

**HOLYOKE
COMMUNITY
COLLEGE**



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COMPUTER CLASSES ON PAGES 4-5

SUMMER

2017

CLASSES BEGIN IN JUNE. REGISTER NOW AT WWW.HCC.EDU/BCE

POPULAR ONLINE COURSES



- Expert Instructor
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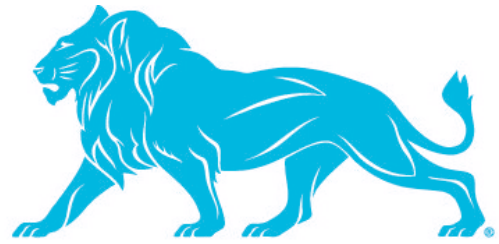
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**MGM will open its casino, retail, dining,
and entertainment complex in the fall
of 2018, bringing over 3,000 new jobs to
the area. Now is the time to get ready.
For training opportunities for upcoming
jobs at MGM Springfield, go to:**

www.mccti.org/2.html



Training for upcoming jobs at MGM Springfield
presented by Training and Workforce Options (TWO),
a joint venture of Springfield Technical and Holyoke
Community Colleges

Certificate & Training Programs

Management

- American Management Association University Certificate
- Project Management Certificate
- Six Sigma Green Belt Certification
- Nonprofit Management Certificate

Job Oriented

- Call Center (Advanced) and Customer Service Training
- Manufacturing Production Technician Training

Career Focused

- Educators (Pre-School, K-12, PDP Certification Courses)
- Event Planning Certificate
- Interior Design Certificate Program
- Real Estate Principles and Practices

Healthcare

- CNA (Certified Nursing Assistant) Program*
- EMT-B (Emergency Medical Technician Basic Course)
- Pharmacy Technician*
- ICD 9 and 10 Training

Hospitality

- Hospitality and Culinary Program*
- ServSafe Certificate Program – TIPS training

Computers

- CompTIA A+, Network+ and Security+
- Cisco CCNA Training Programs: Modules I, II, III and IV (Scholarships Available)
- Microsoft Office Certifications

Safety

- OSHA-10 Certification
- OSHA-30 Certification
- Hoisting License Renewal Training
- Moderate Risk De-Leading Program

Other

- Hypnosis (Advanced) Intensive Certification

* = Funding available for unemployed and low income workers through
the Department of Labor and Workforce Development and the
Department of Transitional Assistance

For more information, please call 413.552.2086 or visit us online at www.hcc.edu/bce

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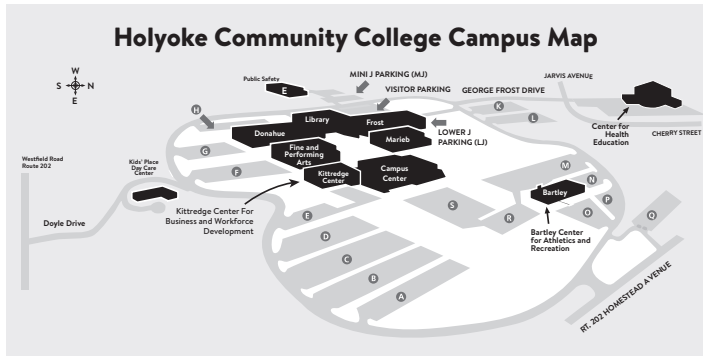
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Holyoke Campus Map / Parking



Parking: All students are required to register their vehicles with the Campus Police Department. During the evening, students may register their cars at the switchboard located on the third floor of Frost. You must provide a valid vehicle registration. Consult the campus map (above) for student parking areas. There is no charge for a parking sticker.

BUILDINGS

- BC Bartley Center** David M. Bartley Center for Athletics & Recreation
- CC Campus Center** Bookstore, Cafeteria
- CHE Center for Health Education**
- DON Donahue** Social Sciences; Arts & Humanities; Library; AV Center
- FPA Fine & Performing Arts** Fine & Performing Arts; Leslie Phillips Theater
- FR Frost** Administration (Welcome Center, Student Records, FR 221), Admissions
- KC Kittredge Center** Business, Science, Technology, Engineering & Math
- MRB Marieb** Health & Natural Sciences
- PS Public Safety** Power Plant, Campus Police

For maps, directions and more on parking go to www.hcc.edu/location

Main Campus

Kittredge Center for Business and Workforce Development
 303 Homestead Avenue
 Holyoke, MA 01040
 413.552.2500
www.hcc.edu

Additional Locations

E2E: Quaboag Region Workforce and Training Center
 79 Main St. Ware, MA 01082
 413.552.2086, rgriffin@hcc.edu

Ludlow Area Adult Learning Center (LAALC)
 54 Winsor St., Ludlow, MA 01056
 413.583.0320
www.ludlowcenter.org

Picknelly Adult and Family Education Center (PAFEC)
 206 Maple St., Holyoke, MA 01040
 413.552.2990

COMPUTERS & TECHNOLOGY

Students enrolled in computer classes should bring a flash drive to class to save work.



Computers & Technology

Introduction to Microsoft Office 2016 • TECH 002 • 4 sessions

CRN 25311 Jun 6-27 T 6-9 p.m.

Understand how to use Microsoft Office, a necessity for workers, job seekers, and home computer users. Learn the basics of Microsoft Office to easily create, format, and work with documents using Word, or create Excel spreadsheets by working with formulas, and build presentations using PowerPoint. Finally, we'll review Publisher and learn about all the best uses for this dynamic software. PC Fundamentals or basic computer skills required. **\$229**

Introduction to Microsoft Word 2016 TECH 006 • 4 sessions

CRN 25312 Jul 12-Aug 2 W 6-9 p.m.

Topics include: typing and deleting text, undoing/redoning, formatting and cutting, copying and pasting text, creating documents and inserting

images and clip art. You'll learn how to modify line spacing, create lists, change views as well the overall look of your document. Course covers the most commonly used commands and features. Students should have keyboarding and computer experience. **\$229**

Introduction to Microsoft Excel 2016 TECH 007 • 4 sessions

CRN 25313 Jul 20-Aug 10 Th 6-9 p.m.

Become proficient at spreadsheet basics and design, including creating, editing, formatting and printing. Learn how to create and use common formulas and functions containing cell references to automate calculations. We also cover Excel charting and graphing techniques. Students must have keyboarding and computer experience. **\$229**

Introduction to Adobe Photoshop CC TECH 008 • 4 sessions

CRN 25314 Jun 20-Jul 18 T 6-9 p.m.

Discover the power of Photoshop CC. Learn tools and basic image manipulation techniques, including image formats, filter effects, retouching digital photos, color correction, layers, and painting tools. You should have a

working knowledge and basic level of computer proficiency. Ideal for beginning web designers and digital camera owners. Class taught on PCs, but Mac owners encouraged to attend. **\$229**

Web & Web Design

Facebook & LinkedIn • CWD 616

1 session

CRN 25107 Jun 28 W 6-9 p.m.

Through this interactive three-hour workshop, you will get started building your professional network with Facebook and LinkedIn. You will better understand general usage and best practices while avoiding the most common pitfalls. This workshop will help you define creative strategies for the growth and success of your business with a combination of learned concepts and practical computer training. **\$79**

Information Technology

CompTIA A+ • CWD 900 • 5 sessions

CRN 25115 Jun 5-9 MTWThF 8 a.m.-4:30 p.m.

CRN 25119 Jul 31-Aug 4 MTWThF 8 a.m.-4:30 p.m.

If you are pursuing a career as an entry-level information technology professional or personal computer service technician, CompTIA A+ is your first step. The course will build on your existing user-level knowledge and experience and present fundamental skills and concepts that you will use on the job. You will learn to install, upgrade, repair, configure, troubleshoot, optimize, and maintain personal computer hardware and operating systems. An introductory course in Windows, or equivalent skills and knowledge, is required. **\$1999**

CompTIA Security+ • CWD 901 5 sessions

CRN 25116 Jun 19-23 MTWThF 8 a.m.-4:30 p.m.

CRN 25339 Aug 14-18 MTWThF 8 a.m.-4:30 p.m.

CompTIA Security+ is the primary course you will need if your job responsibilities include securing network services, devices, and traffic in your organization. This course prepares you for the CompTIA Security+ certification examination (Exam SY0-401). You will build on your professional experience as you acquire the specific skills required to implement basic security services on any type

of computer network. Fundamental computer skills are required. CompTIA A+ and Network+ certifications or equivalent knowledge are recommended.

\$1999

CompTIA Network+ • CWD 902

5 sessions

CRN 25117 Jul 17-21 MTWThF 8 a.m.-4:30 p.m.

The CompTIA Network+ course presents the fundamental skills and concepts that you will need to use on the job in any type of networking career. The course prepares you for the CompTIA Network+ certification examination (Exam N10-005). To ensure your success, you will need basic Windows end-user computer skills. In addition, we highly recommend that you hold the CompTIA A+ certification, or have equivalent skills and knowledge.

\$1999

Cisco Training Academy

Develop your knowledge and skills. Prepare to pass the certification exam and become a Cisco Certified Network Associate (CCNA) by taking these four courses:

- Module I: Introduction to Networks
- Module II: Routing & Switching Essentials
- Module III: Scaling Networks
- Module IV: Connecting Networks

Income-based scholarships are available.

Cisco I: Introduction to Networks

CWD 814 • 17 sessions

CRN 25065 Jun 5-Aug 1 MT 6-9:30 p.m.

Develop your knowledge and skill and prepare to become a certified network administrator. This is the first course in a series of prep courses designed to help you pass your certification exam and become a Cisco Certified Network Associate (CCNA). Includes: exploring the network operating system, network protocols and communications, network access, Ethernet, network layer, transport layer, IP addressing, subnetting IP networks, and application layers.

\$849

Cisco II: Routing/Switch • CWD 828

16 sessions

CRN 25073 Jun 29-Aug 11 ThF 4:30-8:30 p.m.

This course describes the architecture, components, and operations of routers and switches in a small network. Students learn how to configure a router and a switch for basic functionality. By the end of this course, students will be able to configure and troubleshoot routers and switches and resolve common issues with RIPv1, RIPv2, single area and multi-area OSPF,

virtual LANs, and inter-VLAN routing in both IPv4 and IPv6 networks.

\$899

At PAFEC

These courses are offered at our downtown Holyoke campus in the Picknelly Adult and Family Education Center (PAFEC) at 206 Maple St., a renovated 19th century firehouse with all the latest technology, easy access to major highways, and ample parking.

Computer Basics Bootcamp

CWD 952 • 4 sessions

CRN 25436 Jul 10-13 MTWTh 5-7 p.m.

Computers are part of our professional and personal lives. Learn the skills needed to advance your career, continue your education, and stay connected with the people and things that matter to you. This four-part workshop series covers the basics and tools to keep you organized and connected. You will learn how to navigate computer settings, create and organize files, and safely use the internet including Google Drive and its many applications, and much more. Novices welcome.

\$49

Free Classes At PAFEC

Acing the Online Class • CWD 953

1 session

CRN 25437 Aug 22 T 5-7 p.m.

Are you thinking about taking an online class? Join us for tips and tricks to be successful in the classroom of the future: your living room. We'll discuss how to navigate online platforms, time management, and what to expect from online learning.

\$0

Tech Tools for Students • CWD 954

1 session

CRN 25438 Aug 24 Th 5-7 p.m.

Successful students need to use technology on a daily basis. This class explores the applications and tools that students can use to maximize their learning. We'll cover Microsoft Office programs (and their free versions), how to work collaboratively, and locating relevant information.

\$0



PROFESSIONAL DEVELOPMENT

Commercial Drivers License

Commercial Drivers License Class B CMDL 019

CRN 25055 Aug 14-18 MTWThF 6:15-9:30 p.m.

Train for a lucrative new career without quitting your day job. Offered in association with Tri-State CDL, this 60-hour class includes classroom and on-the road instruction. Upon successful completion, you'll be federally licensed to operate a Class B motor vehicle and will be scheduled to take your CDL exam with the State Police. The diploma is an RMV recognized document and will allow you to enter the transportation industry. Unemployed individuals can apply for WIA training funds.
\$1749

Customer Service

Attracting and Keeping Fanatically Loyal Customers • BUSN 035

2 sessions

CRN 25439 Jun 20-22 TTh 10 a.m.-Noon

A must for anyone in customer service or who oversees the customer service experience. Learn proven best practices that will consistently attract and retain fanatically loyal customers. Includes:

- Walking The Customer Service Talk
- Keeping Your Customer's Trust
- Service Characteristics of Successful Companies
- Why Training and Empowerment Matters
- Factors Influencing Customer Satisfaction
- Steps to Consistently Exceed Customer Expectations
- Owning The Customer Service Experience.

\$99

Customer Service Training • CWD 845 50 sessions

CRN 25109

Developed in conjunction with local companies, this is an excellent training option for anyone interested in an entry-level position in customer service, call center operations, sales, etc. All trainees must take the foundational skills training in customer service. Classes include business etiquette, sales, and math for business. Key foundational competencies addressed are service, communications, computer applications and conflict resolution. For more information, call 413.552.2086.

Event Planning

Businesses and organizations need to manage large-scale meetings and events. This requires talented individuals to develop, manage, coordinate, and execute these functions. Complete the following three modules and you can earn a continuing education certificate in this fast growing field.

Certificate in Event Planning - Module I • CWD 837 • 6 sessions

CRN 25070 Jun 14-29 WTh 6-8 p.m.

Successful event planners have a toolbox that has all they need to create and launch successful events. To begin, you will learn the basic operations, techniques and strategies required to develop an event including: event feasibility, logistics, financial management, risk management. You will use tools and industry formulas including those for the food and beverage industry that will help you tackle the tasks you will need to master to become a successful and in-demand event planner.

\$239

Certificate in Event Planning - Module II • CWD 838 • 3 sessions

CRN 25071 Jul 12-19 WTh 6-9 p.m.

In this module, you will work on collaboration techniques with the individuals and companies involved to understand, work with, and satisfy their needs to ensure the success of the final event. You will work on skill-building in these areas: vendor and client relationship management, proposal writing, marketing and promotion, use of social media to effectively communicate the event, and creating an innovative design. A field trip may be included during this module, if available.

\$179

To sign up online or
for complete course descriptions:
www.hcc.edu/bce



Certificate in Event Planning - Module III • CWD 839 • 3 sessions

CRN 25072 Jul 20-27 WTh 6-9 p.m.

This module will give you a toolbox for launching your event planning career. We will discuss various professional opportunities for event planners as well as tips for creating a professional appearance and business etiquette that sells you and your services. Businesses and organizations work with those who make them look good. You will work on real world examples in this module to help you learn how to appropriately offer your services while avoiding the pitfalls. Prerequisite: Module 2.
\$179

Healthcare

Nursing Assistant Exam Prep. CWD 934

CRN 25383 Jul 8-22 S 7 a.m.-3:30 p.m.
Jun 27-Jul 27 TTh 5:30-9:30 p.m.

Prepare to pass the Massachusetts Nurse Aide Certification Test given by the American Red Cross. Learn the skills necessary to provide basic care for patients in hospitals and residents of long-term care facilities. An excellent choice for students in a nursing program who need nursing assistant certification. Tuition does not include exam fees, the cost of scrubs, or textbooks. Candidates must take a basic skills test, pass a background check, and have a recent physical exam and TB test.
\$780

ICD-10 Medical Coding System

The implementation of the new ICD-10 medical classification system requires training for billing clerks, medical secretaries, medical coders and other medical professionals. Offered to companies on a contract basis by Training and Workforce Options (TWO), a joint effort of Holyoke Community College and Springfield Technical Community College. Call 413.552.2086 for details

Hoisting New License Exam Prep.

Massachusetts requires a license to operate any equipment that lifts 500 or more pounds, raises 10 or more feet, or holds more than a quarter yard of material. The following classes prepare you to take the state licensure exams. These courses are offered in conjunction with the Western Mass. Coalition for Occupational Safety and Health.

1B Exam Prep. for Cable Op • CWD 914 1 session

CRN 25351 May 31 W 4-8 p.m.

\$149

1C and 1D Exam Prep • CWD 915 1 session

CRN 25352 Jun 7 W 4-8 p.m.

\$149

2A, 2B, 2C, and 2D Exam Prep • CWD 916 • 1 session

CRN 25353 Jun 14 W 4-8 p.m.

\$149

4A, 4B, 4C, 4D, and 4F Exam Prep CWD 917 • 1 session

CRN 25354 Jun 21 W 4-8 p.m.

\$149

4G Lawn Mower Exam Prep • CWD 918 1 session

CRN 25355 Jun 28 W 4-8 p.m.

\$149

Hoisting License Renewal

These courses qualify for continuing education credits now required to renew a license in Massachusetts. Topics covered include: Massachusetts regulations, equipment components, mathematical calculations, inspection parameters, standard hand signals, load charts, operations, etc. These courses are offered in conjunction with and certificates of completion are issued by the Western Mass. Coalition for Occupational Safety and Health.

Hoisting Renewal Class Fee • CWD 906 1 session

CRN 25356 May 31-Aug 9 TBA TBA-

This fee is required for any of the renewal classes listed below. The fee covers materials, certificates, record keeping and instruction common to all classes. When the fee is paid once, one or more of the renewal classes can be taken during the current semester. For more information, call 413.552.2086 or 413.731.0760.
\$65

1A Derrick/Lattice Crane Renewal CWD 907 • 1 session

CRN 25357 Jul 5 W 4-8 p.m.

Requires enrollment in CWD 906 above.
\$65

1B Cable Operated Telescoping CWD 908 • 1 session

CRN 25358 Jul 12 W 4-8 p.m.

Requires enrollment in CWD 906 above.
\$65

1C and 1D Hydraulic • CWD 909 1 session

CRN 25359 Jul 19 W 4-8 p.m.

Requires enrollment in CWD 906 above.
\$65

2A, 2B, 2C, and 2D Excavator CWD 910 • 1 session

CRN 25360 Jul 26 W 4-8 p.m.

Requires enrollment in CWD 906 above.
\$65

3A Tower Renewal • CWD 911 • 1 session

CRN 25361 May 1-Sep 30 W 4-8 p.m.

Requires enrollment in CWD 906 above.
\$65

4A, 4B, 4C, 4E, and 4F • CWD 912 1 session

CRN 25362 Aug 2 W 4-8 p.m.

Requires enrollment in CWD 906 above.
\$65

4G Lawn Mower Renewal • CWD 913 1 session

CRN 25363 Aug 9 W 4-8 p.m.

Requires enrollment in CWD 906 above.
\$65

Hospitality

Additional Hospitality classes may be scheduled throughout the semester. Call 413.552.2086 for details.

Free Culinary and Hospitality Program

A nine-week, 20-hour per week program that covers the content of the following five sections. Designed for an unemployed or underemployed individual desiring to get a job in the culinary and hospitality field. Offered at no cost to the individual. This project is funded by a Workforce Competitiveness Trust Fund through the Massachusetts Executive Office of Labor and Workforce Development and administered by the Commonwealth Corporation. For more information, call 413.552.2042

PROFESSIONAL DEVELOPMENT

Hospitality 1 - Core Skills

Basic entry-level program for anyone interested in starting a career in food service including waiters, waitresses, bartenders, food preparers, food handlers, kitchen workers, etc. Certificate program includes three or four of the courses shown below (TIPs may be optional for some).

Fundamentals of Restaurant Operations • CWD 847 • 1 session

CRN 25343 Jul 5 W 8:30 a.m.-4:30 p.m.

Covers roles and responsibilities of staff and managers, basic operations and processes, teamwork, attributes of successful operations, front of house etiquette, back of house coordination, safety and legal issues when dealing with the public, emergency management, etc. **\$195**

TIPS • CWD 451 • 1 session

CRN 25340

Training and Intervention Procedures for Servers of alcohol. Earn an essential certificate for servers of alcoholic beverages. Improves service, reduces insurance costs. **\$77**

Customer First Service, Communication Skills and Dealing with Difficult Customers • CWD 848 1 session

CRN 25344 Jul 11 T 8:30 a.m.-4:30 p.m.

Includes customer service, communicating with flair, presentation of self, presentation of services and food products. Also covers service issues including effectively handling customer complaints, payment issues, food substitutions, and working in a multi-cultural environment. **\$195**

ServSafe Prep. & Exam • CWD 026 2 sessions

CRN 25078 Jul 10-17 M 5:30-9:30 p.m.

CRN 25098 Jul 24-31 M 8:30 a.m.-12:30 p.m.

Obtaining and maintaining your ServSafe Food Handling and Sanitation certification means you have the tools and knowledge you need to ensure your workplace meets industry standards for cleanliness along with proper safety requirements for food handling and preparation. Participants will receive a ServSafe Certificate and license directly from the National Restaurant Association (NRA). Price includes class hours and exam. Textbook (ServSafe Manager Book 6th Ed, English) not included but may be purchased from popular booksellers. **\$109**

Hospitality 2 - Food Servers

Advanced skills for waitresses, waiters, hostesses, hosts, wine stewards, etc. Courses can be

taken individually or together to complete the certificate.

Etiquette and Proper Service CWD 849 • 1 session

CRN 25345 Jul 6 Th 8:30 a.m.-12:30 p.m.

Topics covered include: using appropriate service-oriented terms, communication with employees and customers, approved mode of dress, rules and techniques of proper table service, pre-opening preparation, etc. **\$99**

Product Knowledge for Food Preparers • CWD 850 • 1 session

CRN 25346 Jul 12 W 8:30 a.m.-12:30 p.m.

Covers food and beverage pairing, the proper way to suggest food and beverage items, demonstrating knowledge of how food or a dessert is prepared, differences in wine based upon grape type and region of origin, what to look for on a label or wine list, recognizing and understanding cross-selling and up-selling opportunities. **\$99**

Hospitality 3 - Food Preparers

Advanced skills for food handlers, preparers, line cooks, etc. Courses may be taken individually. All four courses required for certificate.

Fundamentals of Math for Chefs Operations • CWD 816 • 1 session

CRN 25347 Jul 18 T 8:30 a.m.-12:30 p.m.

Participants will learn the basics of math and why and how chefs use math in their daily work. A review of math principles will include weight and volume conversions, yield percentages, edible portion cost calculations, costing of recipes, and beverage cost calculations. Rule of thumb techniques and common industry usage will be explored. The course will review general math as it pertains to bills, invoices, discounts and other payment, ordering and billing calculations. **\$195**

Product Knowledge for Food Preparers • CWD 868 • 1 session

CRN 25348 Jul 19 W 8:30 a.m.-12:30 p.m.

This course explores the types of foods most typically served in restaurants and food courts. Topics include the keys to recognizing food quality, food safety, proper handling and storage, etc. **\$99**

Knife Skills I • CWD 818 • 1 session

CRN 25349 Jul 25 T 8:30 a.m.-12:30 p.m.

A foundational program teaches participants how to determine the knife by use, protecting and using knives, making basic knife cuts, and using

simple garnishing techniques. Focus of the course is also on knife sanitation, safety and storage. **\$99**

Knife Skills II • CWD 819 • 1 session

CRN 25350 Jul 26 W 8:30 a.m.-12:30 p.m.

Participants will learn and practice using more advanced and decorative cuts such as brunoise, batonnet, and tourne, filleting and advanced garnishing techniques. **\$99**

Hospitality 4 - Hotel Workers

This program is designed for anyone interested in starting or developing a career in the hotel industry including housekeepers, front desk personnel, valets, bellhops, supervisors, etc. Courses can be taken individually, but taking all five courses earns you a continuing education certificate.

Fundamentals of Hotel Operations CWD 851 • 2 sessions

CRN 25365 Jul 10-11 MT 8:30 a.m.-12:30 p.m.

Covers roles and responsibilities of staff and managers, basic operations and processes, teamwork, attributes of successful hotel operations, front of house etiquette, back of house coordination, dealing with the public in the right way, legal issues, emergency management, etc. **\$195**

Room Sanitation and Safety CWD 852 • 1 session

CRN 25366 Jul 24 M 8:30 a.m.-12:30 p.m.

Identifies and addresses key safety and sanitation regulations and issues in hotels and presents effective procedures and processes. **\$99**

Customer First and Communication Skills for Hotels • CWD 865 • 2 sessions

CRN 25367 Jul 17-18 MT 8:30 a.m.-12:30 p.m.

Includes customer service, communicating with flair, presentation of self and services, and dealing with difficult customers. Also covers service issues including effectively handling customer complaints, payment issues, food substitutions, and working in a multi-cultural environment. **\$195**

Etiquette and Proper Service for Hotels • CWD 866 • 1 session

CRN 25368 Jul 25 T 8:30 a.m.-12:30 p.m.

Topics covered include: using appropriate service-oriented terms, communication with employees and customers, approved modes of dress, rules and techniques of proper hotel service, pre-shift preparation, etc. **\$99**

Understanding Hospitality Operations and Business • CWD 853

1 session

CRN 25369 Jul 31 M 8:30 a.m.-12:30 p.m.

Participants will explore the basic business model for hotel operations. The typical income and expense statement will be reviewed and revenue and expense management issues will be discussed. Participants will develop an understanding of how every employee's actions can have a positive or negative impact on the hotel's operational success.

\$99

Hospitality 5 - Supervisors and Managers

In the hospitality industry, people skills are often the most important skills. Professional management classes like these can make any supervisor a better manager of people; and for new supervisors, just making the transition into management, these three courses are critical.

Managing Multiple Priorities

CWD 854 • 1 session

CRN 25370 Aug 1 T 8:30 a.m.-12:30 p.m.

How to accomplish more in less time with fewer resources. Strategies to identify key priorities, manage workload, organize tasks, achieve objectives, collaborate, schedule effectively, improve the quality of service and reduce stress.

\$99

Communication Skills and Conflict Management • CWD 855 • 1 session

CRN 25371 Aug 2 W 8:30 a.m.-12:30 p.m.

Communication is the core competency for successful managers at all levels in all organizations. Learn to get the message across clearly, effectively, and personably – to guests, employees and other managers – in writing or in person.

\$99

Making a Successful Shift to Supervisor or Manager • CWD 867

2 sessions

CRN 25372 Aug 7-8 MT 8:30 a.m.-12:30 p.m.

For current and soon-to-be supervisors, learn the skills essential to successfully transition from worker to manager. Topics covered include: effectively managing past peers, coaching and mentoring, handling difficult employees, managing employee performance, performance reviews, dealing with performance issues, etc.

\$195

Management

American Management Association

An excellent choice for current managers or those who want to be promoted into a supervisory position. Complete any five of the following courses at HCC and you will receive the internationally recognized AMA Management Certificate:

- ABCs of Management
- Leadership Skills for Managers
- Essentials of Supervision
- Communication Skills for Managers
- Managing and Resolving Conflict
- Planning and Conducting Performance Appraisals
- Understanding Human Behavior
- How to Deliver Winning Presentations
- Fundamentals of Finance & Accounting for Non-financial Managers
- Managing Multiple Priorities
- Effective Team Building
- Delivering “Knock Your Socks Off” Customer Service

Managing Multiple Priorities

CWD 509 • 4 sessions

CRN 25068 Aug 3-24 Th 8 a.m.-Noon

How to accomplish more in less time with fewer resources. Today, the ability to manage priorities is a key element in personal and professional success. This course provides you with the tools to master this essential business skill – strategies to identify key priorities, manage workload, organize tasks and projects, achieve objectives, collaborate with others, schedule effectively, meet deadlines, improve the quality of work and reduce stress.

\$325

ABC's of Management • CWD 501

4 sessions

CRN 25338 Jun 8-29 Th 8 a.m.-Noon

Improve your performance in key areas such as planning, organizing, staffing, directing, and controlling. You'll learn to analyze your job, examine its functional components, spot your weaknesses, and then take concrete steps to correct them through motivation, delegation, and time management. This course is recommended as a “foundation course” for managers and would-be managers taking the AMA Certificate Program.

\$325

Managing and Resolving Conflict

CWD 511 • 4 sessions

CRN 25066 Jul 5-26 W 6-9 p.m.

This course equips you with the strategies, tactics and insights you need to gain control of tough conflict situations. You will discover how to spot

potential interpersonal conflicts – and defuse them before they flare up. You will gain the skills to transform conflict into a positive, productive force by applying the proven techniques of principled negotiation.

\$325

Notary

Notary Public • CWD 830 • 1 session

CRN 25075 Jun 21 W 6-9 p.m.

CRN 25076 Jul 15 S 9 a.m.-Noon

If you want to be a new notary or renew your commission, this course is designed to help you through the process quickly and effectively. You will review the responsibilities, duties, and powers that come with your commission as well as Massachusetts General Laws and regulations covering you as a notary. Learn how to properly offer your services, to prospect for clients, and to charge appropriately. Additional fees for the textbook, supplies, application, and exam are not included.

\$45

Online

The following are offered through MindEdge Online. For more information or to register, go to: <https://hcc.mindedgeonline.com/partner/courses/index.php>

Certificate in Nonprofit Management (with Simulation) • CERT 014

CRN 25054

Earn a CFRE (Certified Fundraising Executives) credential. An engaging and highly effective alternative to expensive credit programs, this online certificate program will introduce key current management issues for nonprofit organizations. Fundraising, board and volunteer development, budgeting, reading financial statements, leadership, marketing, grant writing, social media, and setting strategic direction are all addressed. Course also includes a capstone simulation that puts you in the role of executive director.

Certificate in Business Communications • CERT 015

CRN 25336

Because corporate higher-ups and stakeholders can't support your ideas, or recognize you for them, without first understanding what they are, communicating clearly and concisely in written and oral formats is critical to your professional success. This certificate offers instruction on crafting many of the most common business



To sign up online
or for complete course
descriptions:
www.hcc.edu/bce

PROFESSIONAL DEVELOPMENT



ONLINE Professional Development for K-12 Educators

Designed by renowned educators – VESI online, interactive courses are convenient, superior quality courses packed with practical applications for the classroom. Earn Massachusetts PDPs in these accredited, self-paced and user-friendly programs. You'll have telephone access with instructors during "office hours" and email access with a guaranteed 24-hour response time. Once HCC receives your registration, we will communicate your registration to VESI. Courses are offered in both undergraduate (UPDL) and graduate (GPDL) professional development levels.

For information: Call Community Education at 413.552.2123 and 413.552.2324, go to: www.virtualeduc.com/holyoke, or go to www.hcc.edu/bce.

COURSE/CATEGORY	UGRAD PDPs	GRAD PDPs	COURSE/CATEGORY	UGRAD PDPs	GRAD PDPs
Classroom Management			Early Childhood		
Advanced Classroom Management	30	40	Infant & Toddler Mental Health	30	40
Behavior is Language	45	55	Exceptional Education		
Educational Assessment	30	40	Attention Deficit Disorder	30	40
Teaching Diversity	30	40	Autism & Aspergers DIsorder	30	40
Common Core			Learning Disabilities	45	55
Reading & Writing in Content Area	30	40	Inclusion	30	40
Reading Fundamentals #1	30	40	Talented & Gifted	30	40
Reading Fundamentals #2	30	40	Violence, Bullying & Aggression		
Reading Fundamentals #3	45	55	Understanding Aggression	45	55
Understanding & Implementing Common Core Standards	45	55	Violence in Schools	30	40
Teaching Elementary Math Conceptually	30	40	Child Abuse	30	40
Differentiated Instruction			Drugs & Alcohol in Schools	30	40
Why DI?	45	55	Harassment, Bullying & Cyber-Intimidation in Schools	30	40
Try DI!	45	55	Traumatized Child	30	40

Undergraduate PDPs: 30
Graduate PDPs: 40

Fee: \$215
Fee: \$276

Undergraduate PDPs: 45
Graduate PDPs: 55

Fee: \$245
Fee: \$293

For detailed course descriptions or to sign up online, go to www.hcc.edu/bce

communication formats. Program includes the following courses:

- Communicating Collaboratively
- Effective Business Writing
- Effective Emails, Memos, and Letters
- Effective Presentations
- Effective Public Speaking

Certificate in Innovation & Critical Thinking • CERT 016

CRN 25337

Because organizations must innovate to stay alive in today's highly competitive marketplace, organizations need employees who can channel their creativity and innovation toward organizational challenges and goals. This certificate program help you become re-acquainted with your own stores of creativity and innovation. Courses include:

- Creativity in Teams and Organizations
- Innovation in Teams and Organizations
- Introduction to Critical Thinking
- Personal Creativity

Certificate in Cybersecurity CERT 018

CRN 25434

An introduction to the critical elements of information security, as well as information about key certifications for professionals. These eight courses will help you master the vocabulary of the industry and offers examples, videos, interactive games, and review questions to ensure mastery of the material:

- Asset Security
- Communications and Network Security
- Identity and Access Management
- Security and Risk Management
- Security Assessment and Testing
- Security Engineering
- Security Operations
- Software Development Security

Project Management

Project Management Certificate CWD 181 • 10 sessions

CRN 25069 Jun 3-Aug 26 S 9 a.m.-1:15 p.m.

CRN 25077 Jun 6-Aug 29 T 6-9:15 p.m.

This course and exam review will focus on real world project case studies that can be easily applied to any project you are managing. Whether you want to learn about project management, to enhance your current skill base, or to sit for the PMP exam — you will gain the requisite knowledge and skill to be an effective and successful project manager. Textbooks: Project Management Professional Exam Study Guide by Kim Heldman (7th edition) is available at popular book sellers

\$969

PERSONAL ENRICHMENT 413.552.2123

Real Estate

Preparation for the Real Estate Salesperson's Licensing Exam

CWD 829 • 13 sessions

CRN 25074 Jun 21-Aug 16 WTh 6-9:15 p.m.

This forty hour course will help prepare you to pass the licensing exam and start your career in real estate sales. Topics include: property rights, ownership, condominiums, cooperatives, time shares, land use, subdivisions, contracts, deeds, mortgages, other financing, brokerage, appraisal, fair housing laws, consumer protection issues, and Massachusetts license law. Participants must attend all classes in order to meet the forty hour training requirement set by the state. Textbook not included, available at HCC bookstore.

\$399

Property Owner/Agent: Moderate Risk Deleading Training Program 8

hours • BLDG 002 • 1 session

CRN 25049 Jun 9 F 9 a.m.-5 p.m.

CRN 25050 Jul 7 F 9 a.m.-5 p.m.

CRN 25051 Aug 18 F 9 a.m.-5 p.m.

Designed for property owners and their agents (employees, property managers, or others under the direct supervision and control of the property owner) who want to perform moderate risk deleading on the owner's property. This is not for doing deleading as a business. After completion, the owner or agent is prepared to pass an examination, administered by the Childhood Lead Poisoning Prevention Program through the mail. Learn about proper paper work, notification

requirements, clean up methods, clearance inspections, etc.

\$199

Leader Safe Renovator - Supervisor/ Moderate Risk Deleading 4 hours

BLDG 001 • 1 session

CRN 25046 Jun 9 F 9 a.m.-1 p.m.

CRN 25047 Jul 7 F 9 a.m.-1 p.m.

CRN 25048 Aug 18 F 9 a.m.-1 p.m.

For property owners, landlords, and contractors. Required training for lead-safe renovators who supervise moderate risk deleading projects. Covers roles and responsibilities of a renovator supervisor, options and requirements pertaining to renovation work, eligibility requirements for moderate risk deleading work, lead inspection reports, pre-work inspection requirements, restrictions on use of test kits, specialized work practices, restrictions on occupancy during work, project cleanup and clearance, disposal, and record keeping requirements. Prerequisite: RRP EPA MA/DOS certification.

\$165

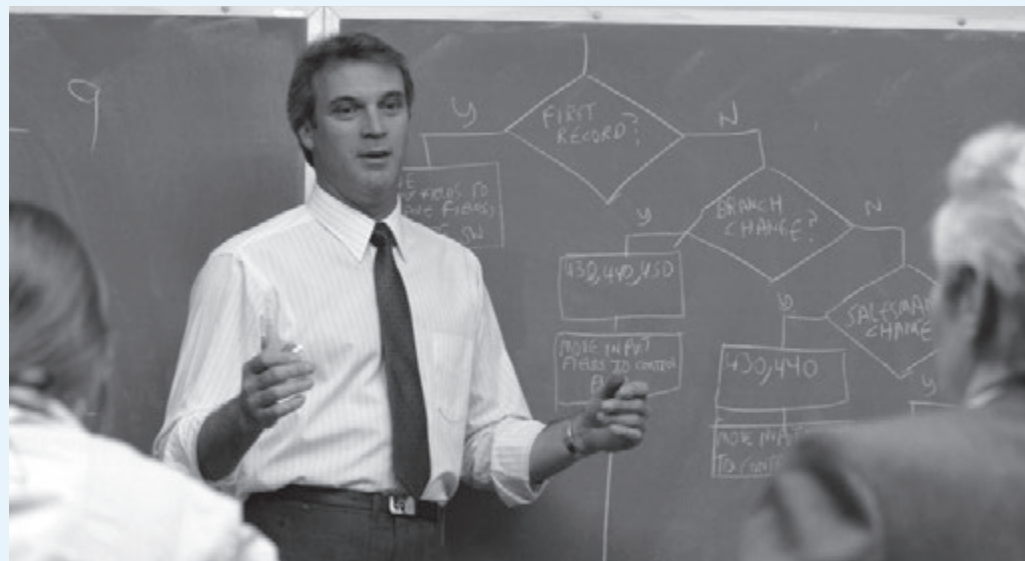
Safety

OSHA 10 • CWD 863 • 2 sessions

CRN 25111 Jul 11-18 T 4:30-9:30 p.m.

This course introduces students to OSHA and the required topics for OSHA construction safety certification. This course is for construction workers, foremen, job supervisors and anyone involved in the construction industry. Successful completers will receive an OSHA construction safety and health 10-hour course completion card from the Department of Labor.

\$199



PERSONAL ENRICHMENT

Arts

Beginning Digital Photography

ARTS 010 • 4 sessions

CRN 25043 Jun 19-Jul 10 M 6:15-8:30 p.m.

Whether you're a beginner who wants to learn to use a new camera or an experienced photographer switching to digital media, this short course will make you an expert. Course covers camera operation; digital fundamentals; tips for taking the best pictures; how to email, share, post, and organize your photos; how to make prints, posters, albums, greeting cards, calendars, and movies; and how to use and apply Photoshop editing techniques.

\$179

Health & Fitness

Open Fitness for the Summer

HLTH 001

CRN 25274 Jun 1-Aug 31 SuS 8 a.m.-1 p.m.

Jun 1-Aug 31 MTWThF 6 a.m.-9 p.m.

Enrollment provides you with Monday to Sunday access to HCC's fitness center and more than 65 pieces of state-of-the-art, strength and cardiovascular equipment includes: Body Masters Selectorized Strength Circuits, Stairmaster stepmills, the latest in sophisticated plate loaded and weight equipment, Concept 2 rowing ergometers, Stairmaster Freeclimbers, Precor upright and recumbent bikes, Stairmaster and Woodway treadmills, and more. Workout around

your schedule and renew your commitment to great health. Orientation at 6 p.m. on June 1. **\$99**

Quick Step into Fitness • HLTH 010

7 sessions

CRN 25279 May 23-Jul 14 TF 4:30-5 p.m.

Looking for a fun way to burn calories, get your heart rate up, and increase your metabolism? Try quick step aerobics. Warm up, get your heart pumping, and cool down all in a very quick 30 minutes. Get your workout done and be on your way in no time. Step routines are basic and easy to follow, but intensity increases. Repetition will help beginners stay in their comfort zone.

\$65

Quick Step into Fitness (Bartley Center members) • HLTH 010 • 7 sessions

CRN 25280 May 23-Jul 14 TF 4:30-5 p.m.

\$35

Pilates 7-Week Summer Program

HLTH 014 • 7 sessions

CRN 25277 May 23-Jul 11 T 5:15-6:15 p.m.

A total body workout on a mat that develops core strength, muscle flexibility and balance -- Pilates is appropriate for most people with varying levels of fitness. Strength, stabilization, flexibility, range of motion, body alignment and balance are goals of this class. Various exercise tools (bands, balls, etc.) will be introduced as the class progresses. Class takes place in a lowered-light room with soft music to assist with concentration. Workout intensity can be easily adjusted to accommodate all.

\$65

Pilates 7-Week Program (Bartley Members) • HLTH 014 • 7 sessions

CRN 25278 May 23-Jul 11 T 5:15-6:15 p.m.

\$35

Yo Chi • HLTH 056 • 7 sessions

CRN 25427 Jun 2-Jul 14 F 5:15-6 p.m.

This fusion of standing and floor based yoga postures with slow, flowing movements gives you the strength and stability of yoga, the balance and mobility of Tai Chi, and the added benefits of mind/body programming which enhances calmness and reduces stress throughout our bodies. The class format cycles these two disciplines in five- minute sections throughout the class.

\$45

Yo Chi (Bartley Center members)

HLTH 056 • 7 sessions

CRN 25428 Jun 2-Jul 14 F 5:15-6 p.m.

\$25



YOUTH PROGRAMS

Youth Programs

For more than 35 years, Holyoke Community College has offered challenging, summer educational activities for youth, providing an early opportunity for students to experience a college environment while guided and encouraged by experienced educators.

June 26-30

HCC Developmental Baseball Clinic (ages 7-13) • YUTH 007 • 5 sessions

CRN 25004 Jun 26-30 MTWThF 9 a.m.-1 p.m.

Perfect for the newer player or one who has not played much competitively. We emphasize baseball fundamentals and team-centered play. Players will experience hitting, fielding, pitching, base running, game play and strategy daily.
\$139

July 10-14

Engineering Your Future: Beginning Engineering (ages 10-14) • YUTH 053

5 sessions

CRN 25017 Jul 10-14 MTWThF 9 a.m. - 4 p.m.

Learn how engineers design solutions to meet our needs. Explore fundamental concepts of design, energy, materials and movement through projects, activities and games. Students will solve various engineering challenges using math, science, technology and robotics.
\$289

Graphic Design Using Adobe Photoshop (ages 8-12) • YUTH 024

5 sessions

CRN 25018 Jul 10-14 MTWThF 9 a.m. - 4 p.m.

Learn the tools and basic image manipulation techniques, including image formats, filter effects, digital photo retouching, color correction, layers, and painting tools. Participants

will design logos or cartoon characters, posters, invitation cards, books and much more.
\$269

HCC Youth Basketball Clinic (ages 8-17) • YUTH 009 • 5 sessions

CRN 25009 Jul 10-14 MTWThF 9 a.m.-3 p.m.

This fun-filled, challenging program emphasizes fundamental skills and basketball knowledge while building self-confidence and developing every player's ability to play more competitively.
\$155

Into the Wild! Wilderness Survival (ages 8-11) • YUTH 043 • 5 sessions

CRN 25011 Jul 10-14 MTWThF 9 a.m.-4 p.m.

Explore fields, forests and wildlife habitats while learning basic survival skills. We'll learn what to pack and how to track, read a compass, build a shelter and fire, and much more. Through the use of games, team challenges and activities, we'll learn about the environment, our eco-system and the incredible, yet unforgiving world of nature. Program will take place outdoors at the HCC main campus.
\$289



YOUTH PROGRAMS

Video Game Design (ages 11-16)

YUTH 028 • 5 sessions

CRN 25007 Jul 10-14 MTWThF 9 a.m.-4 p.m.

Explore the world of 3D video game design, digital video production and web design with animation. Game design is part of an exciting, multi-billion dollar industry that continues to expand, constantly seeking new creative talent. **\$269**

July 17-21

Advanced Video Game Design

(ages 11-16) • YUTH 030 • 5 sessions

CRN 25013 Jul 17-21 MTWThF 9 a.m.-4 p.m.

This in-depth continuation of "Video Game Design" explores more advanced and sophisticated concepts of 3D animation and game design will be taught with students completing more professional products with greater features. **\$269**

Don't Save the Drama for Your Mama: Write & Perform Your Own Story (ages 11-15) • YUTH 061 • 5 sessions

CRN 25432 Jul 17-21 MTWThF 9 a.m.-4 p.m.

Ever wonder how your favorite television shows come together or how YouTube stars create their most popular videos? Learn multiple aspects of theater performance including script writing, stage fighting, set and costume design, and acting. These skills will support you in writing and performing your own story. The instructor provides the perfect environment for students considering majoring in the humanities after high school. **\$259**

En Garde: Youth Fencing (ages 10-17)

YUTH 015 • 5 sessions

CRN 25001 Jul 17-21 MTWThF 9 a.m.-4 p.m.

This introduction to Olympic-style fencing covers fencing safety, fundamental techniques and tactics, basic equipment troubleshooting and repair, and competition. Includes warm-up games and exercises to improve agility, balance, eye-hand coordination and tactical thinking. **\$259**

Minecraft Construction (ages 8-12)

YUTH 042 • 5 sessions

CRN 25008 Jul 17-21 MTWThF 9 a.m.-4 p.m.

Minecraft is a video game and learning tool that has grown rapidly in popularity. Students will work cooperatively in this virtual world and build nearly anything they can imagine, exploring the basics of

design, planning, spatial reasoning, teamwork, and leadership skills.

\$269

Summer Band (ages 10-14) • YUTH 058

5 sessions

CRN 25342 Jul 17-21 MTWThF 9 a.m.-4 p.m.

Stay in shape on your instrument while playing some fun new music. We will learn some great tunes in a variety of styles and maybe even perform some marching. Open to all students who have played a band instrument for at least one school year. **\$259**

Write. Shoot. Edit. iPhone Filmmaking (ages 12-15) • YUTH 056

5 sessions

CRN 25026 Jul 17-21 MTWThF 9 a.m.-4 p.m.

Did you know that many award winning films on the web were created using an iPhone? Students will create high quality films from concept to completion using Olloclip lenses. This project-based course will best practices and guide students in thinking conceptually, creatively, and differently to convey their messages, information, or stories through a completed film project. Students must bring an iPhone (4+ or higher) and cable charger. **\$269**

July 24-28

Online Marketing & Advertising

(ages 12-15) • YUTH 062 • 5 sessions

CRN 25433 Jul 24-28 MTWThF 9 a.m.-4 p.m.

Print, radio and TV advertising are being redirected to the online audience, changing the creation of the message of a product, service, idea or philosophy. Many advertisements today are produced on iPhone, and students will learn how to create a commercial using iPhone and Olloclip lenses. Students must bring an iPhone (4S or newer), charger cable, and 8GB thumb drive each day. **\$269**

Advanced Minecraft Construction

(ages 12-15) • YUTH 044 • 5 sessions

CRN 25015 Jul 24-28 MTWThF 9 a.m.-4 p.m.

A continuation of "Minecraft Construction" with more complex content and course projects. We'll continue to explore the basics of design, planning, spatial reasoning, teamwork and leadership in a way that will engage higher-order thinking. **\$269**

HCC Youth Soccer Clinic (ages 6-16)

YUTH 008 • 5 sessions

CRN 25023 Jul 24-28 MTWThF 9 a.m.-1 p.m.

A comprehensive soccer clinic for young athletes taught by HCC women's head coach Rob Galazka, with assistance from top college soccer players. The clinic stresses basic and advanced skills with plenty of one-on-one instruction. Focus on technical and tactical skills. The popular "Clinic Olympics" will again be held. **\$139**

Introduction to Robotics (ages 12-16)

YUTH 054 • 5 sessions

CRN 25020 Jul 24-28 MTWThF 9 a.m.-4 p.m.

Design, build, and program robots using the Lego Mindstorm Robotics kit. This program will challenge students to design and develop a robot capable of navigating mazes of increasing difficulty. Students will explore how light, touch, and ultrasonic sensors can enhance their robots. Robotics illustrates how math and science are applied in real world situations. **\$289**

Scratch! (ages 8-12) • YUTH 033

5 sessions

CRN 25010 Jul 24-28 MTWThF 9 a.m.-4 p.m.

Using this popular, kid-friendly programming language, students will create easy-to-use interactive stories, games, and animations — and share their creations with others around the world. **\$269**

July 31 - August 4

Beginning Web Design (ages 8-12)

YUTH 021 • 5 sessions

CRN 25025 Jul 31-Aug 4 MTWThF 9 a.m.-4 p.m.

Learn how to make a website from home that you can share with friends. Explore blogs, videos, and fonts, colors, background, images, animations, links, tables, style sheets, mouse-over buttons, keywords for search engines, embedding videos and sound and more. **\$269**

Cops, Crime Scenes & Careers: HCC Criminal Justice Academy (ages 13-16)

YUTH 035 • 5 sessions

CRN 25022 Jul 31-Aug 4 MTWThF 9 a.m.-4 p.m.

Lead by HCC faculty and local police officials, students will be directly engaged in the process of crime scene investigation, evidence collection and forensic evidence analysis. Learn how forensic science helps solve crimes, along with the history and evolution of the law enforcement

field. Students will interact with criminal justice practitioners from law enforcement, corrections, probation, parole and the courts.
\$279

HCC Basketball Shooting Clinic
(ages 8-17) • YUTH 059 • 5 sessions

CRN 25430 Jul 31-Aug 4 MTWThF 9 a.m.-3 p.m.

Designed for beginning and advanced players and focused solely on shooting, this clinic will use a variety of drills, games and competitions. A tremendous opportunity for young players to learn from experienced coaches who have had great success on the court. Clinic includes foundations of shooting, shooting off the catch, shooting off the dribble and advanced shooting techniques used in college.
\$155

Health & Medical Career Exploration
(ages 10-14) • YUTH 031 • 5 sessions

CRN 25429 Jul 31-Aug 4 MTWThF 9 a.m.-4 p.m.

Receive training so that you can babysit, take vital signs, perform CPR and first aid while gaining exposure to exciting health care careers. Learn about proper nutrition, caring for yourself and others, preventing injuries and what to do when something happens. Includes demonstrations from various professions.
\$289

Multi-Media Arts Exploration
(ages 8-12) • YUTH 018 • 5 sessions

CRN 25016 Jul 31-Aug 4 MTWThF 9 a.m.-4 p.m.

An incredible opportunity to explore a wide variety of art, including water color paint, acrylic, handmade paper, print making, tie-dyeing, sculpting and drawing. Students will be able to take advantage of the college's natural surroundings by learning observational drawing.
\$289

August 7-11

The World of Cold Case Files: HCC Criminal Justice Academy (ages 14-17)
YUTH 060 • 5 sessions

CRN 25431 Aug 7-11 MTWThF 9 a.m.-4 p.m.

Study criminal justice by investigating unresolved (cold) cases. Why do cases go cold and who or what triggers their reopening? What are the major obstacles? Are they approached differently? Students will visit an actual crime scene, discuss real, local cases of interest, conduct group and independent research into a cold case and make a presentation on their findings. Some course content may be graphic in nature.
\$279

2017 SUMMER YOUTH REGISTRATION

Payment by money order, credit card, or check payable to:
 'HCC Community Services' Kittredge Center, Room 221,
 303 Homestead Ave., Holyoke, MA 01040

Student Name: _____

Date of Birth: _____ Grade: _____

- HCC Developmental Baseball Clinic - \$139
- Engineering Your Future: Beginning Engineering - \$289
- Graphic Design Using Adobe Photoshop - \$269
- HCC Youth Basketball Clinic - \$155
- Into the Wild! Wilderness Survival - \$289
- Video Game Design - \$269
- Advanced Video Game Design - \$269
- Don't Save the Drama for Your Mama: Write & Perform Your Own Story - \$259
- En Garde: Youth Fencing - \$259
- Minecraft Construction - \$269
- Summer Band - \$259
- Write. Shoot. Edit. iPhone Filmmaking - \$269
- Online Marketing & Advertising - \$269
- Advanced Minecraft Construction - \$269
- HCC Youth Soccer Clinic - \$139
- Introduction to Robotics - \$289
- Scratch! - \$269
- Beginning Web Design - \$269
- Cops, Crime Scenes & Careers: HCC Criminal Justice Academy - \$279
- HCC Basketball Shooting Clinic - \$155
- Health & Medical Career Exploration - \$289
- Multi-Media Arts Exploration - \$289
- The World of Cold Case Files: HCC Criminal Justice Academy - \$279

Address: _____

City: _____ State: _____ Zip: _____

Parents E-mail: _____

Home/Cell: _____

Work Phone: _____

Emergency contact name & telephone: _____

Health concerns/conditions/allergies: _____

In case of medical emergency, I hereby give permission to transport and admit my child to a local medical center for the purpose of emergency medical treatment. I release Holyoke Community College, its employees and agents from any liability for injuries sustained during athletic competition or academic instruction or incurred during the transportation and admission of my child to a local medical center for emergency medical treatment. Parents and legal guardians are responsible to communicate directly to staff all allergies, medical concerns and conditions before the start of these programs. Youth are expected to have their own medical insurance coverage. I certify that my child/children have had all health immunizations, are in good health and can participate in challenging, athletic and academic activities without limitation. In programs that include field trip experiences off-campus, I give the College approval to transport my youth(s). I understand that the College reserves the right to photograph their classes in session and utilize these images in our printed and digital publications. HCC reserves the right to make changes in its programs as circumstances dictate. I acknowledge that no refunds will be granted after program begins. As parent/guardian, I agree to all of the above.

Parent/Guardian Signature: _____ Date: _____

Credit Card: VISA MC Discover

Amount: \$ _____

Account Number: _____

Date of Expiration: _____

Signature: _____

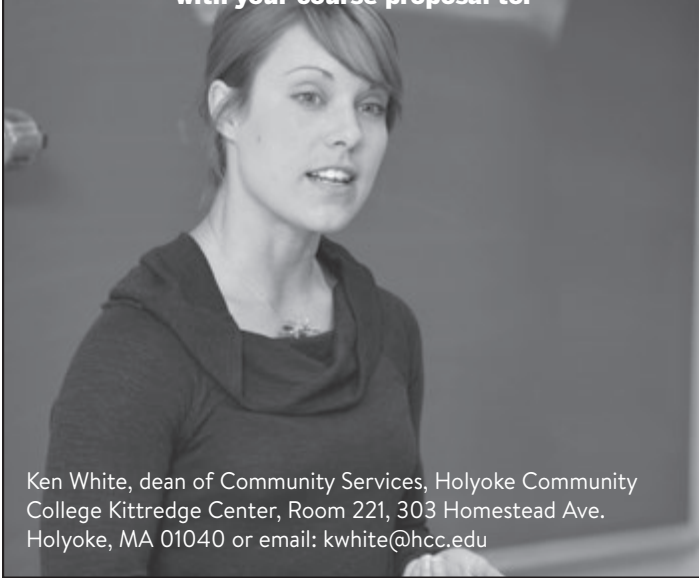
Full payment upon registration. No refunds will be granted after program begins.

Box lunches are available for \$7.50 a day.

WANTED:

Engaging Faculty for Courses

If you're interested in teaching and adding to the quality of our students' lives, send your resume with your course proposal to:



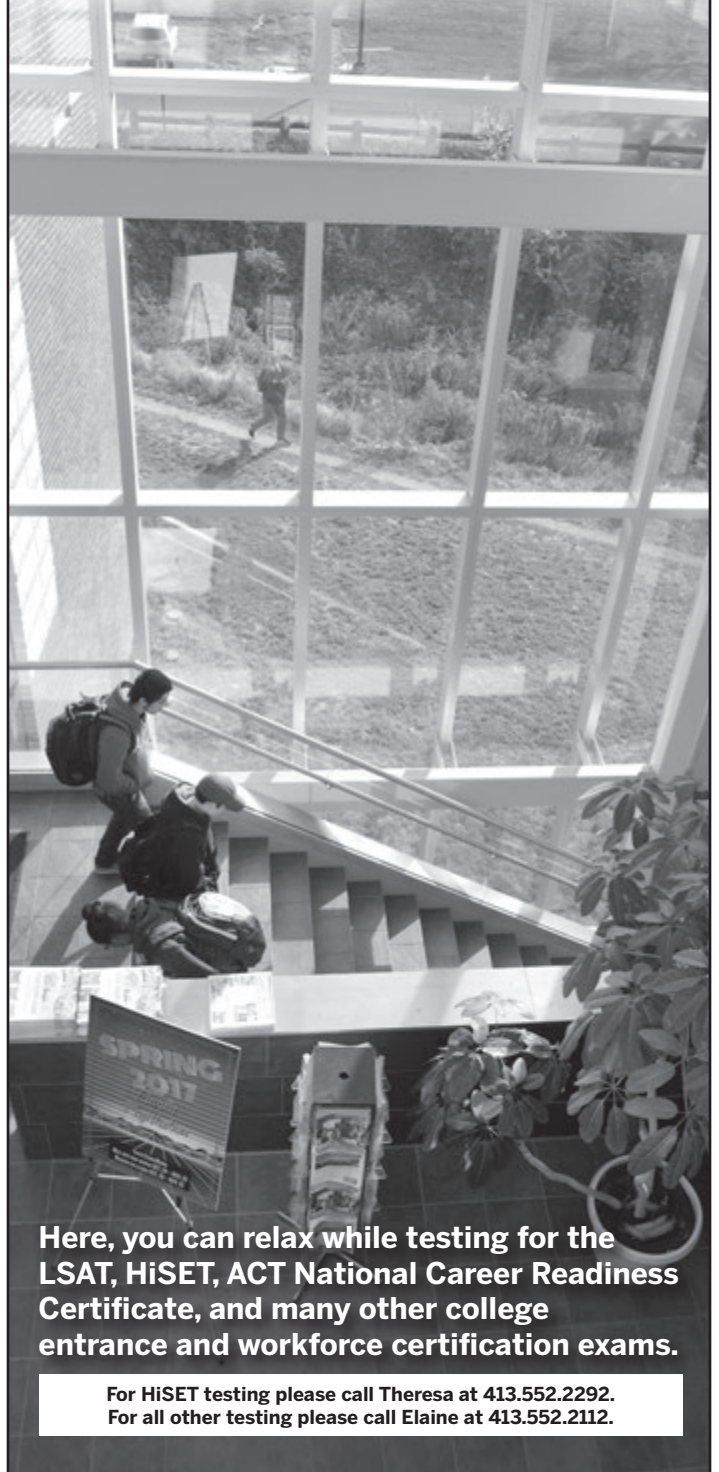
Ken White, dean of Community Services, Holyoke Community College Kittredge Center, Room 221, 303 Homestead Ave. Holyoke, MA 01040 or email: kwhite@hcc.edu



Conference Services and Facilities Rentals

The state-of-the-art Kittredge Center is the Pioneer Valley's premier facility for conferences and professional meeting space. It offers the latest in technology and is accessible to all major highways. Bring your conference to The Kittredge Center or ask about conference management services. Contact us at 413.552.2320 or visit us online at www.hcc.edu/conference

Take advantage of testing and assessment services in our state-of-the-art Testing and Workforce Certification Center



Here, you can relax while testing for the LSAT, HiSET, ACT National Career Readiness Certificate, and many other college entrance and workforce certification exams.

For HiSET testing please call Theresa at 413.552.2292.
For all other testing please call Elaine at 413.552.2112.

ADULT BASIC EDUCATION

Two Keys to Success: high school diploma and good language skills

A high school diploma and good English skills are essential to get a good job. If you need help with either, we have programs for:

- **HiSET** (formerly GED) to earn a high school diploma equivalent
- **ESOL** English for Speakers of Other Languages
- **Transition** to College and Careers

In Ludlow:

Ludlow Area Adult Learning Center (LAALC)
54 Winsor St.

- **ESOL** classes, morning and evening, Monday to Thursday, September to June – Free.

Contact: 583-0320

In Downtown Holyoke:

Picknelly Adult and Family Education Center (PAFEC)
206 Maple St., next to the bus station.

- **HiSet** test preparation classes – Free and low-cost.
- **HiSet** testing – \$100-\$125, scholarships available.
- **ESOL** classes – Free.
- **Transition to College and Careers** – Free.

Includes classes by the Care Center, CareerPoint, Community Education Project (CEP), Holyoke Community College Adult Learning Center (HCC/ALC), Holyoke Adult Learning Opportunities (HALO), and Holyoke Works.

Contact: 552-2931



In Downtown Holyoke:

Gill Technology Center at PAFEC, 206 Maple St.

- **HiSet** self-paced test preparation classes.
- Computer classes in English and Spanish.

Contact: 552-2939, sschmidt@hcc.edu

HCC Main Campus in Holyoke:

303 Homestead Ave., direct bus to/from downtown Springfield.

- **HiSet** testing – \$100-\$125, scholarships available.
- **ESOL** ESL Level 1 – Free. ESL advanced levels – financial aid available.
- **Transition** to college and careers – Free.

Contacts:

HiSet Testing: 552-2292, teccles@hcc.edu

ESL: 552-2553, gmontero@hcc.edu

Transition: 552-2245, mmartone@hcc.edu;

552-2728, mtroppe@hcc.edu

In Springfield:

Springfield Adult Learning Center (SALC)
One Armory Square, Building 27, 1st floor.

- **HiSet** test preparation classes.
- **ESOL** classes – Free.

Contact: 755-4300

Preparation for the High School Equivalency Test (HiSET)

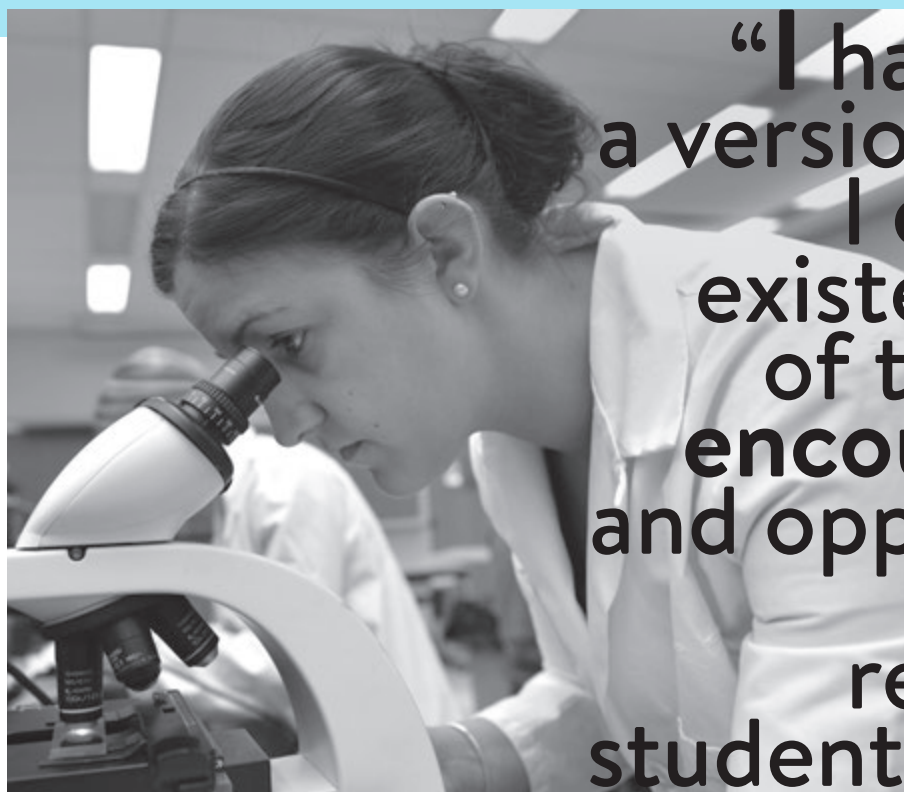
TEST 001 • 24 sessions

CRN 257325 Jun 12-Aug 30 MW 6-8:30 p.m.

For students who want to earn their high school credential and need a review of the High School Equivalency Test (HiSET) subjects (language arts, social studies, science, math), and assistance in test-taking strategies. All students will be assessed in reading comprehension, math, and writing at the first class meeting, which is required. Enrollment is limited to provide immediate and individualized attention to students. This is an accelerated program. Individuals who are missing more than two years of formal high school should contact the Dean of Community Services at 552-2324. Those 17 years of age or younger must provide official high school documentation indicating at registration that they are no longer enrolled high school. Class is held in downtown Holyoke at PAFEC, 206 Maple St.

\$199

SUCCEED.



“I have become a version of myself I didn’t know existed, because of the amazing encouragement and opportunities I have received as a student at Holyoke Community College.”

– *Jeffery Anderson-Burgos,*
Liberal Arts, Sociology

We want you to have a successful start to your college career. That’s why we have so many programs and services designed to make your first year experience the best it can be. Think of them collectively as your college toolkit, with all the resources you need to succeed brilliantly. What’s included?

- New student orientation
- Academic advising
- Career exploration workshops
- Group and individual tutoring
- First year learning communities
- Resource Fairs
- Identity and special interest clubs

THERE’S A PLACE FOR YOU AT HCC

You’re one of a kind, with your own interests, your own unique history. At HCC, we strive to create an inclusive, respectful and welcoming environment—a place where we can learn from our differences, where all members of our community feel valued. Come find your place at HCC.

HOLYOKE
COMMUNITY
COLLEGE

“It’s really supportive here—there’s always somebody willing to help if there’s a problem. It’s always, ‘how can we help you get through this and make this so it’s going to **work for you?**’ If I run into brick walls, there’s somebody with their hand out, ‘Here, let me help you get over this hurdle.’”

— Tameika Heathman, Psychology

START WITH SUCCESS

At HCC you’ll find a multitude of ways to deepen your understanding of a subject, and a multitude of learning environments. Ready for a challenge?

HONORS

Honors grads go to colleges and universities such as Amherst, Smith, Wellesley, Mount Holyoke, Cornell and Brandeis. Special benefit: Honors grads get automatic acceptance into honors programs at all Massachusetts state colleges and universities.

LEARNING COMMUNITIES

The name says it all. Team-taught, interdisciplinary courses that view one theme through multiple lenses. For example, “The Causes and Consequences of Hunger and Homelessness,” taught by an English professor and an economics professor.

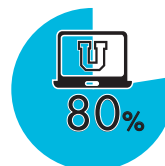
BEYOND THE CLASSROOM

50+ student clubs and organizations **WEEKLY EVENTS, SPEAKERS AND ENTERTAINMENT** **Deejay a show on HCC’s radio station** **Write for the college newspaper** **SPEAK UP** as part of **HCC’s student government** **Get fit** at the **David M. Bartley Center for Athletics and Recreation (HCC’s health club, free to students!)** **Lift weights, jump on a cardio machine, or take a ZUMBA class** **JOIN A TEAM—HCC boasts an award-winning NJCAA DIVISION III athletic program** **Choose from baseball, soccer, volleyball, basketball or golf!**



CHOICE AND FLEXIBILITY

Choose day, evening or weekend classes to fit your schedule, or take some (or all) of your classes online!



LEARN.

DREAM.



TRANSFER

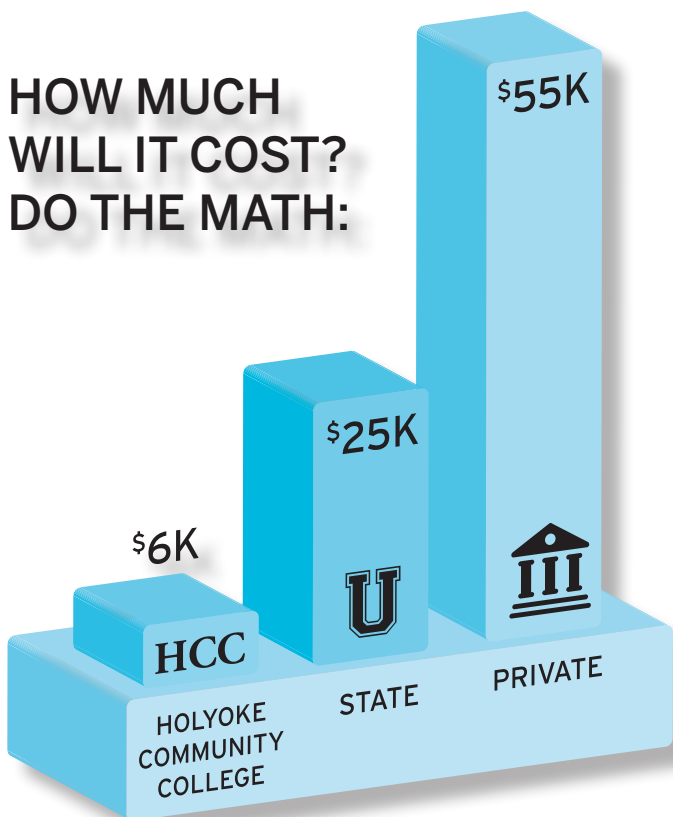
With one of the highest rates of transfer among Massachusetts community colleges, HCC prepares students for continued success. Our transfer agreements open doors at public and private colleges and universities in Massachusetts and beyond—and some even include reduced tuition and guaranteed admission!

HCC STUDENTS GO PLACES

Where do HCC students go to earn their bachelor's degrees? Here's a partial list!

- American International College
- Amherst College
- Bay Path University
- Brandeis University
- Cornell University
- Elms College
- George Washington University
- Hampshire College
- Mount Holyoke College
- Smith College
- Springfield College
- University of Massachusetts
- Wellesley College
- Western New England University
- Westfield State University

HOW MUCH
WILL IT COST?
DO THE MATH:



HOLYOKE COMMUNITY COLLEGE

DEGREES

Accounting
Administrative Professional Studies
Applied Technology
Banking
Biology
Biotechnology
Business Administration
Chemistry
Clean Energy
Communication, Media and Theater Arts
Communication
Computer User Support
Creative Writing
Criminal Justice
Deaf Studies
Early Childhood
Electronic Media
Elementary Education
Engineering
Engineering Science
English
Entrepreneurship

Environmental Science
Foodservice Management
Forensic Science
Foundations of Health
Gender and Women's Studies
General Integrated Studies
Graphics
Health, Fitness and Nutrition
Hospitality Management
Human Resource Management
Human Services
Information Technology Management
Liberal Arts and Science
Marketing
Mathematics
Music
Natural Resources Studies
Nursing
Nutrition and Food
Paralegal
Photography
Physics

Degrees can be completed in as little as two years full time, or part time at a pace that suits you. It is challenging to complete most degree programs in two years, and some students opt to take slightly longer, especially if they have work or family responsibilities. Degrees prepare you for a career or transfer to a four-year college or university. They require completion of at least 60 credits, usually combining specific major-related courses with a choice of electives.

Programming
Psychology
Radiologic Technology
Secondary Education
Sociology
Sport Management
Sustainability Studies
Sustainable Agriculture
Theater
Undecided
University Without Walls
Veterinary Technician
Visual Art
Web Development

CERTIFICATES

Accounting Systems
Addiction Studies
Administrative Professional Studies
Clean Energy Coaching
Community Health Worker
Computer Networking
Culinary Arts
Deaf Studies
Developmental Disabilities Direct Support
Direct Care Worker
Electronic Media
Entrepreneurship
Forensic Science
Graphic Design
Health and Fitness Management
Health and Fitness Specialist
Hospitality Management
Human Resource Management
Human Services

Marketing
Medical Assistant
Medical Billing and Coding
Music Performance
Practical Nursing
Strength and Conditioning Specialist
Supervision and Leadership in the Helping Professions
Sustainability Studies

NON-CREDIT CERTIFICATES

American Management Assoc
Certified Nursing Assistant (CNA)
Cisco Network Certification
Culinary and Hospitality
Event Planning
Microsoft Office Certification
National Career Readiness
Non Profit Management
Project Management
ServSafe Certification

Certificates, both credit and non-credit, as well as professional training programs, can be completed in as few as two semesters full time, or part time at a pace that is best for you. They often require the completion of nine or more related courses and are designed to provide expertise in a particular field so you can launch a new career, strengthen current skills or pursue an interest.

TRAINING PROGRAMS

Commercial Drivers License
Customer Service
Emergency Medical Technician (EMT)
Grant Writing and Management
Pharmacy Technician
Preschool Worker



New training programs to help you get a job, get a better job, or do your job better

Call Center and Customer Service Training

Employers need qualified customer service people. Working with local businesses, We built the curriculum to meet those requirements. Classes include Marketing, Financial Management, Business Etiquette, Sales, and Math for Business. Students are also put in a simulated customer call center environment where they are on the phone working through potential service call scenarios.

Manufacturing Basics

Employers told us what they want potential employees to know, and this program is the result. Includes: Math for Manufacturing, Instrumentation and Measuring, Lean Systems, Teamwork, Communication and Workplace Expectations. Suitable for individuals and businesses.

Hospitality and Culinary Workforce Development

Training for food service and food preparation workers and supervisors within the hospitality and food and beverage marketplace. Designed by area professionals in concert with our workforce development team, these programs are available for individuals and groups from area businesses.

Helping Medical Practices Prepare for the Change to ICD-10 Medical Coding System.

The implementation of the new ICD-10 medical classification system will require training for billing clerks, medical secretaries, medical coders and other medical professionals. Suitable for individuals or businesses, these classes will be offered by Training and Workforce Options (TWO), a joint effort of Holyoke Community College and Springfield Technical Community College.

For information, contact Bob Griffin at 413.552.2086 or rgriffin@hcc.edu

Course Registration Information

Community Education courses fill fast. We suggest you register at least two weeks before class start date, or by registration deadline if noted. If space is still available in a class, HCC can accept registration for most classes up to the business day before a class starts.

A \$20 fee will be charged for returned checks. All returned checks not made good will be referred to a collection agent.

CLASS SCHEDULES

Class dates are subject to change. Please check the website (www.hcc.edu/bce) for the latest updates, and be sure to check with the instructor on the first day of class. Classes are not held on state and national holidays, and individual instructors may make other adjustments.

FEES

Fees for materials are now included in the tuition price unless specifically noted.

REFUND POLICY FOR NON-CREDIT COURSES

Courses (with six or more meetings)

Withdrawal at least five days before the first class meeting, 100 percent of all fees, less \$30. Less than five days before the first class meeting but before the third class meeting 50 percent of the course cost. No refund will be granted after the start of the third class meeting.

Courses (with five or fewer meetings)

Refunds are available only if the student withdraws by the Friday before the first class meeting, less 25 percent of course cost, but not to exceed \$25.

COURSE CANCELLATION

Low enrollments can necessitate course cancellations. HCC will attempt to notify students whose class has been cancelled and help them choose another course or obtain a refund. **Completing your course registrations as early as possible helps the college avoid cancelling classes.** **If the college cancels a course, 100 percent of all course costs are refunded.**

BENEFITS, TUITION WAIVERS, AND THIRD PARTY BILLING

State Employee Tuition Waivers

Present waivers at the time of registration. Waivers are not accepted by telephone, Fax, or mail.

For non-credit courses, full-time state employees, their spouses and dependent children up to age 25 are eligible for tuition remission of 50 percent of tuition only for any non-credit course(s) or program(s). **Tuition waivers will be honored so long as the minimum number of full-tuition-paying students per class has been met.**

Third Party Billing (Company-Agency Payments)

Please submit, by mail or in person, an enrollment form for each student along with an original purchase order or letter on company-agency letterhead including the student name(s) and the amount to be paid.

To sign up for classes: www.hcc.edu/bce

5
easy ways
to register!



Call
413.552.2500
7:30 a.m. - 6 p.m.



Fax
413.552.2745



Walk in
Kittredge Center,
2nd floor, Customer
Service Lobby
413.552.2500



Mail
Community Education - Kittredge Center
Holyoke Community College
303 Homestead Avenue
Holyoke, MA 01040



Web
www.hcc.edu/bce

Enrollment Form

Note: Many courses fill fast. We suggest you register at least two weeks before class start date, or by registration deadline if noted. If space is still available in a class, HCC can accept registration for most classes up to the business day before a class starts.

How did you learn about our courses? Please check all that apply:

- On HCC's website
 Via an email
 Received Community
 Facebook
 Received any other mailing
 Ad or story in newspaper or on
 Education Course Bulletin ...
 Other: (please indicate)
 about courses and programs
 the radio
 in mail
 on campus

About You

		Area Code	Phone Number		Email: _____		Date: _____	
Work/Day								
Home/Evening					Previous Name (if applicable)		Date of Birth	
Last Name				First Name				
Street Address								
City							State	Zip Code

I HAVE READ AND UNDERSTAND THE REFUND POLICY ON THE PREVIOUS PAGE

Don't forget to sign here! → SIGNATURE: _____

Class Selections

Course Number	CRN*	Course Title	Day/Time	Non-credit Tuition
Subtotal non-credit tuition				
Total				

* CRN: Course Registration Number

**Questions?
Contact
Community
Education
413.552.2500
or
413.552.2123**

Payment

Charge Accounts

We accept personal checks, money orders, MasterCard, Visa and Discover. Complete all items below if you are charging a course or registering by fax. Please do not send cash.



Account Number: _____

Date of Expiration: _____

Signature: _____

2017 SUMMER

Holyoke Community College
303 Homestead Avenue, Holyoke, MA 01040
Telephone: 413.552.2500 • www.hcc.edu

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HOLYOKE
COMMUNITY
COLLEGE



please recycle

HCC uses multiple mailing lists. If you receive
a duplicate, please share it with a friend.