



# HOLYOKE COMMUNITY COLLEGE



FALL 2018

## PROFESSIONAL DEVELOPMENT & PERSONAL ENRICHMENT

NEW WORKPLACE SKILLS CLASSES ON PAGE 17

SOCIAL MEDIA FOR BUSINESS ON PAGE 6

## POPULAR ONLINE COURSES



- Expert Instructors
- 24-Hour Access
- Online Discussion Areas
- 6 Weeks of Instruction

Learn from  
the comfort  
of home!

New course sessions begin monthly.  
Please visit our Online Instruction Center to see exact  
start dates for the courses that interest you.

### Learn More!

Visit our Online Instruction Center

Visit: [www.ed2go.com/holyoke](http://www.ed2go.com/holyoke)  
or call: **413.552.2123**



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](http://www.mccti.org)**

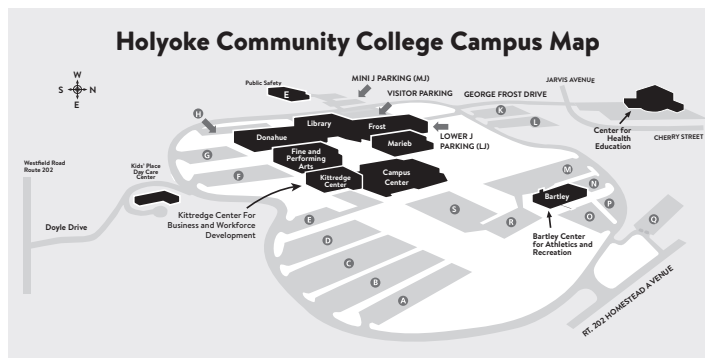
## Casino Dealer Gaming School Now Open

**See page 10 for classes**



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

## 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](http://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](http://www.hcc.edu)

### Additional Locations

**E2E: Quabog Region  
Workforce and  
Training Center**  
79 Main St.  
Ware, MA 01082  
413.552.2086,  
[rgriffin@hcc.edu](mailto:rgriffin@hcc.edu)

**HCC MGM Culinary  
Arts Institute**  
164 Race Street  
Holyoke, MA 01040  
413.552.2838  
[hcc.edu/culinary](http://hcc.edu/culinary)

**Ludlow Area Adult  
Learning Center  
(LAALC)**  
54 Winsor St.,  
Ludlow, MA 01056  
413.583.0320  
[www.ludlowcenter.org](http://www.ludlowcenter.org)

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

**Now serving...**

# **The HCC MGM Culinary Arts Institute**

All levels of culinary and hospitality education and training all in one location

## **Associate Degrees and Credit Certificate Programs**

### **Hospitality Management**

Contact Warren Leigh, 413.552.2298,  
wleigh@hcc.edu

### **Culinary Arts**

Contact Warren Leigh, 413.552.2298,  
wleigh@hcc.edu

## **Professional Development Certificates**

### **Culinary & Hospitality Programs**

See pages 12-14

### **ServSafe**

See page 13

### **TIPS**

See page 12

Contact Maria Vargas at  
413.552.2122, mvargas@  
hcc.edu, or Bob Griffin,  
413.552.2086, rgriffin@hcc.edu



## **Personal Enrichment**

### **Gourmet Cooking Classes**

See page 19-20. Contact Valentyna Semyrog,  
413.552.2123, vsemyrog@hcc.edu  
or Ken White, 413.552.2324, kwhite@hcc.edu

## **All classes to be held at the new HCC MGM Culinary Arts Institute**

164 Race Street, Holyoke MA



## Computers & Technology ..... 5

The Web .....	6
Information Technology .....	6
At PAFEC .....	7

## Professional Development ..... 8

Bookkeeping .....	8
Commercial Drivers License .....	8
Continuing Education for Construction Supervisors & Building Professionals .....	8
Customer Service .....	10
Event Planning .....	10
Gaming School .....	10
Healthcare .....	11
Hospitality .....	12
Hospitality 1 - Core Skills .....	12
Hospitality 2 - Food Servers .....	13
Hospitality 3 - Food Preparers .....	13
Hospitality 4 - Hotel Workers .....	13
Hospitality 5 - Supervisors and Managers .....	14
Interior Design .....	14
Management .....	14
Manufacturing .....	15
Notary .....	15
Online Certificates .....	15
Drone Pilot Training .....	16
Project Management .....	16
Real Estate .....	16
Safety .....	16
Small Business .....	17
Workplace Skills .....	17

## Personal Enrichment ..... 19

Arts .....	19
Expression .....	19
Gourmet Cooking Series .....	20
Health & Fitness .....	20
Home Business .....	21
Language .....	22
Leisure & Outdoors .....	22
Living Fully at 55+ .....	22
Money & Investment .....	23
Safety .....	23

## Adult Basic Education ..... 24

### 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.

# COMPUTERS & TECHNOLOGY

## Introduction to Microsoft Office 2016 • TECH 017 • 4 sessions

CRN 35464 Sep 18-Oct 9 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 creating, formatting, and working 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.

**\$199**

## Introduction to Microsoft Word 2016 TECH 006 • 4 sessions

CRN 35480 Oct 16-Nov 6 T 6-9 p.m.

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

**\$199**

## Introduction to Microsoft Excel 2016 TECH 007 • 4 sessions

CRN 35465 Nov 13-Dec 4 T 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.

**\$199**

## MOS Word 2010 Exam Prep. CWD 832 • 6 sessions

CRN 35096 Sep 26-Oct 31 W 6-9:15 p.m.

Prepares you to pass the Microsoft Office Specialist exam for Word and to gain a marketable credential and a valuable addition to your resume. Topics covered include: sharing and maintaining documents, formatting content, applying page layout and reusable content including illustrations and graphics, proofreading, applying references and hyperlinks, performing mail merge operations. Your certification exam can be scheduled in the HCC Testing and Workforce Certification Center. Exam fees not included.

**\$199**

Students in computer classes  
should bring a flash drive.

## MOS Excel 2010 Exam Prep. CWD 833 • 6 sessions

CRN 35097 Nov 7-Dec 12 W 6-9:15 p.m.

Preparation for Microsoft Office Specialist certification exam in Excel will help you add a valuable credential to your resume. Topics covered include: managing the worksheet environment, creating cell data, formatting cells and worksheets, applying formulas and functions, presenting data visually, sharing worksheet data with others, analyzing and organizing data. Exam can be taken at the HCC Testing and Workforce Certification Center. Exam fees not included.

**\$199**

## MOS PowerPoint 2010 Exam Prep. CWD 820 • 4 sessions

CRN 35090 Oct 22-Nov 12 M 6-9:15 p.m.

Earn a Microsoft Office Specialist certification in PowerPoint. This course prepares you for the exam. Topics include: managing the PowerPoint environment, creating a slide presentation, working with graphical and multimedia elements, creating charts and tables, applying transitions and animations, collaborating on presentations, preparing and delivering presentations. Exam can be taken in the testing center at HCC. Exam fees not included.

**\$159**

## Introduction to Adobe Photoshop CC TECH 008 • 4 sessions

CRN 35469 Sep 13-Oct 4 Th 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.

**\$199**

## Introduction to Adobe Illustrator CC TECH 015 • 4 sessions

CRN 35515 Oct 15-Nov 5 M 6-9 p.m.

Illustrator is the software of choice in designing high quality logos, vectors, and complex, multi-layered artistic work, broadcast graphics, and titles. Learn the basics of each tool, in addition to creating 3D shapes. Gain proficiency using paints, pen, brush and colors. If you need to work in both small and larger formats with ultra high quality, this course is for you.

**\$199**

## Introduction to Adobe InDesign CC TECH 016 • 4 sessions

CRN 35482 Nov 19-Dec 10 M 6-9 p.m.

Use this powerful layout software to learn graphics design. Create dynamic visual communications including "knock-out" magazines, letterheads, business cards, flyers, and publications. Learn to use the work area elements that make up the main screen including: edit commands; all of the drawing, frame, and shape tools; tables; paths; and additional palettes. Learn techniques to manage documents, to add photos, and to create unique designs.

**\$199**



# COMPUTERS & TECHNOLOGY

## Quickbooks

See "Bookkeeping" in the "Professional Development" Section.

## The Web

### Facebook & LinkedIn

#### CWD 616 • 1 session

CRN 35104	Oct 6	S	9 a.m.-Noon
CRN 35105	Oct 24	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. The 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**

### Social Media: Results Marketing

#### CRER 044 • 1 session

CRN 35965	Oct 2	T	6-8 p.m.
CRN 35966	Oct 3	W	10 a.m.-Noon

Social media is marketing. All successful businesses must have a strong presence, across multiple social media platforms. Identify which platforms make the most sense for your business. Learn how to create successful content, tips on managing your social communities, advertising techniques, and general best practices. Turn your caterpillar into a social butterfly. **\$79**

### Social Media: Event Marketing

#### CRER 045 • 1 session

CRN 35967	Oct 16	T	6-8 p.m.
CRN 35968	Oct 17	W	10 a.m.-Noon

With over 1 billion daily users, social media is without a doubt the most cost-effective way to promote your next event. Learn how to properly create Facebook events, invite hundreds of friends with just a few clicks, run

paid advertisements, and cross-promote to other social platforms like Instagram and Twitter. **\$79**

### Social Media: Customer Service in the 21st Century • CRER 046 • 1 session

CRN 35969	Oct 13	S	10 a.m.-Noon
CRN 35970	Oct 13	S	12-2 p.m.

In a world where instant gratification is expected, social media provides an unparalleled opportunity to connect with your customers, when it's convenient for them. Learn how to find customers talking about you instead of to you, properly manage online reviews/feedback (both positive and negative), set up customer/technical service help via Twitter and manage this newly generated workflow. **\$79**

### LinkedIn: Maximize It!

#### CRER 047 • 1 session

CRN 35971	Oct 27	S	10 a.m.-Noon
CRN 35972	Oct 27	S	12-2 p.m.

Use LinkedIn to its maximum. It is your digital first impression with potential employers, co-workers, and clients. Don't miss out on the opportunity by under-representing your skill set. Together, we will build an all-star profile that is sure to generate interest in you. **\$79**

## Information Technology

### CompTIA A+ • CWD 900 • 5 sessions

CRN 35526	Oct 1-5	MTWThF	8 a.m.-4:30 p.m.
CRN 35534	Nov 5-9	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 35525	Oct 15-19	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 35530 Nov 26-30 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, two of which are offered every semester:

- 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 35092

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**

## 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.



## There's an App for That TECH 073 • 1 session

CRN 35666 Sep 20 Th 5-7 p.m.

CRN 35669 Nov 1 Th 5-7 p.m.

Make the most of your smartphone in this class. We will discuss how to connect your various devices, use email and google drive, and explore apps that can make your life easier and more interesting.

**\$25**

## Google Like a Pro • TECH 074 • 1 session

CRN 35671 Sep 27 Th 5-7 p.m.

CRN 35672 Nov 8 Th 5-7 p.m.

Learn how to make Google work for you. Learn how to use Google Drive to store and share documents, and Google Docs and Sheets to work collaboratively. It's the best parts of Microsoft Office in a free, sharable space.

**\$25**

## Troubleshooting Basics

### TECH 075 • 1 session

CRN 35674 Oct 11 Th 5-7 p.m.

CRN 35675 Nov 28 W 5-7 p.m.

Computers are wonderful tools, but what should you do when things go awry. This class will provide you guidance in dealing with common issues (freezing, pop up boxes, warning messages, screen or mouse malfunction), to get your computer running smoothly again.

**\$25**

## Buyer's Guide to Finding the Right Computer for You • TECH 038 • 1 session

CRN 35665 Sep 13 Th 5-7 p.m.

CRN 35667 Oct 25 Th 5-7 p.m.

In this class we will explore the different types of computers and brands, as well as the vocabulary of memory systems, processing speed, and operating systems.

**\$25**

## Acing the Online Class

### TECH 076 • 1 session

CRN 35677 Oct 11 Th 5-7 p.m.

CRN 35678 Nov 29 Th 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, how to manage time, and what to expect from online learning.

**Free**

## Tech Tools for Students

### TECH 077 • 1 session

CRN 35680 Oct 18 Th 5-7 p.m.

CRN 35681 Dec 6 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 how to locate relevant information.

**Free**

# PROFESSIONAL DEVELOPMENT



## Bookkeeping

### Introduction to Quickbooks 2015

**TECH 010 • 4 sessions**

CRN 35481 Oct 17-Nov 7 W 6-9 p.m.

Includes step-by-step instructions in getting the software up and running. We'll cover invoicing for services, accounts receivable management, entering and paying bills, accounts payable management, writing checks, managing petty cash and checking accounts, reconciling bank statements. Prerequisite: PC (preferably Windows) and mouse experience and some basic bookkeeping and/or accounting experience assumed.

**\$199**

## Commercial Drivers License

### Commercial Driver's License - Class B Training Program (50 hours)

**CMDL 019**

CRN 35071 Sep 24-28 MTWThF 5:30-8:30 p.m.

Train for a lucrative new career without quitting your day job. Offered in association with Tri-State CDL, this 50-hour program includes classroom and on-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.

**\$1949**

### Coach & Bus Driver Training - Class B License (P Endorsement) (50 hours)

**CMDL 020**

CRN 35070 Sep 24-28 MTWThF 5:30-8:30 p.m.

Prepare to become a licensed bus driver. Classroom hours include: orientation, log book training, vehicle inspection, and special features with a focus on passenger safety. The yard portion covers start up, shut down, speed and space management, emergency maneuvers, skid control, roadway hazards, and extreme weather - all with the safety of passengers in mind. Offered in conjunction with Tri-State CDL.

**\$2999**

## Continuing Education for Construction Supervisors & Building Professionals

Earn certification hours through online, interactive courses offered in conjunction with the Home Builders & Remodelers Association of Massachusetts. Self-paced courses can be accessed from your computer, tablet, or phone and include a variety of interactive learning tools, such as video presentations. At the end of each, successfully complete an examination to earn a Certificate of Completion and college CEUs. These engaging courses exceed quality and content standards and are packed with relevant, on-the-job information. For more information, contact Ken White at [kwhite@hcc.edu](mailto:kwhite@hcc.edu) or 413.552.2324. To enroll, go to <https://hbrama.education/>

### Mechanic's Lien and Compliance with Massachusetts General Laws Chapter 254 (2 hours) • HBRA 001

CRN 35835

Learn how to protect your business. Course covers General Contractor Liens, Sub-Contractor Liens, Statements of Accounts, Partial Lien Waivers, Notice of Contract, Notice of Identification, Notice of Substantial Completion, General Lien Waivers and proper Notice of Lien Waivers.

**\$39**

To sign up online or  
for complete course descriptions:  
[www.hcc.edu/bce](http://www.hcc.edu/bce)

## Construction Contracts and Compliance with Mass General Laws Chapter 142A (2 hours) • HBRA 002

CRN 35836

A review of the importance of written contracts, contract provisions to be included in construction contracts, requirements of 780 CMR as it relates to Mass Contracts, General Laws Chapter 142A, and compliance with Massachusetts General Laws Ch. 142A including rights of rescission, and lead paint issues.

**\$39**

## Building An Airtight Home (2 hours) HBRA 003

CRN 35837

Covers the critical areas of air filtration and air barriers, blower door testing and metrics, framing an airtight house, and insulating and sealing an airtight house. Familiarize yourself with elements of planning and design of a super-insulated home, construction details, building testing during construction & building performance after completion.

**\$39**

## Fall Prevention and Silica Safety (2 hours) • HBRA 004

CRN 35838

Learn how to keep your employees safe as well as yourself on-the-job. Leading causes of construction fatalities and serious injuries and how to prevent them are discussed. Includes demonstrations of the latest safety equipment on the market, fall prevention systems, training resources and OSHA compliance and expectations.

**\$39**

## Residential IECC 2015 Energy Code Overview (2 hours) • HBRA 005

CRN 35839

An overview of the major requirements of IECC 2015 and interpretation of what these new standards will mean in practice. What will builders have to do to comply with the new requirements? How will the standards affect HVAC contractors and code officials?

**\$39**

## Lead Safety Isn't Just About Lead Paint (2 hours) • HBRA 006

CRN 35840

In depth presentation on lead-based paint, dust and debris, and the associated health risks and effects of lead exposure. Includes discussion on what homes have lead-based paint, the differences between EPA and MA regulations, on-site supervisor's requirements, required documentation for employees, OSHA, required

record keeping and appropriate construction practices.

**\$39**

## Avoiding Costly Construction Mistakes (2 hours) • HBRA 007

CRN 35841

Covers improper site preparation and grading, foundation mistakes, the benefits of water proofing vs. damp proofing, vapor retarders, backfill and control joints. Special attention to discussing sill anchor bolt placement, attached and free-standing decks and floor cantilevering, load bearing, proper house wrapping techniques, reroofing, ice barriers and dryer exhaust challenges.

**\$39**

## Builders Introduction to HVAC Systems: Old & New (2 hours)

HBRA 008

CRN 35842

Comprehensive program on understanding the basic relationships of moisture in air, learning about the range of efficiency options available

for HVAC systems today, heat pump operation, Building Code changes that apply to residential HVAC systems and the energy implications of the relationship between the building envelope and HVAC systems. At the conclusion of this program, you'll make better decisions in selecting and installation of efficient HVAC systems and available governmental rebates.

**\$39**

## Keeping Moisture Out & Flashing Techniques (2 hours) • HBRA 009

CRN 35843

Covers Building Code flashing details and roof assemblies to prevent water intrusion. Includes the latest materials on the market to prevent moisture penetration and ice dams as well as non-compatible materials to be aware of. Special attention and discussion directed towards:

- roof valleys
- flashing challenges regardless of siding materials
- eliminating wall and window water penetration & exterior wall applied membranes
- proper flashing of decks and steps

**\$39**



# PROFESSIONAL DEVELOPMENT

## Transition from 8th to 9th Edition: Massachusetts State Building Code 780 CMR (4 hours) • HBRA 010

CRN 35973

Covers major changes, revisions and requirements in the new 9th edition of the Building Code effective January 1, 2018.

**\$99**

## Customer Service

### Customer Service Series Training CWD 956

CRN 35827

This course consists of three primary topics: First, Guest Experience shows you how your actions, decision-making, and quality of work can steer the guest to a fantastic experience. Next, Guest Engagement helps you to gain the listening skills needed to pick up on cues and clues from guests so you can provide the appropriate response. Lastly Dealing with Guest Challenges presents appropriate conflict management techniques to resolve customer issues. For dates, times, and

more information call Maria Vargas at 413-552-2122.  
**\$200**

## 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 35106 Oct 9-25 TTh 4-6 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 35107 Oct 30-Nov 6 TTh 4-6 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**

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

CRN 35108 Nov 8-15 TTh 4-6 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**

## Gaming School

Prepares students to be casino table game dealers. Offered by the Massachusetts Casino Careers Training Institute, a joint venture of Springfield Technical and Holyoke Community College. All classes are held at 95 State St. in Springfield. To take a Level-2 class requires successful completion of a Level-1 class or previous dealer experience. For more information or to register, go to [www.mccti.org](http://www.mccti.org)

### Blackjack-1 • GAME 001 • 30 sessions

CRN 35981 Sep 10-Oct 22 MTWThF 7:30-10:30 a.m.

CRN 35982 Sep 10-Oct 22 MTWThF 1-4 p.m.

CRN 35983 Sep 10-Oct 22 MTWThF 4-7 p.m.

This course teaches the fundamentals of table game dealing. Emphasis will be placed on card totaling, chip cutting and handling, card shuffling, and card placement. Special attention will be given to game and accounting procedures, accuracy and speed. Covers gaming legislation and regulations; job readiness; employee obligations; industry standards, practices, and procedures; customer service relations; guest service excellence and expectations; problem gaming; and CPR. No previous experience required.

**\$399**



## Carnival Games-2 • GAME 005

### 21 sessions

CRN 35991 Oct 23-Nov 21 MTWThF 7:30-10:30 a.m.

CRN 35992 Oct 23-Nov 21 MTWThF 1-4 p.m.

CRN 35993 Oct 23-Nov 21 MTWThF 4-7 p.m.

Also called novelty games, includes variations of three and four card poker such as Texas Hold 'Em and Let It Ride. Covers the layout, possible bets, progressive and bonus options, dealing, the pay/take process, dead games, game protection, guest service, etc. A Level-2 class requires the experience, knowledge and skills acquired in previous game training

**\$199**

## Mini Baccarat/PGP-2

### GAME 006 • 21 sessions

CRN 35989 Oct 15-Nov 14 MTWThF 7:30-10:30 a.m.

CRN 35990 Oct 15-Nov 14 MTWThF 1-4 p.m.

A Level-2 class prepares students to be proficient dealers of Mini Baccarat and Pai Gow Poker. Covers the rules and procedures for both games including dealing, shuffling, wagers, payoffs, progressive combinations for Baccarat, commissions in Pai Gow Poker, etc. Emphasis will be placed on commissions and percentages, the ability to calculate them immediately, customer relations, and security.

**\$199**

## Roulette-2 • GAME 008 • 24 sessions

CRN 35985 Sep 10-Oct 12 MTWThF 7:30-10:30 a.m.

CRN 35986 Sep 10-Oct 12 MTWThF 1-4 p.m.

Prepares students to be proficient croupiers. Covers table layout, chip handling, wagers, payouts, spinning the wheel and ball, dealer duties, rules, procedures, game protection, etc. Emphasis will be placed on accurate and quick mental multiplication, chip handling, memorization of table layout, and accuracy in clearing the table. Previous table game training required.

**\$269**

## Craps-2 • GAME 009 • 31 sessions

CRN 35987 Oct 1-Nov 14 MTWThF 7:30-10:30 a.m.

CRN 35988 Oct 1-Nov 14 MTWThF 1-4 p.m.

Covers the fundamentals of dealing Craps. Prepares students to be proficient members of a craps crew. Covers the roles, rules, and procedures of the game; chip-handling; wagering and payoffs; security; guest service, etc. Emphasis will be placed on the knowledge of the procedures on a variety of bets, accurate and quick mental multiplication, and chip handling. Special attention will be given to game and accounting procedures, accuracy and speed. Previous table game training required.

**\$399**



## Healthcare

### EMT-B (Emergency Medical Technician Basic Course)

#### CERT 004 • 38 sessions

CRN 35816 Sep 20-Dec 20 TTh 6-10 p.m.,  
S 8 a.m.-4 p.m.

CRN 35815 Oct 29-Feb 6 MW 6-9:30 p.m.,  
S 10:30 a.m.-4:30 p.m. (Ware)

Program consists of upwards of 170 hours in-class and on-line preparation for state certification examinations. Approved by the Massachusetts Office of Emergency Medical Services, the program covers all aspects of emergency care including patient handling, extrication, communication, working with law enforcement, legal issues, ethics, medical equipment, safe transportation, and much more. Texts: \$200. For more information or to register, contact Ken White at 413.552.2324 or kwhite@hcc.edu. Ware class held at E2E Center, 79 Main St. in Ware.

**\$1099**

### 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 are offered by Training and Workforce Options (TWO), a joint effort of Holyoke Community College and Springfield Technical Community College. Call 413.552.2086 for details

### Conversational Spanish for Healthcare Professionals (HCC)

#### LANG 043 • 10 sessions

CRN 35820 Sep 25-Nov 27 T 6-8:15 p.m.

Designed for healthcare professionals, case workers, and staff to develop fluency, pronunciation and oral comprehension in the local dialect of Spanish. Intended for individuals with little or no knowledge of Spanish. Contextualized for medical and health settings. Basic grammatical structures will be used to communicate needs, desires, preferences, and basic personal information such as health issues, medical concerns and pain management. Customs and cultural insights will also be presented. Includes textbook.

**\$284**

# PROFESSIONAL DEVELOPMENT



## Hospitality

### Certificate Program for Food Servers and Hosts • CWD 890 • 15 sessions

CRN 35164 Sep 10-Nov 26 MTWTh 5:30-9:30 p.m.

This program is designed for anyone who wants to get a job or to advance in a career as a counter attendant, waiter, waitress, host, hostess, banquet manager, supervisor, etc. The program focuses on those skills needed in front-of-house operations in restaurants, food courts, cafeterias, and other food service organizations. It includes all of the classes in "Hospitality 1 - Core Skills" and the more advanced classes in "Hospitality 2 - Food Servers."

**\$700**

### Certificate Program for Food Preparers • CWD 891 • 15 sessions

CRN 35165 Sep 10-Oct 30 MTW 5:30-9:30 p.m.

A program designed for anyone who wants to get a job or to advance in a career as a food handler, food preparer, line cook, chef, etc. - this culinary certificate program focuses on those skills needed in back-of-house operations in restaurants, food courts, cafeterias, and other food service organizations. It includes all of the classes in "Hospitality 1 - Core Skills" and the more advanced classes in "Hospitality 3 - Food Preparers."

**\$900**

## Professional Bartender

### FOOD 002 • 7 sessions

CRN 35974 Oct 16-Nov 27 T 6:15-9:15 p.m.

Learn to make the time honored industry standards and the latest trendy cocktails. Gain knowledge about the various forms of alcohol, correct pouring techniques, drink recipes, as well as legal liability and customer service techniques. This course prepares students for a career in the industry, or to be amateur mixologists at home. No experience necessary, but a desire to learn and a can do attitude are mandatory. Text is The Ultimate Bar Book by Mittie Hellmich.

**\$269**

## 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).

### 1a. Fundamentals of Food Service Operations • CWD 847 • 2 sessions

CRN 35117 Sep 10-11 MT 5:30-9:30 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**

### 1b. TIPs • CWD 451 • 1 session

CRN 35118 Oct 15-16 MT 5:30-8:30 p.m.

CRN 35145 Nov 5-6 MT 5:30-8:30 p.m.

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

**\$49**

### 1c. Customer First, Communication Skills and Dealing with Difficult Customers • CWD 848 • 2 sessions

CRN 35119 Sep 17-18 MT 5:30-9:30 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 35089	Sep 24-Oct 1	M	5:30-9:30 p.m.
CRN 35129	Oct 22-29	M	5:30-9:30 p.m.
CRN 35144	Nov 19-26	M	5:30-9:30 p.m.
CRN 35146	Oct 9-23	T	3-5:40 p.m. (Ware)
CRN 35775	Nov 6-20	T	3-5:40 p.m. (Ware)

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**

### ServSafe Renewal • CWD 815 • 1 session

CRN 35088	Nov 26	M	5:30-9:30 p.m.
-----------	--------	---	----------------

ServSafe renewal of current certification and course: Participants will receive a ServSafe certificate and license directly from the NRA. Price includes class hours and exam. Textbook (ServSafe Manager Book 6th Ed, English) not included but may be purchased from popular booksellers. Current ServSafe license must be shown to instructor to register for this course and exam.

**\$77**

## 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.

### 2a. Etiquette and Proper Service

#### CWD 849 • 1 session

CRN 35120	Oct 3	W	5:30-9:30 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**

### 2b. Product Knowledge for Food & Beverage Servers • CWD 850 • 1 session

CRN 35121	Oct 4	Th	5:30-9:30 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.

### 3a. Fundamentals of Math for Chefs Operations • CWD 816 • 2 sessions

CRN 35122	Oct 1-2	MT	5:30-9:30 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**

### 3b. Product Knowledge for Food Preparers • CWD 868 • 1 session

CRN 35125	Oct 9	T	5:30-9:30 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**

### 3c. Knife Skills I • CWD 818 • 1 session

CRN 35123	Oct 10	W	5:30-9:30 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**

### 3d. Knife Skills II • CWD 819 • 1 session

CRN 35124	Oct 17	W	5:30-9:30 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.

### 4a. Fundamentals of Hotel Operations • CWD 851 • 2 sessions

CRN 35151	Oct 15-16	MT	5:30-9:30 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**

### 4b. Room Sanitation and Safety CWD 852 • 1 session

CRN 35152	Oct 29	M	5:30-9:30 p.m.
-----------	--------	---	----------------

Identifies and addresses key safety and sanitation regulations and issues in hotels and presents effective procedures and processes.

**\$99**

### 4c. Customer First and Communication Skills for Hotels CWD 865 • 2 sessions

CRN 35158	Oct 22-23	MT	5:30-9:30 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**

### 4d. Etiquette and Proper Service for Hotels • CWD 866 • 1 session

CRN 35153	Oct 30	T	5:30-9:30 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**

### 4e. Understanding Hospitality Operations and Business CWD 853 • 1 session

CRN 35154	Nov 5	M	5:30-9:30 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**

# PROFESSIONAL DEVELOPMENT

## 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 35155 Nov 13 T 5:30-9:30 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**

### 5b. Communication Skills and Conflict Management CWD 855 • 1 session

CRN 35156 Nov 14 W 5:30-9:30 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 personally – to guests, employees and other managers—in writing or in person. **\$99**

### 5c. Making a Successful Shift to Supervisor or Manager CWD 867 • 1 session

CRN 35157 Nov 19-20 MT 5:30-9:30 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**

## Interior Design

For designers who work in small businesses, big box and hardware stores, home centers, home improvement stores, fabric shops, and for kitchen, bath, furniture, tile and floor covering retailers, distributors, etc. Learn basic plan drawing and design skills, presentation boards, and schedule layout. Learn about the design development process and history of styles, materials and fabric selection, A.D.A. compliance, fire codes and

more. Instructor: JoAnn Duza-Athas. Courses required for a continuing education certificate:

- Residential Interior Design 1
- Residential Interior Design 2
- Scale and Proportion
- Textiles and Materials
- Language of Color
- Green Design and Materials

### Residential Interior Design 1 HOME 002 • 7 sessions

CRN 35947 Sep 12-Oct 24 W 6-8 p.m.

Learn the methods professionals use to design and decorate residential environments and how they make it special. Beginning with design theory, follow the steps of designing a room from beginning to end, complete with field trips to illustrate ideas. Topics include: color, style, materials, wall and floor coverings, window treatments accessories, lighting, and furnishings trends. You'll plan and execute residential interior design projects with confidence. **\$179**

### Residential Interior Design 2 HOME 003 • 7 sessions

CRN 35948 Oct 31-Dec 19 W 6-8 p.m.

Learn to create and build an entire design board complete with colors, samples, and accessories. Integrate a room's separate elements into one cohesive style. Learn color wheel basics along with color and spatial relationships, and how these relationships can be used to create a variety of different environments. **\$179**

## 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

### AMA - Managing Multiple Priorities CWD 509 • 4 sessions

CRN 35101 Sep 26-Oct 17 W 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**

### AMA - Essentials of Supervision CWD 510 • 5 sessions

CRN 35102 Oct 23-Nov 20 T 6-9:15 p.m.

Effective first-line supervision is critical to the success of every organization. As a supervisor, your objective is to motivate, coach, and lead your staff. This course helps you to identify your abilities and target skills to strengthen. Learn how to develop your own leadership style, understand the important personal qualities of an effective supervisor, build a strong team, and master techniques for getting the work done. This course is recommended as a "foundation course" for current and soon-to-be supervisors. **\$325**

### AMA - Communication Skills for Managers • CWD 507 • 4 sessions

CRN 35100 Nov 27-Dec 18 T 8 a.m.-Noon

The ability to communicate clearly is the critical core competency for successful managers at all levels and in all industries. Learn to get the message across clearly, directly, and effectively—written, spoken, in person, or via email. Become a more effective manager by improving your reading, writing, speaking, and listening proficiency. Communicate correctly to avoid misunderstanding and get results. This overview of all facets of business communication offers opportunities to practice and apply new skills. **\$325**

### AMA - ABC's of Management CWD 501 • 5 sessions

CRN 35103 Oct 10-Nov 7 W 6-9:15 p.m.

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**

## Manufacturing

### Introduction to Clean Room Training CWD 927 • 6 sessions

CRN 35573

This course provides a hands on, contextual introduction to cleanroom practices and procedures. The course will provide background on cleanroom environments, including focus on why cleanrooms are utilized within industry. In addition, this course will explore various cleanroom control points, including gowning procedures, environmental monitoring, cleaning, and personnel practices. Finally, we will explore current opportunities within various cleanroom environments throughout the Northeast. For dates, times, and more information call 413.552.2122.

## Notary

### Notary Public • CWD 830 • 1 session

CRN 35094 Sep 29	S	9 a.m.-Noon
CRN 35095 Oct 22	M	6-9 p.m.

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 Certificates

The following courses are offered through MindEdge. To see complete course descriptions and to register, go to: <http://hcc.mindedgeonline.com/partner/courses/index.php>

### Nonprofit Management (with Simulation) • CERT 014

CRN 35069

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.  
**\$879**

### Business Communications • CERT 015

CRN 35703

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 communication formats. Program includes the following courses:

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

**\$299**

### Innovation & Critical Thinking CERT 016

CRN 35704

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
- \$249**

### Cybersecurity • CERT 018

CRN 35808

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

**\$499**

### Project Management • CERT 021

CRN 35828

Create your own program based on your personal professional needs from a variety of long course, short course, certificate, and simulation options. All are aligned with the PMBOK Guide and include interactive exercises, videos, real-world examples, and case studies to help you apply newly learned concepts. Courses to prepare you for the PMP Exam are available as well.

**\$999**

# PROFESSIONAL DEVELOPMENT



## Data Analytics • CERT 020

CRN 35809

An overview of topics in statistics and their applications in a variety of fields, these courses will present the basics of quantitative analysis. Learners are exposed to quantitative decision-making tools and techniques, which tie into real-world case studies. Each course in this certificate utilizes games, videos, interactive exercises, quizzes, real world case studies, and other engaging content to ensure rapid mastery and application of the content. Course videos and lessons focus on use of both Microsoft Excel and OpenOffice.

**\$399**

## Drone Pilot Training

### Flying Drones for Profit, Public Safety & Commercial Applications: Preparation for the FAA Exam

**SFTY 003 • 4 sessions**

CRN 35943 Sep 29-Oct 20 S 9 a.m.-1 p.m.

This course, offered in collaboration with the GeoGraphics Laboratory at Bridgewater State University, covers:

- Local, regional, and FAA regulations for small Unmanned Aircraft Systems (sUAS);

- Skills and knowledge necessary to safely operate drones manually and autonomously;
- The expanding role of drones in various commercial applications in transportation safety, security, and emergency response;
- Analysis of sUAS imagery;
- Includes piloting lessons;
- What you need to know to pass the FAA Remote Pilot In Charge test

**\$315**

## Project Management

### Project Management Certificate

**CWD 181 • 11 sessions**

CRN 35098 Oct 6-Dec 15 S 9 a.m.-1:15 p.m.

CRN 35099 Oct 2-Dec 11 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**

## Real Estate

### Preparation for the Real Estate Salesperson's Licensing Exam

**CWD 829 • 13 sessions**

CRN 35093 Oct 10-Nov 28 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**

### Landlord Tenant Law: How To Be a Smart Landlord

**LEGL 001 • 2 sessions**

CRN 35388 Nov 1-8 Th 6-9 p.m.

Whether you are renting a single-family house or multiple units at multiple properties, this class provides property owners with a basic understanding of how to avoid running afoul of tenant-landlord laws. Covers the 'life cycle of a tenancy' including: leases, tenancies-at-will, screening potential tenants, obtaining credit histories, security deposits, state and federal regulations, sanitary codes, communicating with tenants, eviction proceedings, going before a judge, tenant defenses and counter claims, and forms of ownership (LLC/Corp./Trust). Instructor is an attorney.

**\$89**

## Safety

### OSHA 10 Construction Safety

**CWD 863 • 2 sessions**

CRN 35114 Oct 16-23 T 9 a.m.-3 p.m.

CRN 35130 Oct 20-27 S 8 a.m.-2 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.

**\$200**

## OSHA 30 Construction Safety

### CWD 864 • 4 sessions

CRN 35115 Sep 18-Oct 9 T 9 a.m.-5 p.m.

This course provides construction workers, foremen, job supervisors and anyone involved in the construction industry with the 30 hours of OSHA instruction for their construction safety certification. Learn about safe practices on the job site, proper use of personal protective equipment, and safety standards. Successful completers will receive an OSHA construction safety and health 30-hour course completion card from the U.S. Department of Labor.

**\$600**

## Small Business

### Successfully Starting Your Own Business • BUSN 001 • 3 sessions

CRN 35061 Nov 6-20 T 6-9 p.m.

Starting a business is not for the faint of heart. Now learn what it takes. We'll cover core issues of planning, legal structures, start-up, financing, marketing, advertising and building your venture. You'll develop a business plan which will give you direction, focus, credibility and demonstrate to lenders that you've done your homework. Instructor David Litchfield is the owner of two successful, large businesses.

**\$79**

## Workplace Skills

### Career Planning, Goal Setting & Assessment (Ware)

#### CRER 038 • 1 session

CRN 35944 Sep 18 T 6-8 p.m. (Ware)

Whether you are employed, not employed, or just finished school or college—learn what career fields are hot and those that are not in the Springfield/Worcester metro areas. Learn how to set goals and develop your personal career plan. Includes assessing your skills, interests, preferences, aptitudes and past experiences to guide you in your career search. Limited Enrollment. Individuals must register three business days prior to this free offering. Program scheduled at 79 Main Street in Ware.

**Free**

### Introduction to Mediation

#### CRER 042 • 1 session

CRN 35950 Dec 6 Th 6-8 p.m.

Wish you had all the skills to resolve conflict? Ever consider becoming a mediator? This free introductory session is a great opportunity to try

it out. Learn different approaches for dealing with conflict and their advantages and disadvantages. Practice some simple steps for resolving conflict. We'll also identify effective communication tools that can help you in tough conversations. Learn to handle personal disagreements more effectively and productively at work or at home. Registration required.

**Free**

### Facilitating Difficult Conversations

#### CRER 043 • 1 session

CRN 35963 Nov 2 F 9 a.m.-3:30 p.m.

CRN 35964 Nov 3 S 9 a.m.-3:30 p.m.

Perfect for managers, public officials, educators, parents, customer service and law enforcement professionals. Learn techniques for setting up and preparing for difficult workplace conversations, conveying tough messages, receiving challenging feedback, and harnessing the creative energy that conflict can bring. Acquire experience in identifying and practicing de-escalation techniques; develop deeper listening skills to support joint problem-solving; and practice successful ways of working with feedback. Learn to utilize best practices for playing the facilitator role in difficult conversations.

**\$125**

### Capitalizing on Diversity • CWD 985

CRN 35980 Oct 9-16 T 6-9 p.m.

This course is designed to prepare staff to effectively create a more inclusive environment and includes the demonstration of different intervention techniques. The course also helps apply techniques that move beyond focusing not only on bias reduction but also toward

putting inclusion into action. It also helps us to know how our attitudes or stereotypes affect our understanding, actions, and decisions in an unconscious manner.

**\$89**

### Laughter: The New Bottom Line in the Workplace • CWD 983 • 1 session

CRN 35978 Oct 2 T 6-9 p.m.

Improve performance and increase profitability through cutting-edge laughter methods. This interactive class, focused on team building and group cohesion, delivers tools, strategies, and insights into using laughter in the workplace to enhance healthy workplace relationship, and cultivate a positive on-the-job attitude. Join Hewlett-Packard, Southwest Airlines, IBM and other companies around the world that are finding these evidence-based laughter programs to have an immediate positive impact on their businesses.

**\$49**

### Using Laughter to Manage Stress in the Workplace • CWD 984 • 1 session

CRN 35979 Oct 23 T 6-9 p.m.

Laughter can change lives and relationships. In this highly experiential class, participants will learn why we laugh and how we use laughter in our everyday lives: to protect, attack, connect, and distract. This class will go into depth to explain how laughter can be used strategically in the workplace to help relieve tension, shift perspectives, bring people together, and work more effectively. Provides tips and tricks for both evaluating and expanding your laughter skill set.

**\$49**



# 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](http://www.virtualeduc.com/holyoke), or go to [www.hcc.edu/bce](http://www.hcc.edu/bce).

### COURSE/CATEGORY

UGRAD  
PDPs

GRAD  
PDPs

#### Classroom Management

Advanced Classroom Management	30	40
Behavior is Language	45	55
Educational Assessment	30	40
Teaching Diversity	30	40

#### Common Core

Reading & Writing in Content Area	30	40
Reading Fundamentals #1	30	40
Reading Fundamentals #2	30	40
Reading Fundamentals #3	45	55
Understanding & Implementing Common Core Standards	45	55
Teaching Elementary Math	30	40
Six Traits of Writing	30	40
Secondary Math	45	55

#### Differentiated Instruction

Why DI?	45	55
Try DI!	45	55

### COURSE/CATEGORY

UGRAD  
PDPs

GRAD  
PDPs

#### Early Childhood

Infant & Toddler Mental Health	30	40
--------------------------------	----	----

#### Exceptional Education

Response to Intervention	45	55
Attention Deficit Disorder	30	40
Autism & Aspergers Disorder	30	40
Learning Disabilities	45	55
Inclusion	30	40
Talented & Gifted	30	40

#### Violence, Bullying & Aggression

Understanding Aggression	45	55
Violence in Schools	30	40
Child Abuse	30	40
Drugs & Alcohol in Schools	30	40
Harassment, Bullying & Cyber-Intimidation in Schools	30	40
Traumatized Child	30	40

Undergraduate PDPs: 30  
Graduate PDPs: 40

Fee: \$220  
Fee: \$280

Undergraduate PDPs: 45  
Graduate PDPs: 55

Fee: \$250  
Fee: \$299

For detailed course descriptions or to sign up online, go to [virtualeduc.com/holyoke](http://virtualeduc.com/holyoke)

# PERSONAL ENRICHMENT

## Arts

### Beginning Watercolor Painting

#### ARTS 008 • 7 sessions

CRN 35952 Oct 15-Dec 3 M 6:15-9:15 p.m.

Learn the techniques of this beautiful but elusive medium. The concepts of simplification, value, and controlled washes will be thoroughly explored and you'll put into practice the various tricks and techniques that make watercolor such a fascinating medium. You will produce a finished watercolor in each class. If your drawing skills are minimal but you'd still love to learn watercolors, then this course is for you. Includes all materials including artist's paper.

**\$184**

### Beginning Drawing

#### ARTS 019 • 7 sessions

CRN 35951 Sep 13-Oct 25 Th 6:15-9:15 p.m.

If you can draw a stick figure, with practice and instruction you can easily develop into drawing realistically. Starting with primitive drawing, you'll advance through the stepping stones to drawing realistically, and have fun doing it. Learn and explore shapes and shadow, negative space, rudimentary perspective, line quality and composition. All levels welcome but will be geared to beginners.

**\$184**

### Portraiture: The Self Portrait, Identity & Self Exploration

#### ARTS 054 • 7 sessions

CRN 35953 Nov 1-Dec 20 Th 6:15-9:15 p.m.

Be the hero of your own story. Self-portrait is a great opportunity to play with your identity using storytelling as jumping off point to explore and reveal ourselves. We'll focus on the creative process and how to bring those ideas to a finished portrait. Techniques on how to draw a realistic face, composition and lighting will be a priority. Most students will finish two self-portraits. All levels welcome.

**\$184**

### Beginning Digital Photography

#### ARTS 010 • 4 sessions

CRN 35046 Oct 2-23 T 6:15-8:30 p.m.

For a beginner or an experienced photographer switching to digital, this 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. Instructor: Dino Diaz.

**\$179**

### Color Photography

#### ARTS 011 • 4 sessions

CRN 35047 Oct 30-Nov 20 T 6:15-8:30 p.m.

Refine your color picture-making skills. Work in synch with your digital camera giving your work the wow factor. We'll cover framing, composition, light and shadow, and working with color. We'll explore your specific interests: family portraits, pet photos, action shots, close-up nature photos and more. Course is structured around student needs and includes instructor/group critiques. Instructor: Dino Diaz.

**\$179**

## Expression

### Piano for Pleasure: Private Lessons for Adults • EXPR 009 • 8 sessions

CRN 35248 Sep 10-Nov 5 M 3:30-6 p.m.

It's never too late to learn to play the piano. Learn key names, body and hand position, scales, chords, rhythmic values, and note reading in a relaxed environment. Must have access to a piano or keyboard for practice of weekly assignment. 'Play Piano Now', (#17193) published by Alfred, is available at music stores or on-line and is needed for the first lesson. Upon registration, the instructor will contact you regarding a time slot. Instructor: Marie Meder.

**\$164**

### Piano Lessons for Adults: Playing Popular Standards

#### EXPR 046 • 8 sessions

CRN 35832 Sep 19-Nov 7 W 3-4 p.m.

You can learn to play the piano. In no time you will be playing melodies and enjoying this beautiful instrument. No previous experience required. Select either 3:00 or 3:30 p.m. for a thirty minute lesson. Requires access to a piano or keyboard for practice and the text: Alfred's Basic Piano Chord Approach Lesson Book, Bk 1. Instructor: Richard Marcil.

**\$164**

### The Ukulele and YOU: Have Fun Making Music • EXPR 017 • 6 sessions

CRN 35252 Oct 2-Nov 6 T 6-7:30 p.m.

The ukulele is enjoying a world-wide renaissance in popularity. It is inexpensive, durable, very portable and easier to play than almost any instrument. Even if you have never played an instrument before, you will be playing complete songs by the end of the first class. No music reading required. Basic ukuleles can be purchased for \$50 - \$100.

**\$94**

### Getting More Out of Your Ukulele - Advanced Workshop

#### EXPR 044 • 6 sessions

CRN 35708 Oct 2-Nov 6 T 7:30-9 p.m.

Learn a selection of simple 4-8 chord songs and find new, exciting ways to play them. We will discover how to inject variety and contrast into what we play. We will practice several new techniques, both for the left and the right hand. Discover how to play songs more simply and musically. Learn how to put contrasts into your playing, and explore ways of performing with others where everyone plays something different.

**\$94**

### Reading Music Made Easy

#### EXPR 047 • 6 sessions

CRN 35960 Sep 19-Oct 24 W 7-8 p.m.

Have you ever wondered what it would be like to be able to read music? Would you like to sing better in choir or play an instrument? Would you like to write songs, but cannot figure out how to write them down? Through an exploration of both rhythm and melody, we will demystify the process of reading music. No previous experience is required, and the course will be tailored to individual needs.

**\$84**

### Individual Voice Lessons

#### EXPR 025 • 7 sessions

CRN 35250 Sep 17-Nov 5 M 4-6:15 p.m.

CRN 35939 Sep 19-Oct 31 W 4-6:15 p.m.

Whether beginner or more advanced, you'll learn the elementary concepts of singing, focusing on posture, relaxation and the use of the body to support the vocal tone. Be it singing in the shower, solos or in a chorus, regardless of style or genre, you will learn the necessary basics, as well as gaining poise and confidence. No previous experience is necessary. Select either 4 p.m., 4:45 p.m., 5:30 p.m., or 6:15 p.m., 45 minutes per lesson. Instructor: Rick Marcil.

**\$199**

### Songwriting: Where the Words Meet the Music • EXPR 049 • 6 sessions

CRN 35955 Sep 19-Oct 24 W 6-8 p.m.

Turn your words into songs. Using creative writing techniques (metaphor, rhyme, rhythm, narrative arc, alliteration), you'll craft lyrics. We'll investigate techniques used by top songwriters that you can apply in your own songs. We'll also evaluate tools, including software, that can help you write songs more effectively. Professional musicians will help you develop music for your lyrics. Reading music is an asset, but not required. In this class, we'll create at least one original song ready for performance.

**\$119**

# PERSONAL ENRICHMENT

## Getting Paid to Talk

CRER 003 • 1 session

CRN 35077 Oct 22 M 6:30-9 p.m.

Explore numerous aspects of voiceover work for television, film, radio, audio books, documentaries and the Internet in your area. We will cover all the basics, including how to prepare the all-important demo, how to be successful and earn great income in this exciting field. Students will have the opportunity to ask questions and to hear examples of demos recorded by professional voice actors.

**\$45**

## Belly Dance for Fitness

EXPR 045 • 5 sessions

CRN 35710 Sep 27-Oct 25 Th 6:30-7:30 p.m.

CRN 35798 Nov 1-Dec 6 Th 6:30-7:30 p.m.

A fantastic aerobic exercise with the additional benefit of an abdominal and core workout. Expect a fun, upbeat, and body positive class that will get you up, moving and smiling. Each class will include a warm up stretch, fast paced belly dance workout, and cool down. You'll leave class feeling energized and accomplished. No previous dance experience necessary. Levels of intensity appropriate for all students. Students may dance barefoot or wear canvas dance slippers or indoor-only gym shoes.

**\$85**

## Puerto Rican Bomba

EXPR 048 • 4 sessions

CRN 35940 Sep 24-Oct 22 M 6:30-7:30 p.m.

Born on sugar plantations, Bomba is the mixture of African, Spanish and Taino cultures. The base rhythm is played by three or more drums. This percussion-driven musical tradition was a source of political and spiritual expression while the lyrics and rhythms conveyed happiness, faith, and suffering but also moved the people to dance and celebrate, helping them create community and identity. We'll discover the history of Bomba and the instruments used along with historical dress.

**\$59**

## Gourmet Cooking Series

Learn. Savor. Enjoy. Chef Tracy Carter (a graduate of the International Culinary School at the Art Institute of California - Los Angeles) has worked alongside chefs like Bobby Flay and Anne Burrell. She'll share her expertise and approachable teaching style to create a fresh culinary experience for you. Classes are held at the new, state-of-the-art HCC MGM Culinary Arts Institute, 164 Race Street in Holyoke.

## Peak of Perfection: Celebrating the Season • FOOD 034 • 1 session

CRN 35956 Sep 27 Th 6-9 p.m.

This healthy vegetarian menu is a dinner party show stopper, yet will please even the pickiest of meat eaters. Cauliflower is roasted and topped with a pistachio gremolata, packed with herbs and lemon, then drizzled with a yogurt tahini sauce and finished with pomegranate seeds. Our hearty stuffed eggplant is roasted with an exotic blend of wild mushrooms and aromatics. To finish, peak of perfection pears are poached in wine and spices and served with whipped mascarpone.

**\$79**

## Visit to Asia: A Light & Refreshing Journey • FOOD 035

CRN 35957 Oct 18 Th 6-9 p.m.

This Asian menu is delicious and dairy-free. Seasonal vegetables, coated with a lighter than air tempura batter and fried until crisp, are accompanied by a garlic-vinegar dipping sauce. Next, refreshing summer rolls are filled with shrimp, fresh mint, shaved vegetables, and light rice noodles; then, wrapped and ready for dipping in a spicy-tangy, peanut sauce. For dessert, coconut panna cotta is a true star of the show—lightly sweetened, cool, soft and luxurious.

**\$79**

## Small Plates: It's Tapas Night!

FOOD 036 • 1 session

CRN 35958 Nov 8 Th 6-9 p.m.

Spanish tapas are traditional small plates meant to be shared. Our tapas menu includes slightly charred and blistered shishito peppers. Papas fritas are a Spanish version of French fries, creamy in the middle and super crispy on the outside. Both are served with a bold garlic aioli. Albonigas are Spanish meatballs, served with a garlic tomato sauce. To finish the night, we will be creating and serving a light and crispy churros dusted in cinnamon sugar goodness.

**\$79**

## Flavors of Argentina: Grilled Churrasco & Crispy Smashed Potatoes • FOOD 037 • 1 session

CRN 35959 Dec 6 Th 6-9 p.m.

Argentina is world famous for their delectable beef and chimichurri, a bright and herby condiment that is good on just about anything. In this class, we will pair it with a grilled skirt steak and roasted, crispy smashed potatoes. For our fantastic finish, the ultimate comfort dessert, warm rice pudding—the perfect blend of sweet, creamy and a hint of spice.

**\$79**

## Health & Fitness

### Open Fitness • HLTH 001

CRN 35350 Sep 1-Dec 31 MTWThF 6 a.m.-9 p.m., Su 8 a.m.-1 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 September 4.

**\$99**

### Pilates Bodies • HLTH 009 • 14 sessions

CRN 35354 Sep 4-Dec 11 T 5:15-6:15 p.m.

This course is a total body workout on a mat that develops core strength, muscle flexibility and muscle balance. Appropriate for most people. Strength, stabilization, flexibility, range of motion, body alignment and balance are goals of this class. Class takes place in a gently lit studio room with soft background music to assist in concentration. Modifications will be taught and the workout intensity can be easily adjusted to accommodate all levels of fitness.

**\$129**

### Pilates Bodies - Bartley Center

Members Only • HLTH 009 • 14 sessions

CRN 35356 Sep 4-Dec 11 T 5:15-6:15 p.m.

**\$69**

### Quick Step into Fitness

HLTH 010 • 14 sessions

CRN 35355 Sep 4-Dec 11 T 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.

**\$74**

### Quick Step Into Fitness - Bartley Center Members Only

HLTH 010 • 14 sessions

CRN 35357 Sep 4-Dec 11 T 4:30-5 p.m.

**\$39**

## Yo Chi • HLTH 056 • 5 sessions

CRN 35812 Sep 7-Oct 5 F 4:45-5:30 p.m.

CRN 35941 Oct 26-Nov 30 F 4:45-5:30 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 2 disciplines in 5 minute sections throughout the class.

**\$34**

## Yo Chi (Bartley Center Members Only)

### HLTH 056a • 5 sessions

CRN 35813 Sep 7-Oct 5 F 4:45-5:30 p.m.

CRN 35942 Oct 26-Nov 30 F 4:45-5:30 p.m.

**\$19**

## Introduction to Quigong/Tai Chi

### HLTH 006 • 8 sessions

CRN 35695 Oct 17-Dec 5 W 6:15-7:15 p.m.

Tai Chi/Qigong are practiced by millions of people of all ages and abilities for health, fitness, meditation and stress-reduction. Discover how to incorporate this moving meditation into your daily life. Learn a series of gentle, slow moving exercises and techniques to align body, breath, mind, and spirit. Please wear comfortable clothing and clean shoes.

**\$99**

## Heartsaver CPR AED Course (2-year Completion Card) • HLTH 032 • 1 session

CRN 35346 Sep 29 S 12-3 p.m.

An instructor-led course utilizing video that teaches adult CPR and AED use, as well as how to relieve choking on an adult, child CPR and AED use and infant CPR, including child and infant choking. This course teaches skills with AHA's research-proven Practice-While-Watching (PWW) technique, which allows instructors to observe the students, provide feedback and guide the students' learning of skills. Upon successful completion, students receive a course completion card that is valid for two years.

**\$65**

## American Heart Association Heartsaver First Aid Course (2-year Completion Card) • HLTH 033 • 1 session

CRN 35347 Sep 29 S 9 a.m.-Noon

Learn critical skills to respond to and manage emergencies in the first few minutes until medical services arrive. Includes:

- First aid basics – general principles, scene safety, protective equipment, assessment, calling 911;
- Medical emergencies – breathing problems, choking, allergic reactions, heart attacks, fainting, stroke, seizures, shock;



- Injury emergencies – bleeding, wounds, spine injuries, broken bones, sprains, burns;
- Environmental emergencies – bites, stings, ticks, heat, cold, poisonings.

If successful, students receive a course completion card valid for two years.

**\$65**

## Herbs for Health & Wellbeing

### HLTH 042 • 2 sessions

CRN 35977 Sep 29-Oct 6 S 9 a.m.-12:30 p.m.

From your kitchen to your medicine cabinet, herbs can be used to improve your health and wellbeing. Since ancient times, people have been utilizing herbs for their amazing healing properties. Learn how you can use herbs to help heal and regulate your body and mind. Find peace with lavender, improve your blood circulation with garlic, improve your liver health with sage, and much more. Learn how you can utilize these herbs both topically and internally.

**\$89**

## Aromatherapy For Health & Wellbeing • HLTH 044 • 2 sessions

CRN 35949 Sep 29-Oct 6 S 1-4:30 p.m.

What we smell has a direct effect on how we feel. Certain scents can alter our moods and emotions by making us feel at peace, energizing us, or by stimulating our memories. In this enjoyable hands-on course, you will learn how you can regulate and heal your mind, body, and spirit. You'll have the chance to work with essential oils and learn how to use them at home and on the go to help improve your life.

**\$89**

## Home Business

## Explore 250 Legitimate Home - Based Business Ideas

### BUSN 002 • 1 session

CRN 35066 Oct 15 M 7:00-9 p.m.

Tired of working for someone else and need more money? Learn to turn your talents and hobbies into profits from a Chamber of Commerce past president and successful California entrepreneur. Learn:

- mandatory legal documentation
- ways to market your product and service
- how to take tax deductions
- more than 100 home business ideas

If you really want to succeed in a home business, this step-by-step session is a must.

**\$70**

## Earn Extra Money with a Mystery Shopping Business

### MONY 060 • 1 session

CRN 35400 Oct 15 M 6:00-7 p.m.

Become a Secret Mystery Shopper without having to spend a lot of money. You will learn how to:

- create a mystery shopping profile
- sign up with many mystery shopping companies
- avoid the pitfalls and scams
- become a merchandiser for extra income.

**\$40**

# PERSONAL ENRICHMENT

## Language

### Basic Conversational Spanish 1

#### LANG 008 • 7 sessions

CRN 35810 Sep 9-Nov 20 T 6-8 p.m.

An introduction to basic Spanish language. Covering words, phrases, asking questions and providing answers. The first building blocks needed for achieving proficiency will be emphasized. Finish the workshop having some confidence in speaking Spanish.

**\$179**

### Basic Conversational French 1

#### LANG 005 • 7 sessions

CRN 35796 Sep 12-Oct 24 W 6-8 p.m.

Introduction to the French culture via fun conversations. The class covers basic topics such as introducing yourself, talking about your family, making arrangements for a trip, etc. The first building blocks needed for achieving proficiency in the French language will be emphasized. We'll also review culture, customs and French influence around the world. This course will help you gain confidence in conversing in French.

**\$179**

### Conversational French 2

#### LANG 006 • 7 sessions

CRN 35797 Oct 31-Dec 19 W 6-8 p.m.

Fun conversations in French continued. The goal of this class is to enhance the ability of each student to discuss topics such as holidays, services, and travel using everyday expressions. The class will prepare you with the basic foundation for a safe and fun "sejour" in France or other francophone countries. Suggested

prerequisite: a basic knowledge in French grammar.

**\$179**

### Introduction to Polish Language & Culture Level 1 • LANG 050 • 10 sessions

CRN 35821 Sep 13-Nov 15 Th 6-8 p.m.

An introduction to the beautiful, west Slavic language native to Poland with a strong cultural component. The focus is to build a firm linguistic foundation and expand students' communicative abilities through conversational practice, listening exercises, reading and writing. Major aspects of Polish history and culture are incorporated through instructional materials and presentations.

**\$249**

### Conversational Spanish for Healthcare Professionals

See "Healthcare" in the "Professional Development" Section.

## Leisure & Outdoors

### Stargazing: Introduction to the Night Sky • LEIS 006 • 6 sessions

CRN 35823 Sep 26-Oct 31 W 6-8 p.m.

Designed for the casual observer interested in astronomy as a hobby. Become familiar with the night sky, and how to explore it with telescopes, binoculars and the naked eye. We will discuss and observe solar system planets, moons, asteroids, comets and more. Recommended is a Miller's Planisphere (Large size, model 40 degrees) available online for less than \$20. Classes will be held outdoors whenever possible. Some local travel to dark-sky sites will be necessary.

**\$149**

### Basic Beginning Bridge

#### LIFE 027 • 9 sessions

CRN 35800 Sep 17-Nov 26 M 7-9 p.m.

Discover the rich social, cognitive and health benefits in playing bridge. Prepare to play at your own home with friends or with a local Bridge Club. This is a non-wagering activity. Includes paperback text. Instructor George Abbott.

**\$104**

## Living Fully at 55+

As a 55+ year old, there are many new questions about the path forward, and no roadmap. Unlike our younger years with a well-established trajectory, the new longevity granted us at 55 brings both opportunity and confusion. How will you live fully during this uncharted next chapter of life? Still creative and active, how will you handle the inevitable dilemmas that accompany this new stage? This series of courses provides guidance, options, resources and the opportunity to meet others just like you who are seeking answers.

### Memory, Dementia & Alzheimer's

#### LIFE 012 • 1 session

CRN 35976 Oct 2 T 1-4 p.m.

Gain an understanding from many different angles through discussion, case studies, and film clips. Learn about: the different types, warning signs, treatment and caregiving, the role of mental stimulation, dealing with mild-impairment, and the difference between dementia and normal aging. Become more relaxed as you encounter these diseases in friends and loved ones. Instructor has worked with senior living communities for over 15 years and has implemented the first dementia friendly community in the nation.

**\$29**

### Social Security Income Enhancing Strategies • MONY 062 • 1 session

CRN 35397 Nov 17 S 9-11 a.m.

When should you start taking Social Security? Learn how to maximize your social security and survivor benefits. Strategies for those who are single, married, divorced and widowed will be discussed. Cost of living adjustments, taxation of benefits and working while collecting social security will be explained. Coordinating other retirement accounts with social security distributions and required minimum distribution rules will be explained to assist you in making informed decisions.

**\$49**



## Elder Law & Estate Planning: What You Need to Know.

**LEGL 004 • 3 sessions**

CRN 35389 Oct 15-29 M 6-8 p.m.

Elder law attorney Karen Jackson will explain the importance of each major document in the basic estate plan: The Will, Health Care Proxy, Advance Directive, Durable Power of Attorney, and Homestead Declaration. Covers the guardianship and conservatorship process, different types of trusts, and probate courts. Skilled nursing care, long term care insurance, life estate deeds, and Medicaid planning and applications will also be discussed.

**\$89**

## Can We Talk? • LIFE 031 • 1 session

CRN 35975 Oct 17 W 1:30 p.m.

This 2 1/2-hour gathering, facilitated by a life journey guide and author, is for those who are eager to take the long view of “remaining days” and engage “sooner than later” in the conversations which can stimulate meaningful life choices and purposeful planning. You will leave with a starter list of potentially useful conversations and resources and more clarity about what you want to talk about with whom.

**Free**

## Have You Named a Health Care Agent? • LIFE 035 • 1 session

CRN 35945 Oct 10 W 1:30 p.m.

If your answer is “No,” then this program is designed for you. Learn why you need an advocate to act on your behalf if you are too ill to make or communicate your own health care decisions. We’ll discuss how to choose such an agent, how to discuss your wishes for medical care, and how to fill out and store appropriate forms.

**Free**

## Family Legacy: Preserving Memories LIFE 036 • 1 session

CRN 35946 Sep 27 Th 9:30 a.m.-12:30 p.m.

You will be empowered to begin the process of preserving family stories for future generations. In this free program, we will discuss memoir writing, video memoir, and photo books. You don’t need to be a serious writer or videographer to engage in this workshop. Bring your ideas and learn about tools and resources to help you collect and to forever make available your family stories. Your stories matter.

**Free**

To sign up online or  
for complete course descriptions:  
[www.hcc.edu/bce](http://www.hcc.edu/bce)

## Money & Investment

### Retirement Planning

**MONY 009 • 2 sessions**

CRN 35395 Oct 4-11 Th 6-9 p.m.

Will you be financially ready to retire when you want? In this comprehensive retirement planning course, learn to: create your own goals for a successful retirement; plan your income to preserve a comfortable standard of living; transfer the risk of potential losses; remain financially flexible; and reduce or eliminate taxes, expenses, delays and legal challenges with estate planning. The instructor is a certified financial practitioner. Course includes a free reference guide and personal financial fact finder. Tuition includes couples.

**\$75**

### Index Funds & Classic Concepts of Investing • MONY 070 • 2 sessions

CRN 35825 Nov 19-26 M 6-8:30 p.m.

CRN 35961 Sep 24-Oct 1 M 6-8:30 p.m. (Ware)

In this “whip-saw” market, index funds are a hot topic all over the news. This class is designed to expand your knowledge of index funds and to illustrate what comprises a comprehensive investment strategy. Using classic concepts of investing, a registered financial advisor will cover investment fundamentals, implementation, managing market volatility and the role of having some guarantees.

**\$49**

### Achieving a Financially Secure Future • MONY 071 • 2 sessions

CRN 35826 Dec 3-10 M 6-8:30 p.m.

CRN 35962 Oct 15-22 M 6-8:30 p.m. (Ware)

Whether you have been saving for years or not, learn how to make a strong financial foundation and to create and set goals for retirement using time tested principals of sound investing. Learn about expected and unexpected risks and options to mitigate them, what impact taxes can have on your retirement savings, and what makes a tax efficient strategy. Learn from a registered financial advisor about converting your retirement savings into an income once the paychecks stop.

**\$49**

### Save Money with Extreme Couponing MONY 059 • 1 session

CRN 35817 Oct 15 M 5-6 p.m.

Learn how to save money every day. Coupons are not just for groceries. The savings can add up to hundreds or even thousands of dollars every year. Learn where to find different types of coupons and the best sites, how to decipher coupon

policies, the best way to sort and store coupons, and how to find other people to trade coupons with. Feel free to bring your coupons to class.  
**\$40**

## Safety

### Basic Firearms Safety (MA Required Course) • SFTY 001 • 1 session

CRN 35460 Dec 1 S 9 a.m.-5 p.m.

This course fulfills the statutory requirement for a Class A license to carry firearms or for a Firearms Identification Card (FID). Covers firearm safety issues and mechanics. Includes: safe use and handling of firearms; vocabulary; ammunition; proper storage; and rules, regulations, and laws pertaining to possession, transporting, deadly force, and personal defense. Course concludes with a pass/fail exam and a certificate upon satisfactory completion. Must be 21. Firearms and ammunition not allowed on campus.

**\$99**

### Rape Aggression Defense (RAD) Training for Women

**SFTY 004 • 5 sessions**

CRN 35954 Oct 29-Dec 3 M 6:15-8:15 p.m.

Self-defense techniques for women of all ages who may find themselves in an unsafe situation. This basic program is an effective, common sense approach to staying safe in all situations. Plenty of one-on-one skill training provided by a veteran campus police officer with 20 years of experience in law enforcement. Additional training levels include aerosol, advanced, and Kubaton for those women interested in enhancing their skill set in self-defense awareness. Includes a free lifetime return and practice policy.

**\$25**



## Fall 2018 classes in **Ware**

### Healthcare

Emergency Medical Technician (page 11)

### Hospitality

ServSafe Prep. & Exam (page 13)

### Workplace Skills

Career Planning, Goal Setting and Assessment (page 17)

### Money & Investment

Index Funds & Classic Concepts of Investing (page 23)

Achieving a Financially Secure Future (page 23)

Classes to be held at E2E, the Quaboag Region Workforce Training and Community College Center, 79 Main St., Ware (between Country Bank and TVX Electronics).

For academic support services for credit and non-credit training programs, call 413.552.2042



## 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](http://www.hcc.edu/conference)

## 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](http://www.hcc.edu/bce)

# 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: 413.583.0320

### 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: 413.552.2931



### In Downtown Holyoke:

Gill Technology Center at PAFEC, 206 Maple St.

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

Contact: 413.552.2939, 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: 413.552.2292, teccles@hcc.edu

ESL: 413.552.2553, gmontero@hcc.edu

Transition: 413.552.2245, mmartone@hcc.edu;  
413.552.2728, 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: 413.755.4300

## Preparation for the HiSET (Holyoke)

**TEST 001 • 24 sessions**

CRN 35489 Sep 24-Dec 19 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) test 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 Street.  
**\$199**

# SUCCEED

## 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.**

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.

— Jeffrey Anderson-Burgos '15  
Liberal Arts, Sociology

# SUCCEED

# LEARN

## 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.



"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.'"

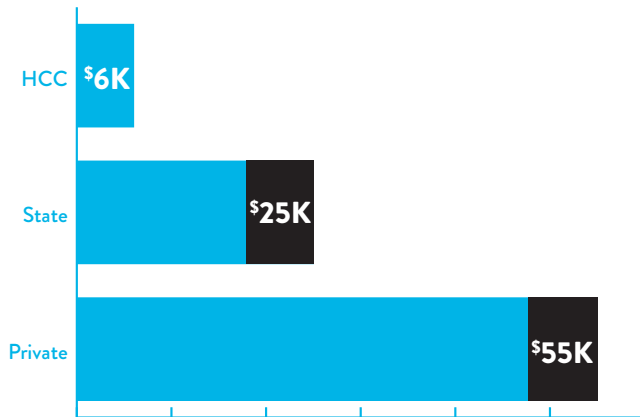
— Tameika Heathman  
Psychology



# DREAM



## How much will it cost? Do the math.

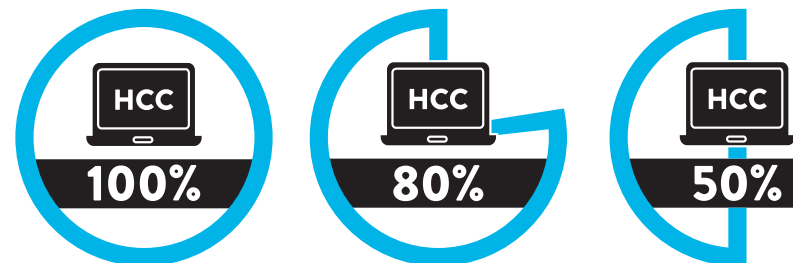


## BEYOND THE CLASSROOM

**50+ STUDENT CLUBS** and organizations  
**WEEKLY EVENTS**, speakers, and entertainment  
**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 award-winning NCJAA Division III athletic program, choose from baseball, soccer, volleyball, basketball, or golf!

### Online-Friendly

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



## 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 degree? Here's a partial list!

- American International College
- Amherst College
- Bay Path College
- 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
- Williams College

## HOLYOKE COMMUNITY COLLEGE

# DEGREES & CERTIFICATES

## DEGREES

**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.

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

Engineering  
Engineering Science  
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 Management  
Mathematics  
Music  
Natural Resources Studies

Nursing  
Nutrition and Food  
Paralegal  
Photography  
Physics  
Pre-Veterinary and Animal Science  
Programming  
Psychology  
Radiologic Technology  
Retail Management  
Secondary Education  
Sociology  
Sport Management  
Sustainability Studies  
Sustainable Agriculture  
Theater  
University Without Walls  
Veterinary Technician  
Visual Art

## CERTIFICATES

**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.

Accounting Systems  
Addiction Studies  
Administrative Professional Studies  
Clean Energy\*  
Coaching  
Computer Information Security and Assurance Management  
Computer Information Security and Assurance Technical Specialist  
Computer Networking  
Culinary Arts  
Day Care Administration  
Deaf Studies  
Developmental Disabilities  
Direct Support  
Electronic Media  
Entrepreneurship  
Firefighter Fitness Trainer  
Forensic Science  
Geothermal Energy  
Graphic Design

Group Exercise Leader  
Health and Fitness Management  
Health and Fitness Specialist  
Healthy Living Coaching  
Hospitality Management  
Human Resource Management  
Human Services  
Law Enforcement  
Medical Assistant  
Medical Billing  
Music Performance  
Personal Trainer/Fitness  
Counselor  
Practical Nursing  
Professional Customer Service  
Retail Management  
Solar Energy  
Strength and Conditioning Specialist  
Supervision and Leadership in the Helping Professions  
Sustainability Studies

Wind Energy  
Non-credit certificates  
Certified Nursing Assistant (CNA)  
Cisco Network Certification  
Microsoft Office Certification  
National Career Readiness  
Non Profit Management  
Project Management  
ServSafe Certification  
Training programs  
Commercial Drivers License  
Customer Service / Office Skills  
Direct Support Associate  
Emergency Medical Technician (EMT)  
Grant Writing and Management  
Medical Office Worker  
Pharmacy Technician  
Preschool Worker

DEGREES & CERTIFICATES



## 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](mailto: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](http://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](http://www.hcc.edu/bce)**



# ENROLLMENT FORM

QUESTIONS:

hcc.edu/bce  
413.552.2500  
413.552.2123

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 class starts.

## How'd you hear about us?

*Please check all that apply.*

- |   |  |
|---|--|
| <input type="checkbox"/> On HCC's website                   | <input type="checkbox"/> Received Community Education course bulletin... |
| <input type="checkbox"/> Mailings about courses or programs | <input type="radio"/> in mail <input type="radio"/> on campus            |
| <input type="checkbox"/> Email                              | <input type="checkbox"/> Social media                                    |
| <input type="checkbox"/> Ad or story in newspaper/radio     | <input type="checkbox"/> Other (please indicate): _____                  |

## About you:

Last name:	First name:
<input type="text"/>	<input type="text"/>

Date of birth:	Phone:	Email:
<input type="text"/>	<input type="text"/>	<input type="text"/>

Street address:
<input type="text"/>

City:	State:	Zip code:
<input type="text"/>	<input type="text"/>	<input type="text"/>

I have read and understand the refund policy, available at [hcc.edu/bce](http://hcc.edu/bce):

Signature: \_\_\_\_\_

## 5 EASY WAYS TO REGISTER

- 1 ONLINE**  
[hcc.edu/bce](http://hcc.edu/bce)
- 2 WALK-IN**  
Kittredge Center  
2nd Floor, Lobby
- 3 CALL**  
413.552.2500  
8:30 a.m.–3:30p.m.
- 4 FAX**  
413.552.2745
- 5 MAIL**  
Business & Community  
Education – Kittredge Center  
303 Homestead Avenue  
Holyoke, MA 01040

## Class selections:

Course number:	CRN:	Course title:	Tuition:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total:			<input type="text"/>

## Payment:

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.

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Visa       | <input type="checkbox"/> Check       |
| <input type="checkbox"/> MasterCard | <input type="checkbox"/> Money Order |
| <input type="checkbox"/> Discover   |                                      |

Card number: \_\_\_\_\_  
Expiration date: \_\_\_\_\_  
Signature: \_\_\_\_\_

# FALL 2018

Holyoke Community College  
303 Homestead Avenue, Holyoke, MA 01040  
Telephone: 413.552.2500 • [www.hcc.edu](http://www.hcc.edu)

NONPROFIT  
ORGANIZATION  
US POSTAGE PAID  
SPRINGFIELD MA  
PERMIT NO 228

## PROFESSIONAL DEVELOPMENT & PERSONAL ENRICHMENT COURSES

CLASSES BEGIN IN SEPTEMBER. REGISTER NOW AT [WWW.HCC.EDU/BCE](http://WWW.HCC.EDU/BCE)  
QUESTIONS? 413.552.2500

**HOLYOKE**  
**COMMUNITY**  
**COLLEGE**



please recycle

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