Call today to see how we can meet your personal and organizational needs.

Noncredit courses and workshops are open to all interested adults unless specific age groups are indicated. Formal admission to the university is not required. Registration for all continuing studies courses and workshops is required.

Certificates of Completion are awarded to each participant who successfully attends a minimum of 70 percent of the scheduled course/workshop hours. *(There is a $5 fee for reissuing a Certificate of Completion.)*

Fees / Refunds: Course fees must be paid in full at time of registration. Full refunds will be given when withdrawal notification is provided **one week prior to scheduled course start date.** Participants who do not formally withdraw by this deadline will be charged full tuition. If Kent State cancels a course, participants will be notified and may be transferred to the next session or receive 100% refund.

Class sizes are limited - Register early to guarantee a seat!

While every effort will be made to provide the courses as listed, the University reserves the right to make changes to course schedules, fees, or cancel classes based on enrollment.

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**Kent State Trumbull, Workforce Development & Continuing Studies—Registration Form**

Full Name____________________________________ Email Address____________________________________

Address______________________________________ City____________________ State ____ Zip________

Day Phone____________________ Evening Phone____________________ Cell Phone____________________

Course Name (and start date if multiple course listings)                                    Course Fee

$_______________________ $_______________________ $_______________________

Self Paid:

☐ Cash (Do not mail cash) ☐ Check: Payable to KSU

☐ Credit Card: ___ Visa ___ MasterCard ___ Discover

*Sorry - Debit Cards NOT accepted.*

Card #____________________________________  Expiration Date:____________________

☐ Employer Paid:

Company Name:____________________________________

*Purchase Order or letter of authorization required*

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Six Easy Ways to Register

- Online: www.yourtrainingresource.com
- Phone: 330-675-8809
- Email: tgrant3@kent.edu
- Fax: 330-675-7650
- Mail: Kent State Trumbull Campus
  Workforce Development and Continuing Studies
  4314 Mahoning Avenue NW
  Warren, Ohio 44483
- In Person: Kent State Trumbull Campus
  Technology Building, Room 102
  4314 Mahoning Avenue NW
  Warren, Ohio 44483

Can't find a class you are looking for? Contact us!

Additional classes are available.
Let us help you find what you need.

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Kent State Trumbull - Workforce Development Building
RESIDENTIAL CUSTOMER

Enhancing Employee and Organizational Performance

- Customized training for business and industry
- Consulting services for organizational development
- Continuing education/skills upgrade classes
- Professional licensure and certification
- Online training classes
- Assessment services

- Associate and Bachelor's degrees
- Convenient location and class schedules
- Highly experienced and credentialed instructors
- State-of-the-art equipment and technology
- Wide variety of training topics
- Meeting facilities