

ACT Testing
All Colleges**JUL 6 - 2000**

THE CHANCELLOR

COUNTY OF COOK
AND STATE OF ILLINOIS

REPORTS

that City Colleges plans to use three forms of assessment from ACT over the course of Fiscal Year 2001:

1. COMPASS computer-adaptive testing for credit student placement and ability-to-benefit,
2. ASSET paper-and-pencil testing for credit student placement and ability-to-benefit in those situations in which computer-based testing is not appropriate, and
3. PLAN testing for high school students (in middle colleges and alternative high schools; and

that COMPASS testing will cost \$425/site license for each of the seven colleges, plus a cost of \$1.20 per unit, with the average student using 3.4 units; the ASSET will also cost an annual \$425/site license for each of the seven colleges, plus \$2.80 per student answer booklet; and the PLAN will cost \$8.00/student packet.

RECOMMENDS

that the Board of Trustees approve an agreement with ACT to provide all three forms of testing services to all colleges for Fiscal Year 2001, with billings made according to the schedule above, and authorize the Chairman and Secretary to execute said agreement on behalf of the Board.

FINANCIAL

COMPASS and ASSET -- \$5,950 (site licenses) plus approximately \$4/student -- Fund 5 (Special Populations Grant)
PLAN - \$8.00/student - Fund 5 (HECA)

Respectfully submitted:

Wayne D. Watson
Chancellor

July 6, 2000

BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
County of Cook and State of Illinois

ACT Testing
All Colleges

THE CHANCELLOR

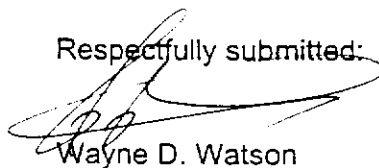
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Respectfully submitted:





Wayne D. Watson
Chancellor

July 6, 2000

COLLEGE REVIEW: _____ REQ. NO. _____
President

CENTRAL OFFICE REVIEWS & DATES SIGNED:

 Purchasing Date <u>6/27/00</u>	Contract Compl. _____	Legal _____	Board Office _____
Finance _____ Date <u>6/27/00</u>	Admin. Svcs. _____	Academic Aff. 	Other _____

220834

ORIGINAL

PARTICIPATION AGREEMENT

between

ACT, Inc.

and

City Colleges of Chicago

concerning Participant's affiliation with

a network of ACT Centers

April 24, 2001

PARTICIPATION AGREEMENT

This Participation Agreement (the "Agreement") is made effective as of the _____ day of _____, _____, by and between ACT, Inc., a non-profit corporation organized and existing under the laws of the State of Iowa ("ACT"), and Board of Trustees of Community College District No. 508 County of Cook and State of Illinois, a body politic and corporate post-secondary educational system organized and existing under the laws of the State of Illinois ("Participant"), each of ACT and Participant being a "Party" and, collectively, the "Parties".

Recitals

A. ACT intends to form a nationwide network of centers (the "ACT Center Network") to offer educational services to individuals and organizations.

B. Participant wishes to participate in the ACT Center Network by hosting ACT Centers at several of its campuses in accordance with the procedures, standards and requirements established in this Agreement.

Agreement

Now, therefore, expressly incorporating the foregoing recitals as part of the consideration hereof and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

ARTICLE 1**Definitions and Grant of License**

1.1 Except as otherwise expressly provided in this Agreement, all capitalized terms shall have the meanings set forth in this Article 1.

1.2 Definitions

1.2.1 "ACT Center" means the physical locations where the Participant provides Network Services to clients. A list of Participant's ACT Centers and the services offered at each ACT Center is attached hereto as Schedule A. Schedule A may be revised from time-to-time upon the written consent of both parties.

1.2.2 "ACLMS" means that software program that facilitates use of the resources available through the ACT Centers, including course delivery, pricing, metering, electronic scheduling and reporting.

1.2.3 "Event of Default" has the meaning ascribed to it in Section 7.2 hereof.

- 1.2.4 "Facility" means, without limitation, the physical space, hardware, furniture and communications facilities provided by Participant pursuant to this Agreement and used to deliver Network Services to the public; the physical space, hardware, furniture and communications facilities shall meet the requirements set forth in the Operating Requirements.
- 1.2.5 "Fee Schedule" means the fee schedule set forth in Schedule C, attached hereto and incorporated herein by reference, that relates to payments ACT will make to the Participant in accordance with Section 2.2, Section 2.3 and Section 2.4 hereof.
- 1.2.6 "National Services" means those Network Services that are provided pursuant to a contract that is procured and entered into by ACT in accordance with Paragraph 2.2.1 hereof.
- 1.2.7 "Local Services" means those Network Services that are provided to organizations, entities, students or other individuals that have entered into contracts or other arrangements, including payment of tuition, with Participant or the individual ACT Centers.
- 1.2.8 "Network Services" means all Local Services and all National Services, which shall include, without limitation, all testing, training and other programs delivered through a server provided by ACT or purchased by Participant in accordance with Section 3.2.
- 1.2.9 "Operating Requirements" means the test security, staffing, facility and other requirements set forth in Schedules D and E, attached hereto and incorporated herein by reference. ACT reserves the right to revise these requirements from time-to-time, in which event ACT will provide Participant with revised Schedules D and E defining the newly applicable Operating Requirements. ACT will provide Participant at least ninety (90) days' prior notice of such revisions. Such notice shall be in writing and delivered electronically or via U.S. mail. The Operating Requirements shall be part of the Operations Manual, as defined by Paragraph 1.2.11.
- 1.2.10 "ACT Center Procedures" means the policies and procedures governing operation of an ACT Center. The ACT Center Procedures shall be incorporated into the Operations Manual. ACT reserves the right to revise the ACT Center Procedures from time-to-time, in which event ACT will provide Participant with the newly-applicable ACT Center Procedures to insert into the Operations Manual. Participant shall comply with the newly-applicable ACT Center Procedures immediately upon Participant's receipt thereof, or upon such later date designated by ACT.
- 1.2.11 "Operations Manual" means the document containing the Operating Requirements and the ACT Center Procedures; the Operations Manual shall govern the operation of the ACT Center.

1.2.12 "Plan of Action" means the written business plan developed by Participant for establishing and operating ACT Centers, as further described in Section 1.4.

1.2.13 "Projected Revenues" means the revenues projected in the Plan of Action.

1.2.14 "Reconciliation Report" means that report ACT provides to Participant containing the information described in Section 2.3.

1.3 Grant of License. ACT hereby grants Participant a license to operate ACT Centers at the sites designated on Schedule A in accordance with the terms of this Agreement and of the Operations Manual. This grant of license is contingent upon the development of the Plan of Action as defined by Paragraph 1.2.12 within the time frame specified in Section 1.4.

1.4 Plan of Action. The Plan of Action shall be jointly agreed upon and signed by the Parties (1) within ninety (90) days from the date hereof or (2) such other date as the Parties may agree in writing. Participant shall follow the procedures established by ACT from time-to-time for submitting the Plan of Action to ACT for ACT's review. When approved by both parties, the Plan of Action shall be attached as Schedule B hereto and is incorporated herein by reference. Participant shall review the Plan of Action on an annual basis and may modify the Plan of Action as needed to more accurately reflect the current situation encountered by the Participant provided both Parties jointly agree in writing on such modifications.

Participant's Plan of Action shall consist, at a minimum, of one subpart for each of Participant's ACT Centers. Each subpart shall meet ACT's requirements for Plans of Action, as established from time-to-time. Participant shall also include in the Plan of Action its Projected Revenues for all Participant's ACT Center locations as well as a description of Participant's role in administering and marketing Participant's ACT Center locations.

ARTICLE 2

Term, Termination, and Fees

2.1 Term. The initial term of this Agreement shall be three (3) years, commencing on the date that Participant's Plan of Action (including all subparts) is approved by ACT, which date shall be designated the "Anniversary Date" of this Agreement.

2.2 Payments and Fees. The parties shall be paid for the delivery of Network Services as provided in this Section 2.2. Such payments shall be made as provided in Sections 2.3 and 2.4.

2.2.1 National Services. ACT shall have sole responsibility for entering into and administering all contracts for National Services. Accordingly, ACT shall establish

the terms for all such contracts, including the amount to be paid to Participant for its services in support of such contracts. The applicable terms of such contracts, including the amount ACT will pay Participant, shall be listed on Schedule C hereto. As ACT enters into new contracts for National Services, the applicable terms and payment information will automatically be made part of Schedule C as each contract is executed. ACT shall notify Participant of the applicable terms of any new or revised contract, including the amount Participant shall be paid for providing services under the contract, ninety (90) days in advance of the commencement of the services required by Participant under the terms of the contract or as soon as reasonably practical. Those organizations or entities with whom ACT contracts for National Services shall make payments directly to ACT and ACT will make payments to Participant for its role in the delivery of National Services pursuant to Sections 2.3 and 2.4. The Parties acknowledge that Schedule C will be revised on a continuing basis to reflect changes in National Services.

- 2.2.2 Fees for Local Services. Participant shall have the right to set its fees for Local Services in accordance with the guidelines set forth in the Operations Manual. Participant shall, as it enters into contracts for Local Services, promptly input into the ACLMS all applicable information for such contracts. ACT shall publish electronically in the ACLMS the fees it will charge Participant for all Local Services, which fees shall include the payments ACT is required to make to the publishers of the training courseware. ACT shall have the right to change the fees charged Participant on July 1 and January 1 of each year. ACT shall provide Participant as much notice of the change of fees as reasonably practical under the circumstances.
- 2.2.3 Payment Procedures for Use of Local Services. Participant may enter into arrangements for Local Services through which Participant packages ACT Center products with other of Participant's products or services and is paid directly for such Local Services. For example, Participant may utilize training courseware within a credit course and treat the tuition of its students as payment for the students' use of training courseware delivered through the ACT Center Network. Similarly, Participant may enter into agreements with organizations or employers through which it receives payment directly for Local Services, which Local Services may or may not be (at the option of Participant) entirely comprised of training courseware or other ACT Center products. In these instances, Participant shall pay ACT for the ACT Center products delivered as Local Services in the amount ACT publishes from time to time as described in Paragraph 2.2.2. ACT's share of the Local Services will be reconciled and credited to ACT as set forth in Section 2.3.

Participant may elect to provide Local Services on a one-by-one basis to individuals who wish to pay for the Local Services with a credit card. In such instances, Participant shall require such individuals to input their credit card information directly into the ACLMS, which payment will be collected by ACT. Participant's share of the credit card payments is the amount paid by the customer less ACT's fee

(as described in Paragraph 2.2.2); Participant's share of the credit card payments will be reconciled and credited to Participant as set forth in Section 2.3.

- 2.3 Timing for Payments. Except as specified in Section 2.4, payment due ACT from Participant will be reconciled against the payment due Participant from ACT on a monthly basis and shall be documented in the Reconciliation Report provided by ACT to Participant within twenty (20) business days of the last day of each month. The Reconciliation Report will list: (1) the amount ACT owes Participant based upon the National Services provided by Participant during that month and for any Local Services for which ACT collected credit card payments; and (2) the amount Participant owes ACT for Local Services for which Participant (or any individual ACT Center location) received payment directly. Payments shall be made by ACT or by Participant, as the case may be, as follows:
- 2.3.1 ACT's Payment to Participant. If, for any month, ACT owes Participant money based upon the Reconciliation Report, ACT shall pay Participant such amount due within twenty (20) business days of the last day of each month.
- 2.3.2 Participant's Payments to ACT. If, for any month, Participant owes ACT money based upon the Reconciliation Report, Participant shall pay ACT such amount due within thirty (30) days of receipt of an invoice from ACT. Such invoices not paid when due may, at the election of ACT, be subject to a finance charge at the rate of 1.5% per month or the highest rate authorized by law, whichever is lower.
- 2.4 Accommodated Testing Expenses. If Participant is required to provide accommodations to customers with special needs in the delivery of testing National Services, Participant shall follow the procedures established by ACT from time-to-time for providing accommodations and for being reimbursed for such accommodations. Such procedures shall be set forth in the Operations Manual.
- 2.6 Audit Provision. Participant shall have the right, upon sixty (60) days' written notice to ACT, to audit the payment and fees records kept by ACT for the limited purpose of confirming the accuracy of payments made to Participant for Network Services. Such audit is to be performed at Participant's sole cost and expense.

ARTICLE 3 Provision of Equipment

- 3.1 Certain Equipment Provided by ACT. To enable Participant to deliver Network Services at one Facility, ACT shall provide to Participant that equipment, including software, listed on Schedule F. If this Agreement terminates, Participant shall promptly return all equipment provided by ACT. Participant understands and agrees that all equipment and materials provided by ACT hereunder, including, without limitation, hardware, software, and instructional manuals, shall be used exclusively in connection with the provision of Network

Services. Participant shall ensure proper security, care, and custody of ACT's hardware and software, applying at least the same manner of care and security that it uses with regard to its own hardware and software, and in keeping with requirements set forth in the Operations Manual.

3.2 Certain Equipment and Additional Costs Provided by Participant. Participant shall provide equipment to operate one or more ACT Centers in addition to the equipment ACT is providing pursuant to Schedule F. Such equipment shall be governed by Sections 3.2.1 and 3.2.2 and by the Operations Manual.

3.2.1 Additional Server(s) & Administrator/Proctor Workstation. To enable Participant to provide Network Services through those ACT Centers listed on Schedule A, Participant must purchase additional servers and/or administrator/proctor workstations from an ACT-designated supplier. Such equipment must meet ACT's specifications as revised from time-to-time. The equipment purchased by Participant pursuant to this Section 3.2.1 must be dedicated only to Network Services, shall remain in ACT's control, and shall be operated under the same rules and procedures as the equipment provided by ACT as described in the Operations Manual. If this Agreement is terminated for any reason, Participant shall provide ACT access to such equipment so that ACT may remove all software related to Network Services from such equipment. ACT will monitor the equipment to ensure that only approved software is included on it, and shall have the right to remove immediately any unauthorized software placed on it. ACT shall also audit the equipment periodically to ensure that Participant is following the rules and procedures established by ACT related to the servers and/or administrator/proctor workstations.

3.2.2 Additional Equipment. Participant may be required to provide additional equipment beyond the equipment listed in Paragraph 3.2.1 in order to deliver Network Services. Participant may purchase such additional equipment from a third-party vendor, provided that such additional equipment meets ACT's specifications. ACT reserves the right to audit the additional equipment periodically to ensure that Participant is following the rules and procedures established by ACT related to the additional equipment.

3.3 Ownership of Equipment and Other Materials. The Parties understand and agree that, except with respect to software licensed from third parties, ACT shall retain full legal title and all rights and benefits of ownership with respect to all equipment, including software, and all other materials provided by ACT to Participant in connection with the ACT Center to be hosted by Participant, whether provided pursuant to this Agreement or otherwise.

3.4 Limited Warranty. ACT WARRANTS THAT THE SOFTWARE AND HARDWARE THAT ACT PROVIDES TO PARTICIPANT UNDER THIS AGREEMENT (WHICH SHALL NOT INCLUDE SOFTWARE LICENSED FROM THIRD PARTIES) WILL

CONFORM TO PUBLISHED SPECIFICATIONS AND BE IN GOOD WORKING ORDER WHEN DELIVERED. THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE).

ACT does not warrant, guarantee or make any representations regarding the accuracy, correctness, relevance or content of the courseware delivered through the ACT Center Network, or that the information contained in the courseware will meet Participant's needs or the needs of Participant's customers.

- 3.5 Delivery of Services. Participant understands and agrees that all Network Services shall be delivered in accordance with the Operations Manual and with this Agreement. Delivery of Network Services in a manner other than provided for in the Operations Manual or in this Agreement shall require the prior written approval of ACT.
- 3.6 Duties Contingent. The obligation of ACT to provide any equipment, including software, or other materials hereunder shall be contingent upon the Parties reaching agreement on and signing the Plan of Action. The obligation of Participant to provide the Facilities and services hereunder shall be contingent upon the Parties reaching agreement on and signing a Plan of Action.

ARTICLE 4 Duties of ACT

- 4.1 ACT shall:
- 4.1.1 provide a suggested format for the Plan of Action;
 - 4.1.2 at Participant's request and expense, arrange for training to facilitate Participant's preparation of a Plan of Action;
 - 4.1.3 review the Participant's Plan of Action and make recommendations for enhancements;
 - 4.1.4 from time-to-time, inspect the Facilities and review Participant's compliance with this Agreement and the Operations Manual;
 - 4.1.5 provide training, at no charge, for each ACT Center's (i) ACT Center director in the operation of an ACT Center, and (ii) ACT Center marketing representative in sales and marketing of Network Services; such training shall be offered at no fee to Participant, but may require Participant to pay for travel and other expenses for its staff;

- 4.1.6 provide review of Participant's operations in connection with the Projected Revenues established in the Plan of Action, and make recommendations to Participant to assist Participant in attaining its Projected Revenues;
 - 4.1.7 provide Participant with notice of new or revised National Services to be performed at the Facilities pursuant to Paragraph 2.2.1;
 - 4.1.8 provide reasonable telephone, fax or electronic mail support during the normal business hours of Participant's ACT Centers, which hours shall be specified in the Participant's Plan of Action;
 - 4.1.9 obtain advice from Participant on additional courseware and other materials that can be distributed through the ACT Center Network; provided, however, that ACT reserves the sole and exclusive right to make all final decisions in respect of the matters set forth in this Paragraph 4.1.9;
 - 4.1.10 provide the Reconciliation Report as set forth in Section 2.3 and make payments to Participant as set forth in Paragraph 2.3.1 and Section 2.4; and
 - 4.1.11 provide courseware available to be licensed by Participant to end users through Local Services. A sample of such courseware is listed on Schedule G, which Schedule shall be updated continuously in the ACLMS.
- 4.2 Duties Contingent. Except for Paragraphs 4.1.1, 4.1.2, and 4.1.3 hereof, the duties and obligations of ACT under this Article shall be contingent upon the Parties reaching agreement upon and signing the Plan of Action.

ARTICLE 5
Duties of Participant

- 5.1 Participant shall:
- 5.1.1 prepare, at its own expense, a Plan of Action acceptable pursuant to Section 1.4;
 - 5.1.2 provide, at no cost to ACT, a minimum of one Facility to serve as an ACT Center at a location in downtown Chicago acceptable to ACT no later than June 30, 2002; prior to opening the Facility in downtown Chicago, Participant shall provide a minimum of one Facility to serve as an ACT Center in Chicago no later than June 30, 2001; Participant shall provide ACT with reasonable access to all Facilities housing ACT Centers or ACT Center equipment;
 - 5.1.3 deliver National Services as requested by ACT;

- 5.1.4 provide adequate qualified personnel to staff the Facilities; at a minimum, Participant shall provide, for each ACT Center: (i) an ACT-certified ACT Center director whose primary function shall be to manage the operation of the Facility and the delivery and administration of Network Services, and (ii) an ACT Center marketing representative whose primary function shall be the marketing of Local Services; the ACT Center director and the ACT Center marketing representative may perform related functions for other services offered by Participant or the institution housing the ACT Center;
- 5.1.5 ensure operation of the Facilities in accordance with the Operations Manual, including, without limitation, all provisions relating to the security of hardware, software, testing materials and other intellectual property provided by ACT or provided by Participant under Section 3.2;
- 5.1.6 upon the earlier of (i) one hundred eighty (180) days from the date of this Agreement or (ii) December 31, 2001, provide a minimum of eight (8) computer workstations in each Facility meeting the testing requirements set forth in the Operating Requirements for use in the delivery of National Services;
- 5.1.7 provide additional testing capacity as necessary to meet the customer service requirements set forth in the Operating Requirements, including providing up to eight (8) additional computer workstations at each Facility which meet the testing requirements set forth in the Operating Requirements for use in the delivery of National Services high-stakes assessments;
- 5.1.8 meet or exceed the annual Projected Revenues set forth in the Plan of Action, provided, however, that Participant shall have some leeway in achieving this objective during the first two years of this Agreement so long as Participant and ACT agree that Participant has put forth reasonable effort and is on course to achieving the objective in future years;
- 5.1.9 display signs in each Facility, to be provided by ACT, that identify the Facility as an ACT Center;
- 5.1.10 ensure that all employees responsible for the operation of each ACT Center and the marketing of Local Services successfully complete (as determined by ACT) all training set forth in the Operations Manual and/or become ACT-certified as set forth in the Operations Manual prior to the opening of the ACT Center or within ninety (90) days of their appointment to said roles if the ACT Center is already open; and
- 5.1.11 contact ACT immediately in the event of any problems in the delivery of Network Services or the operation of an ACT Center, and assist ACT in resolving any such problems in as timely a manner as possible;

- 5.1.12 timely pay ACT those amount owed pursuant to Paragraph 2.3.2; and
- 5.2 Duties Contingent. Except for Paragraph 5.1.1 hereof, the duties and obligations of Participant under this Article shall be contingent upon the Parties reaching agreement upon and signing a Plan of Action.

ARTICLE 6
Representations of Participant

- 6.1 Representations. To cause ACT to enter into this Agreement, Participant makes the following representations:
- 6.1.1 Corporate Status. Participant is a body politic and corporate entity, validly existing under the laws of the State of Illinois.
- 6.1.2 Corporate Power and Authority. Participant has the corporate and statutory power to execute, deliver and perform the terms and provisions of this Agreement, and has taken all necessary corporate action to authorize the execution, delivery and performance of this Agreement.
- 6.1.3 Binding Obligation. This Agreement constitutes a legal, valid and binding obligation of Participant.

ARTICLE 7
Default

- 7.1 Right to Terminate for Default. If an Event of Default occurs, the non-defaulting Party may, in accordance with the provisions of this Article 7, terminate this Agreement.
- 7.2 Events of Default.
- 7.2.1 It shall be an Event of Default if a Party materially breaches its responsibilities under this Agreement, including but not limited to those set forth in the Plan of Action, or in the Operations Manual. In this regard, and without limiting the conduct that can constitute a material breach, Participant understands and agrees that Participant's failure to achieve the Projected Revenues after the initial two years of the Agreement

shall constitute a material breach of this Agreement; and that any willful or negligent act by Participant or its employees or agents (including the employees and agents of the institutions housing the ACT Centers) which results in a violation of the security provisions in the Operations Manual with respect to any testing materials or other intellectual property provided by ACT shall constitute a material breach of this Agreement.

- 7.2.2 It shall be an Event of Default if any server, provided by ACT or provided by Participant under Section 3.2 and approved by ACT, is used for any purpose other than the delivery of Network Services.
- 7.2.3 It shall not be an Event of Default if, upon ACT's request as provided in Paragraph 5.1.7, Participant provides, at the ACT Center, eight (8) additional workstations meeting the Operating Requirements for National Services. ACT may, at its option, request that Participant provide more than eight (8) additional workstations at an ACT Center. If Participant is unable to provide more than eight (8) additional workstations with ninety days' notice, Participant acknowledges that ACT may offer testing services through an entity other than Participant in addition to Participant.
- 7.3 Notice of Default. Upon the occurrence of an Event of Default, and except as provided in Section 7.4 hereof, the non-defaulting Party may serve a notice of default upon the defaulting Party. If, after thirty (30) days, the defaulting Party has failed to cure the Event of Default or to present a plan acceptable to the other Party to cure the Event of Default, the non-defaulting Party may serve a notice of termination upon the defaulting Party, whereupon this Agreement shall terminate without the necessity of further action by the terminating Party.
- 7.4 Immediate Termination. Notwithstanding anything herein to the contrary, the following actions or circumstances are grounds for immediate termination of this Agreement by ACT: 1) any willful or negligent act by any employee or agent of Participant (including the employees and agents of the institutions housing the ACT Center) which results in any violation of the security provisions of the Operations Manual relating to testing, testing materials or other intellectual property provided by ACT; and 2) any serious and/or ongoing violation of any health, safety or sanitation law, ordinance or regulation at any Facility. For purposes of this Section 7.4, the cure period set forth in Section 7.3 above shall not apply, and termination shall be effective immediately upon Participant's receipt of a notice of termination from ACT.
- 7.5 Duties upon Termination. Upon the expiration or termination of this Agreement, all of ACT's hardware, software, signs and other materials shall be promptly removed from each Facility and returned to ACT by Participant. Unless otherwise agreed in writing by both Parties, Participant shall not deliver any Network Services after the termination or expiration of this Agreement.

ARTICLE 8 Confidentiality

- 8.1 Confidential Information. The Parties are likely to disclose certain proprietary information to one another during the term of this Agreement. For purposes of this Article, the term "Confidential Information" shall refer to any and all secure testing materials; and to any and all data and information relating to the ACT Center Network or Network Services, or to the business affairs of a Party (the "Provider"), that are provided, orally or in writing, to the other Party (the "Recipient") that is marked on each page or otherwise prominently identified as "Confidential," and all notes, documents, records, computer programs and other material or media of any kind whatsoever prepared by the Recipient that contain or otherwise reflect, in whole or in part, any such information provided to it by the Provider. In the case of information conveyed orally, the Provider must specify during the conversation, followed by written notification within two (2) business days, what information is deemed confidential for such information to be classified as Confidential Information pursuant to this article. The term "Confidential Information" shall not include, however, any information that: (i) was already in the Recipient's possession, without any restrictions as to its disclosure, at the time of its disclosure to the Recipient by the Provider; (ii) is or becomes generally available to the public other than as a result of a disclosure by the Recipient or its directors, officers, employees, agents, advisors or other representatives; (iii) is or becomes available to the Recipient on a non-confidential basis from a source other than the Provider or its directors, officers, employees, agents, advisors or representatives, provided that such source is not known by the Recipient to be bound by a confidentiality agreement with or other obligation of secrecy to the Provider or another party; or (iv) is independently acquired by the Recipient as a result of work carried out by an officer, employee, agent, advisor or representative of the Recipient to whom no disclosure of such information had been made.
- 8.2 To the extent permitted by law, the Recipient shall hold and treat all Confidential Information in the strictest confidence and shall not disclose it, in whole or in part, to any person, corporation or other entity, except as provided herein, without the prior written consent of the Provider. The Recipient shall not use the Confidential Information, or authorize its use, for any purpose other than in connection with the Parties' obligations hereunder. The Recipient shall disclose Confidential Information only to those of its employees and advisors who need to know such Confidential Information in connection with this Agreement and who shall, prior to such disclosure, be informed by the Recipient of the confidential nature of such information, and the purposes for which it can be used, and be directed by it to treat such information confidentially and in strict accordance with the provisions of this Agreement. In the event that the Recipient shall receive a request, or otherwise be obligated, to disclose all or any portion of any Confidential Information under the terms of any legal or other compulsory demand or process, or rule of any applicable regulatory body, including a request pursuant to the Freedom of Information Act, it shall (i) immediately notify the Provider of the existence, terms and circumstances surrounding such request or obligation; (ii) consult with the Provider on the advisability of taking legally available steps, at Provider's sole

expense, to resist or defend against such request or obligation; and (iii) if disclosure of such information shall be required, furnish only that portion of the Confidential Information which it is legally compelled to disclose. The Recipient shall also cooperate fully with any efforts by the Provider to obtain, at Provider's sole expense, in its own right an appropriate protective order or other reliable assurance that confidential treatment will be accorded the Confidential Information.

**ARTICLE 9
Miscellaneous**

- 9.1 Compliance with Laws. Both Parties agree to comply with all applicable federal, state, and local laws without limitation.
- 9.2 Notices. All notices provided for hereunder shall be in writing and shall be deemed to have been given when presented personally; when sent by overnight courier service, on the business day following the date of delivery to such courier service, or such later day as demonstrated by a bona fide written confirmation of delivery; or when transmitted by facsimile upon acknowledgment of receipt by the recipient. Any Party may designate from time to time by written notice to the other Party another address to which notices are to be sent.

For ACT: Vice President
 Business and Finance
 ACT, Inc.
 2201 North Dodge Street
 P.O. Box 168
 Iowa City, IA 52243-0168

For Participant: City Colleges of Chicago
226 W. Jackson Blvd., 14th floor
Chicago, Illinois 60606
Attn. General Counsel

- 9.3 Limitation of Liability. In no event shall either Party be liable to the other Party for any indirect, consequential, punitive or exemplary losses or damages (including without limitation lost profits or lost investment opportunity) arising or resulting from any breach of this Agreement.

- 9.4 Representations and Warranties. ACT represents and warrants that it has the right to enter into this Agreement. ACT further represents and warrants that Participant's proper use of the ACT hardware, ACT software or other ACT intellectual property provided by ACT hereunder for the delivery of Network Services will not infringe any patent, copyright, trade secret or other proprietary rights of any third party.
- 9.5 Indemnity. ACT will defend, indemnify, and hold harmless Participant and its corporate affiliates, directors, officers, employees, attorneys, agents, faculty, staff, students and volunteers from and against any and all successful claims, demands, actions, suits, or proceedings which assert that Participant's use of any such ACT hardware, ACT software, or other ACT intellectual property infringes any proprietary rights of third parties.
- 9.6 Force Majeure.
- 9.6.1 In the event of Force Majeure, the Party being delayed or damaged thereby shall inform the other Party, in writing, as soon as possible, but, in any event, within seven (7) days after the start of such Force Majeure, specifying the nature of the Force Majeure as well as the estimated duration thereof. If the Force Majeure lasts longer than sixty (60) days or is expected to last longer than sixty (60) days, then either Party is entitled to terminate this Agreement by notice given in accordance with Section 9.2 and without either Party being entitled to any claim for damage. If the Force Majeure lasts sixty (60) days or fewer, both Parties' obligations under the terms of this Agreement will be suspended for the period of the Force Majeure. Notwithstanding the previous, however, if the Force Majeure affects Participant's Facility, Participant shall have the option of relocating the ACT Center within sixty (60) days to a location acceptable to ACT; in such event, ACT shall have no right to terminate this Agreement in accordance with this Paragraph 9.6.1.
- 9.6.2 Force Majeure shall mean, without limitation, damage or delay caused by acts of God, acts or regulations or decrees of any government (de facto or de jure), natural phenomena such as earthquakes and floods, fires, riots, wars, or other causes, whether similar or dissimilar to those enumerated above, provided always that they were unforeseeable, not attributable to and beyond the reasonable control of the Party or Parties affected by the Force Majeure, and which prevent the total or partial carrying out of any obligation under this Agreement.
- 9.7 Assignment. No Party may assign any of its rights or delegate any of its obligations under this Agreement without the prior written consent of the other Party.
- 9.8 Severability. Any provision of this Agreement which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability, but that shall not invalidate the remaining provisions of this Agreement or affect such provision in any other jurisdiction.

- 9.9 Nature of the Parties' Relationship. Nothing in this Agreement is intended, or should be construed, to create a partnership or joint venture between the Parties; as creating any type of fiduciary relationship or imposing any fiduciary obligations; as creating any type of franchise relationship; or as constituting the employees or agents of either Party as employees or agents of the other Party.
- 9.10 Headings. The headings used in this Agreement are inserted for convenience only and shall not in any way affect the meaning or construction of any provision of this Agreement.
- 9.11 Amendments. This Agreement and the schedules hereto constitute the entire agreement of the parties regarding the subjects addressed herein. Neither this Agreement nor any of its terms may be changed or waived unless such change or waiver is in writing signed by both Parties.
- 9.12 Survival. The provisions of Article 8 and Sections 7.5 and 9.5 shall survive the term of this Agreement.

IN WITNESS WHEREOF the Parties have caused this Participation Agreement to be executed as of the date first above written.

ACT, INC.

PARTICIPANT

By: _____

By:  _____

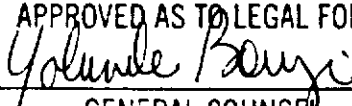
Typed name: _____

Typed name: JAMES C. TYREE

Title: _____

Title: ~~CHAIRMAN OF THE BOARD~~


REGINA M. HAWKINS
ASSISTANT BOARD SECRETARY

APPROVED AS TO LEGAL FORM

GENERAL COUNSEL

Schedule A

ACT Center Locations

Address	Services Offered	Projected Opening Date
Richard J. Daley College 7500 S. Pulaski Road Chicago, IL 60652	Testing and Training	June 30, 2001
Olive-Harvey College 10001 S. Woodlawn Chicago, IL 60628	Testing and Training	July 1, 2001
Downtown Location*	Testing and Training	June 30, 2002

*Pursuant to Section 5.1.2 of the Participation Agreement

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Schedule B

Plan of Action

Participant's Plan of Action will be inserted here.

ACT shall provide Participant with an outline for a Plan of Action and/or other Plan of Action information and materials.

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Schedule C

ACT CenterSM Fee Schedule

NATIONAL SERVICES

Training

Name of Contract	Amount to be Paid to ACT Center

Testing

Name of Contract/Exam	Amount to be Paid to ACT Center Per Hour of Scheduled Testing Time Per Examinee
Social Work Licensure Exams (Basic, Intermediate, Clinical and Advanced)	\$10 per hour
Registration Examination for Dieticians	\$10 per hour
Registration Examination for Dietetic Technicians	\$10 per hour
Certification Examination for Nuclear Medicine Technologists	\$10 per hour

Schedule D**ACT CenterSM Operating Requirements****I. General Requirements**

The building in which each ACT Center will be located shall meet the following requirements:

1. Location

An ACT Center can be located within an educational or commercial space. The building housing the ACT Center must be easily reached by various forms of local transportation appropriate to the geographic region, including public transportation and major highways.

2. Accessibility

The building housing the ACT Center must be compliant with the accessibility standards of the Americans with Disabilities Act.

3. Rest Rooms

Rest rooms must be located on the same floor as the Testing Room (as defined below).

4. Food Access

Food service or vending facilities must be located on the same site as the ACT Center.

5. Parking

In geographic areas where personal automobiles are the main source of transportation to the institution, public parking or dedicated parking spaces must be available during hours of ACT Center operation. Handicapped parking spaces must be located adjacent to the building housing the ACT Center and must be available to ACT Center customers.

6. Safety

The parking lot, sidewalk and entrance to the ACT Center must be well lit and reasonably free from physical hazards. In addition, the interior of the ACT Center must also be safe and reasonably free from hazards that could harm ACT Center customers.

7. Climate Control

The building housing the ACT Center must be heated and air conditioned during all hours of ACT Center operation, including evenings and weekends.

8. ACT Center Testing Room and Training Room

Each ACT Center will house a secure testing room (the "Testing Room") which may be separate from the training facility (referred to as the "Training Room"). Both the Testing Room and Training Room (if separate) shall meet the specific requirements set forth below. If the Testing Room and the Training Room are the same facility, the joint facility must meet the specifications for the Testing Room.

9. Configuration

The ACT Center must be configured to support the testing and training services it will deliver.

10. Operation

The ACT Center must be operated in accordance with these Operating Requirements and the ACT Center Operations Manual.

II. Requirements for Delivering Computer-Based Testing

1. Equipment

Participant must provide the equipment meeting the requirements set forth herein and in Schedule E.

2. Staffing

Each ACT Center must have an ACT-certified test administrator in attendance while testing is being conducted. For testing sessions longer than 2 hours, part time proctor(s) must be available to provide security coverage during breaks. Depending on the number of testing workstations and the volume of business at the ACT Center, additional full-time or part-time staff may be required to assist examinees with launching their tests and performing other functions within the ACT Center.

3. Service

A. Hours/Days of Operation and Customer Service Requirements

The Testing Room should be available a minimum of 3 days out of 7 (including one weekend day) for a period of time sufficient to service the longest testing appointment required by ACT.

A staff member should open the Testing Room no less than one-half hour prior to the first appointment.

Each Facility shall offer a customer a testing appointment within 20 days of a customer's request. The Facility shall increase its scheduling capacity (i.e. open additional days/hours per week or via additional workstations) as necessary to meet this requirement. In addition, each Facility must make additional capacity available pursuant to Section 5.1.7 of the Participation Agreement.

Participant must provide ACT with the Testing Room's hours of operation and must notify ACT at least thirty (30) days in advance of any changes to the hours of operation.

B. Scheduling

Examinees may either phone the ACT Center directly for an appointment or they may book an appointment through a central 800 number at ACT. Participant must handle scheduling calls during non-testing hours of operation.

4. Physical Facility

The Testing Room must be a dedicated, enclosed space housing 8 divided carrel workstations. It must be a secure facility within the ACT Center, with an internal entrance, glass viewing window and segregated workstations.

The components of a Testing Room are: A) the regular testing area, B) the private testing area, C) the reception area, D) the administrator's work/check-in area, and E) the equipment room.

A. Regular Testing Area

1. Sound Abatement

The Testing Room must be sound-insulated so that conversations and sounds in other parts of the ACT Center cannot be heard in the Testing Room. Typically, this requires insulation in the walls, ceilings and doors.

2. Windows

Blinds or curtains must cover outside windows to reduce screen glare and avoid the possibility of telescopic viewing of screens from outside.

3. Curved Mirrors

Mirrors must be placed such that ACT Center staff can view all examinees from the viewing window.

4. Viewing Window

The viewing window must be at least 48 inch wide and 36 inch high and must provide a view of all workstations in the Testing Room.

5. Video Monitoring

Video monitoring, with sufficient cameras placed to view all workstations, and video recording of all sessions. A minimum of one video monitor should also capture sound. Tapes must be archived for the length of time specified by ACT.

6. Door

The door must have a solid core or be insulated for sound isolation. In addition, the door must have a partial glass window for viewing, kickplate and push/pull handle, as well as a silent-door closer.

7. Workstation

- a. Carrel work surface must be at least 30 inches by 36 inches; 30 inches by 60 inches is preferable.
- b. Carrels must be placed so that examinees cannot view each other when facing their own workstations.
 - i) Side dividers on carrels must be at least 48 inches high and extend to the front and back edges of the work surface.
 - ii) When rows of carrels are facing, a partition of at least 48 inches high must separate the rows.
 - iii) If the room arrangement requires that rows of carrels not be parallel, dividers must block an individual's view of other examinees.
- c. Each workstation must have a lamp.
- d. For at least 25% of the workstations, the monitor should rest directly on the work surface (as opposed to on the CPU case) to avoid neck strain to examinees with bifocal or progressive lenses.
- e. Chairs must be adjustable for height.

B. Private Testing Area (can be multi-use)

1. ADA

Must meet ADA access requirements.

2. Workstation

One single, private workstation per ACT Center is sufficient. The workstation must be appropriate for examinees using a wheelchair, including an adjustable-height work surface.

3. Sound Abatement

The area must be insulated so that conversations and sounds in other parts of the ACT Center cannot be heard in the private testing area, and a reader in the private testing area will not disturb examinees in the regular testing area. Typically, this requires insulation in the walls, ceilings and doors.

4. Viewing Windows

A viewing window must be located on wall, door or both.

5. Door

The door must have a solid core or be insulated for sound isolation. In addition, the door must have a partial glass window for viewing, kickplate and push/pull handle, as well as a silent-door closer.

C. Reception

1. At least one chair for every three workstations.
2. Closets or built-in coat racks for examinees' coats.
3. Secure area (preferably lockers) for examinees' belongings, including purses and backpacks.
4. Pleasing room décor.
5. Wall clock.

D. Administrator's Work/Check-in Area (may be located within the Reception Area)

1. Desk with return or modular furniture with space for administrator's workstation and digital camera. Desk must have locking drawers.
2. Telephone with sufficient lines so that callers do not receive busy signals.
3. Four-drawer locking cabinet and two 36 inch lateral-wide file cabinets.
4. Placed in a location to enable the administrator to view the Testing Room through the Testing Room window from where the administrator is usually seated.
5. Equipped with a laser quality printer and fax machine and a table to accommodate both the printer and fax machines.

6. Configured to permit the administrator to take photos of candidates
- E. Equipment Room
1. Server (and any devices storing secure testing materials) must be either in a locked metal vault, a specially reinforced and locked closet or room, or both.
 2. Special ventilation, if necessary.
 3. Equipment must be out of sight of the public.
- F. General Requirements
1. Security

Access between secure storage area and any publicly accessible space must be restricted by commercial-quality entrance, including deadbolt. There must be no potential for entrance via ceiling crawl spaces. In addition, the ACT Center must contain an intrusion alarm system for monitoring the ACT Center when it is closed.
 2. Signage

The signage must be compliant with the *ACT Centers Guidelines for Identifiers and Signage*, found in the ACT Centers Operations Manual
 3. HVAC

The HVAC system must have an appropriate design, including the determination of head load generated by computers and occupants to ensure customers' comfort in all seasons.

The Testing Room must have a separate thermostat control and mixing box(es).

It is preferable that the Testing Room is served by a supplemental HVAC system independent of the building system because, for example, HVAC must be available on weekend testing days which may not be possible in a large office building that does not operate a central HVAC system at full capacity on weekends.
 4. Lighting

Diffusers for florescent lights (either reflectors or flat translucent panels under bulbs) to avoid screen glare.

Approximately 50 foot-candles general illumination.

III. Requirements for Delivering Training/Video-Conferencing¹

1. Equipment

Participant must provide equipment meeting the specifications herein and in Schedule E for the delivery of training and video-conferencing services.

2. Staffing

Each ACT Center must have an ACT-certified staff person available to assist customers while training is being conducted, and the ACT Center must have a minimum of one ACT Center employee present at all times while training is being conducted. Depending on the number of training workstations and the volume of business at the ACT Center, additional full-time or part-time staff may be required to assist customers with launching their applications and performing other functions within the ACT Center.

Each ACT Center must market its training services to its local service area. Marketing and sales staff are required to accomplish this function. At a minimum, one full-time employee must serve as the ACT Center marketing representative, although that individual can serve other similar roles within Participant's institution.

3. Service

A. Menu

Participant shall determine the menu of training services it chooses to offer through the ACT Center, including 1) delivery of local server-based training courses; 2) delivery of web-based training courses; and 3) delivery of video-conference services.

B. Hours/Days of Operation

The availability of training is determined by institutional policy. The Training Room's hours of operation may depend upon the number of training titles offered, the size of the Training Room and the potential shared-use of the training facility. The hours of operation must be provided to ACT.

C. Marketing Materials

ACT Center staff must use ACT Center marketing and sales materials.

D. Cooperation with ACT

ACT Center staff will work with and communicate with ACT regional support staff and others at ACT, as appropriate, on an ongoing basis.

¹ Video-conferencing services are optional to Participant. If Participant elects not to offer video-conferencing services, Participant is not required to have the corresponding equipment.

4. Physical Facility

The physical facility requirements for the Training Room are fewer than those for the Testing Room. In most cases, the Training Room and the Testing Room will be co-located and therefore will share common spaces. When the Training Room and Testing Room are co-located, and where the requirements for the shared common spaces in a Training Room and Testing Room differ, the requirements for the Testing Room supersede the requirements for the Training Room.

The components of a Training Room are: a) the training area, 2) the reception area, 3) the administrator's work/check-in area, and 5) the equipment room.

A. Training Area

The training area must be separate from the other common areas of the ACT Center.

1. Sound Abatement

The Training Room must be insulated so that conversations and sounds in other parts of the ACT Center cannot be heard in the Training Room. Typically, this requires insulation in the walls, ceilings and doors.

2. Door

The door must have a solid core or be insulated for sound isolation. In addition, the door must have a kickplate and push/pull handle, as well as a silent-door closer.

3. Workstation

- a. The work surface must be at least 30 inches by 36 inches; 30 inches by 60 inches is preferable.
- b. For at least 25% of the workstations, the monitor should rest directly on the work surface (as opposed to on the CPU case) to avoid neck strain to individuals with bifocal or progressive lenses.
- c. Chairs must be adjustable for height.

B. Reception Area

1. At least one chair for every three workstations.
2. Closets or built-in coat racks for customers' coats.
3. Pleasing room décor.
4. Wall clock.

- C. Administrator's Work/Check-in Area (may be located within Reception Area)
 - 1. Desk with return or modular furniture with space for administrator's workstation. Desk must have locking drawers.
 - 2. Telephone with sufficient lines so that callers do not receive busy signals.
 - 3. Four-drawer locking cabinet and two 36 inch lateral-wide-file cabinets.
 - 4. Table for computer and fax.
 - 5. Equipped with a laser quality printer and fax machine.

- D. Equipment Room
 - 1. Server must be either in a locked metal vault, a specially reinforced and locked closet or room, or both.
 - 2. Special ventilation, if necessary.
 - 3. Equipment must be out of sight of the public.

- E. General Requirements
 - 1. Security

Access between secure storage area and any publicly accessible space must be restricted by commercial-quality entrance, including deadbolt. There must be no potential for entrance via ceiling crawl spaces.
 - 2. Signage

The signage must be compliant with the ACT Centers Guidelines for Identifiers and Signage.
 - 3. HVAC

The HVAC system must be an appropriate design, including the determination of head load generated by computers and occupants to ensure customers' comfort in all seasons. It is preferable that the Training Room would be served by a supplemental HVAC system independent of the building system because, for example, HVAC must be available if the Training Room is open on weekend days which may not be possible in a large office building that does not operate a central HVAC system at full capacity on weekends.

4. Lighting

Diffusers for florescent lights (either reflectors or flat translucent panels under bulbs) to avoid screen glare.

Approximately 50 foot-candles general illumination.

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Schedule E

Operating Requirements Technical

Participant must provide user workstations** (to be used for training courseware and testing) meeting the following minimum specifications:

- Pentium II 300
- Microsoft Windows 95
- Browser: either Internet Explorer 5.0 or above or Netscape Navigator 4.7 or above
- 2 GB Hard disk with at least 60MB free space
- 128 MB RAM
- 8 MB (minimum) video card
- 17" SVGA 1280 by 1024 with 24 bit color depth required for testing, recommended for training
- Sound card and headphones with in-line volume control
- No remote agents running on the workstation
- 10/100 Mbps Ethernet card
- CD-ROM player
- No CD writers connected to the workstation

The minimum requirements for Participant's LAN and user workstations are as follows:

1. Participant must provide T-1 network access to the Public Internet. The circuit must have sufficient available bandwidth for web-based courseware access for the anticipated number of users. The average bandwidth requirements per user should be the same or less than for typical web browsing. Although some web-based courses contain multimedia files, their average size is 380kb, which is little more than twice the size of a normal Netscape or MSN page. The Internet access circuit may be shared, and does not need to be for the exclusive use of the ACT Center.
2. The server must be located on a network segment that is on the secure side of the institution's firewall. Participant must provide secure (VPN provided by ACT) access through the firewall if there is a firewall. If Participant's network employs a firewall device between the site server and the Public Internet, Participant must allow access for the ACT control centers to communicate via ACT's own private virtual private network (VPN) with the site server, proctor workstation, and Dell Remote Administration Card (DRAC) IP addresses for management purposes. The following IP addresses will need access:

208.248.156.110

208.248.156.111

208.248.156.112

208.248.156.66

151.148.250.92

151.148.250.83

3. These addresses will need to communicate on the following ports:

For IPSEC: TCP ports 50 and 51, and UDP port 500.

For FW-1 MGMT: Ports 256, 257, 258, 259 and 400.

For DRAC: UDP Ports 5001, 5002 and 5005.

4. Participant must provide three public, non-NAT IP network addresses for the ACT hardware, and a direct-dial analog telephone connection. IP addresses are used for the site server, the DRAC and the proctor workstation. The DRAC also requires a direct-dial/answer modem connection over the telephone line for remote administration when the Internet is not available.
5. The network connecting the user workstations to the site server must provide sufficient bandwidth to support client/server courseware access for the anticipated number of users. The minimum LAN configuration is 10 Mbps switched Ethernet to the workstation and 100 mbps to the server. LANs configured using 10/100 mbps switches will be able to run a greater number of simultaneous users on the same network than those using hub technology.
6. User workstations must be configured with the TCP/IP protocol. This protocol is used to access the ACT Centers' web servers and the site server. Workstations do not require a public IP address, and may use NAT addressing that may be implemented at the institution.
7. Participant must provide for the configuration of the user workstations. Many courses contained in the ACT Centers system require ACT-provided web browser plug-ins or system DLLs to be loaded on the user workstations. Participant must maintain the configuration of the user workstations.

Video Teleconferencing (Optional)

If Participant elects to offer Video Teleconferencing (VTC), Participant must meet the following specifications:

- For full-function, large-format video system
 - Primary rate (T-1) ISDN circuit
 - 29" to 35" Monitor (will work with certain desktop VTC units)
 - PC-based VTC systems for metered applications
 - Full duplex hands free audio (G711, G722, & G728)
 - H.320 and H.323 (optional) standard compliant
 - T.120 data conferencing compliant utilizing MicroSoft NetMeeting

- For limited-feature version of the large-format video system
 - ISDN basic rate interface (BRI), six circuits provide speeds of 786 kbs (scalable).
 - PC-based VTC systems for metered applications
 - Full duplex hands free audio (G711, G722, & G728)
 - H.320 and H.323 (optional) standard compliant
 - T.120 data conferencing compliant utilizing MicroSoft NetMeeting

The system can be integrated with other existing VTC systems, which will need to be determined on a case-by-case basis.

****At this time, ACT's products will not run on a Macintosh, or under the Win95 Macintosh emulation.**

Schedule F

Equipment Provided by ACT

ACLMS Software, as that term is defined in Paragraph 1.2.2 of the Participation Agreement

One Server with Uninterrupted Power Source*

One Administrator/Proctor Workstation* with Digital Camera

Two sets of test security equipment** (one for Daley College and one for the downtown location) as follows:

- Two color high resolution cameras
- Ceiling mounts for the high resolution cameras
- One six-channel color multiplexer, duplex
- One 21-inch high resolution color monitor
- One 24-hour real time lapse video recorder with audio
- Monitor and VCR mounts
- Hard oxide video tapes
- Audio microphones, amplifiers and cabling
- Cable

The following assistive hardware/software for one ADA workstation:

- Screen Magnification
- Special Keyboard
- Trackball Mouse

*Standard configuration only; Participant may be required to pay for configuration changes required by its network.

**ACT will provide the labor to install the test security equipment. This equipment is sufficient for ACT's standard eight-station test facility.

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Schedule G

List of Courseware Available Through the ACT Centers Network as of 4-11-01

Each courseware entry includes the following information:

Course Title: Courseware title

Vendor Name: The company that developed the course

Delivery Method: C/S or W. This item describes the course deployment method. C/S indicates a server-based course that can be taken only at an ACT Center. W indicates a Web-based course. These courses can be taken at an ACT Center or, with appropriate technology and connectivity, can be taken remotely (at home or at work).

Category	Course Title	adult literacy	Publisher	Delivery Method
Writing	Key Train - Writing		Thinking Media	C/S
Team Communication Skills	Interactive Work Keys: Teamwork (3-6)		Worldwide Interactive Network	C/S
Reading	Interactive Work Keys: Read. for Information (3-7)		Worldwide Interactive Network	C/S
	Key Train - Reading for Information		Thinking Media	C/S
Observation	Key Train - Observation		Thinking Media	C/S
Math	Interactive Work Keys: Applied Mathematics (3-7)		Worldwide Interactive Network	C/S
	Key Train - Applied Mathematics		Thinking Media	C/S
Locating Information	Interactive Work Keys: Locating Information (3-6)		Worldwide Interactive Network	C/S
	Key Train - Locating Information		Thinking Media	C/S
Listening	Key Train - Listening		Thinking Media	C/S
Applied Technology	Key Train - Applied Technology		Thinking Media	C/S

Category computer basics

Delivery Method

Course Title

Publisher

Microsoft End User

ACT! 2000: Advanced	Element K	W
ACT! 2000: Introduction	Element K	W
ACT! 4.0: Advanced	Element K	W
ACT! 4.0: Introduction	Element K	W
Microsoft Encarta 2000: Overview	Element K	W
Microsoft Money 2000	Element K	W
Microsoft Office 2000: Small Business Tools	Element K	W
Microsoft Outlook 2000: Intermediate	Active Education	W
Microsoft Outlook 2000: Introduction	Active Education	W
Microsoft PowerPoint 2000: Intermediate	Active Education	W
Microsoft PowerPoint 2000: Introduction	Active Education	W
Microsoft PowerPoint 97: Introduction	Active Education	W
Microsoft Project 2000: Level 1	Element K	W
Microsoft Project 2000: Level 2	Element K	W
Microsoft Project 98: Advanced	Element K	W
Microsoft Project 98: Introduction	Element K	W
Microsoft Project 98: Introduction	Element K	W
Microsoft Project 98: Introduction	Element K	W
Microsoft Works Suite 2000: Advanced	Active Education	W
MS Office 2000: New Features	Element K	W
MS Office 97-- Mastering Outlook 97	Element K	W
MS Office 97-- PowerPoint 97	Element K	W
MS Office 97-- Using Outlook 97	Element K	W
MS Office 97: Small Business Tools	NIIT (USA) Inc.	W
MS Project 98-- Optimizing Projects	NIIT (USA) Inc.	W
MS Project 98-- Scheduling and Tracking Projects	NIIT (USA) Inc.	W
Outlook 2000: Advanced	Element K	W
Outlook 2000: Introduction	Element K	W
Outlook 97: Advanced	Element K	W
Outlook 97: Introduction	Element K	W
Outlook 98: Advanced	Element K	W
Outlook 98: Introduction	Element K	W
PowerPoint 2000: Advanced	Element K	W
PowerPoint 2000: Introduction	Element K	W
PowerPoint 97: Advanced	Element K	W
PowerPoint 97: Introduction	Element K	W
PowerPoint 98 for Macintosh	Element K	W
Presentations 9.0: Introduction	Element K	W
QuickBooks 2000: Get Going	Element K	W

Category computer basics

Course Title	Publisher	Delivery Method
Microsoft End User		
QuickBooks 2000: Keep Going	Element K	W
Quicken 2000: Introduction	Element K	W
Quicken 99: Introduction	Element K	W
StarOffice 5.1: Transition from Microsoft Office	Element K	W
Streets and Trips 2000: Overview	Element K	W
Introduction to Word Processing		
Microsoft Word 2000: Introduction	Active Education	W
Microsoft Word 97: Introduction	Active Education	W
MS Office 97-- Mastering Word 97	NIIT (USA) Inc.	W
MS Office 97-- Using Word 97	NIIT (USA) Inc.	W
Word 2000: Level 1	Element K	W
Word 7.0: Level 1	Element K	W
Word 7.0: Level 2	Element K	W
Word 97: Level 1	Element K	W
Word 98: Introduction for Macintosh	Element K	W
Word Pro Millennium Edition 9.0: Introduction	Element K	W
Word Pro Millennium Edition 9.5: Introduction	Element K	W
WordPerfect 9.0: Level 1	Element K	W
Introduction to the Internet and World Wide Web		
Internet Explorer 4.0: Introduction	Element K	W
Internet Explorer 5.0: Introduction	Element K	W
Internet Explorer 5.5: Introduction	Element K	W
Microsoft Vizact 2000: Introduction	Element K	W
Netscape Communicator 4.5: Introduction	Element K	W
Netscape Communicator 4.7: Introduction	Element K	W
Introduction to Spreadsheets		
Approach Millennium Edition 9.0: Introduction	Element K	W
Excel 2000: Level 1	Element K	W
Excel 7.0: Introduction	Element K	W
Excel 97: Level 1	Element K	W
Excel 98: Introduction for Macintosh	Element K	W
Lotus 1-2-3 Millennium Edition 9.0: Level 1	Element K	W
Lotus 1-2-3 Millennium Edition 9.5: Level 1	Element K	W
Microsoft Excel 2000: Introduction	Element K	W
	Active Education	W

Category computer basics

Delivery Method

Course Title

Publisher

Introduction to Spreadsheets

- Microsoft Excel 97: Introduction
- MS Office 97-- Mastering Excel 97
- MS Office 97-- Using Excel 97
- Quattro Pro 9.0: Spreadsheets

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NIIT (USA) Inc.
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Introduction to Databases

- Access 2000: Level 1
- Access 97: Level 1
- Approach Millennium Edition 9.5: Introduction
- FileMaker Pro 5.0: Introduction
- FileMaker Pro 5.0: Introduction for Macintosh
- Microsoft Access 2000: Introduction
- Microsoft Access 97: Introduction
- Paradox 9.0: Introduction

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Introduction to Computers

- Intro. to Personal Computers Using Windows 98

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Desktop Publishing/Graphics

- Adobe Illustrator 8.0: Advanced
- After Effects 4.1: Intermediate
- After Effects 4.1: Introduction
- Corel PhotoPaint 9.0: Introduction
- CorelDRAW 9.0: Advanced
- CorelDRAW 9.0: Introduction
- Director 7.0: Advanced for Macintosh
- Director 7.0: Introduction for Macintosh
- Director 7: Level 1
- Director 7: Level 2
- Director 8: Level 1
- Director 8: Level 2
- FreeHand 8: Level 1
- FreeHand 8: Level 1 for Macintosh
- FreeHand 8: Level 2
- FreeHand 8: Level 2 for Macintosh
- FreeHand 8: Level 3
- FreeHand 8: Level 3 for Macintosh

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Category computer basics

Course Title

Desktop Publishing/Graphics

Freelance Graphics Millennium Edition 9.0: Intro.
 Freelance Graphics Millennium Edition 9.5: Adv.
 Freelance Graphics Millennium Edition 9.5: Intro.
 Home Publishing 2000: Overview
 Illustrator 8.0: Level 1
 Illustrator 8.0: Level 2
 InDesign 1.0: Basic Skills 1
 InDesign 1.0: Basic Skills 2
 Microsoft PhotoDraw 2000 Version 2.0: Introduction
 Microsoft PhotoDraw 2000: Introduction
 Microsoft Publisher 2000: Introduction
 PageMaker 6.5: Basics
 Photoshop 5.5: Basic Skills
 Photoshop 5.5: Web Production
 Photoshop Tips and Tricks
 Picture It! Express 2000
 QuarkXPress 4.0: Level One

Delivery Method

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Category industrial tech/safety skills

Course Title	Publisher	Delivery Method
Quality Systems		
Statistical Process Control: 1: Introduction	ITC Learning Corporation	C/S
Statistical Process Control: 2: Control Charts	ITC Learning Corporation	C/S
Statistical Process Control: 3: Charts-Variables	ITC Learning Corporation	C/S
Statistical Process Control: 4: Charts-Attributes	ITC Learning Corporation	C/S
Statistical Process Control: 5: Advanced Charts	ITC Learning Corporation	C/S
Statistical Process Control: 6: Capability Studies	ITC Learning Corporation	C/S
Statistical Process Control: 7: Problem Solving	ITC Learning Corporation	C/S
Mechanical Maintenance		
Air Compressor Repair: 1: Princip./Troubleshoot.	ITC Learning Corporation	C/S
Air Compressor Repair: 2: Disassembly, Etc.	ITC Learning Corporation	C/S
Bearings: Lesson 1: Failure Analysis	ITC Learning Corporation	C/S
Bearings: Lesson 2: Maintaining Bearings	ITC Learning Corporation	C/S
Centrifugal Pump Repair: 1: Princip./Troubleshoot.	ITC Learning Corporation	C/S
Centrifugal Pump Repair: 2: Disassembly, Etc.	ITC Learning Corporation	C/S
Hand Tools/Measuring Instruments: 1: Hand Tools	ITC Learning Corporation	C/S
Indust. Hydraulic Power: 1: System Operations	ITC Learning Corporation	C/S
Indust. Hydraulic Power: 2: Hydr. Pumps, Etc.	ITC Learning Corporation	C/S
Indust. Hydraulic Power: 3: Pressure Controls	ITC Learning Corporation	C/S
Indust. Hydraulic Power: 4: Directional Controls	ITC Learning Corporation	C/S
Indust. Hydraulic Power: 5: Hydraulic Actuators	ITC Learning Corporation	C/S
Industrial Lubrication: 1: Fund. of Lubrication	ITC Learning Corporation	C/S
Industrial Lubrication: 2: Lub. Maintenance	ITC Learning Corporation	C/S
Measuring Instruments: 2: Precision Measuring	ITC Learning Corporation	C/S
Mechanical Seals: 1: Mechanical Seals	ITC Learning Corporation	C/S
Pipefitting: Lagging and Insulation	ITC Learning Corporation	C/S
Pipefitting: Pipefitting Materials and Layout	ITC Learning Corporation	C/S
Pipefitting: Preparing Pipe for Installation	ITC Learning Corporation	C/S
Pipefitting: Tubing and Threaded Pipe	ITC Learning Corporation	C/S
Pneumatic Power: 1: Pneumatic Air Treatment	ITC Learning Corporation	C/S
Rigging and Lifting: 1: Hand Operated Equipment	ITC Learning Corporation	C/S
Rigging and Lifting: 2: Forklifts and Cranes	ITC Learning Corporation	C/S
Rigging and Lifting: 3: Ladders and Scaffolding	ITC Learning Corporation	C/S
Rotating Equip: 1: Princ. of Predictive Maint.	ITC Learning Corporation	C/S
Rotating Equip: 2: Vibration Analysis	ITC Learning Corporation	C/S
Rotating Equip: 3: Lubricant/Trend Analysis	ITC Learning Corporation	C/S
Rotating Equip: 4: Extending Bearing Life	ITC Learning Corporation	C/S

Category	Course Title	Industrial tech/safety skills	Publisher	Delivery Method
	Mechanical Maintenance			
	Rotating Equip: 5: Reverse Double Dial Align.		ITC Learning Corporation	C/S
	Rotating Equip: 6: Rev. Alignment Procedure		ITC Learning Corporation	C/S
	Rotating Equip: 7: Computerized Alignment		ITC Learning Corporation	C/S
	Troubleshoot. Skills: 1: Develop. Logical Thinking		ITC Learning Corporation	C/S
	Valve Repair: 1: Gate Valve Repair		ITC Learning Corporation	C/S
	Valve Repair: 2: Globe/Control Valve Repair		ITC Learning Corporation	C/S
	Industrial Safety			
	Asbestos Awareness		ITC Learning Corporation	C/S
	Bloodborne Pathogens		ITC Learning Corporation	W
	Confined Space Entry		ITC Learning Corporation	W
	Crane Safety - Overhead and Gantry		ITC Learning Corporation	C/S
	DOT: Transfer of Hazardous Material		ITC Learning Corporation	C/S
	Electrical Safety: 1: Electrical Safety Awareness		ITC Learning Corporation	C/S
	Electrical Safety: 2: Elec. Person. Protect. Equip		ITC Learning Corporation	C/S
	Elevating Work Platforms		ITC Learning Corporation	C/S
	EPA Environmental Awareness		ITC Learning Corporation	W
	Ergonomics - Back Safety		ITC Learning Corporation	C/S
	Ergonomics - General Office Safety		ITC Learning Corporation	W
	Fall Protection		ITC Learning Corporation	C/S
	Fire Brigades - General		ITC Learning Corporation	W
	Fire Protection/Fire Extinguishers		ITC Learning Corporation	C/S
	First Aid/CPR		ITC Learning Corporation	W
	Handling of LP Gases		ITC Learning Corporation	C/S
	Hazard Communications - Overview		ITC Learning Corporation	C/S
	Hazardous Communication - Overview		ITC Learning Corporation	C/S
	Hazardous Waste - Emergency Response Overview		ITC Learning Corporation	W
	Hearing Conservation		ITC Learning Corporation	C/S
	Lab Safety		ITC Learning Corporation	W
	Lead Safety		ITC Learning Corporation	C/S
	Lockout/Tagout - Electrical Power		ITC Learning Corporation	C/S
	Lockout/Tagout - Mechanical Power		ITC Learning Corporation	W
	Personal Protective Equipment		ITC Learning Corporation	W
	Powered Industrial Vehicles: Forklifts		ITC Learning Corporation	W
	Powered Industrial Vehicles: General		ITC Learning Corporation	C/S
	Process Safety Management		ITC Learning Corporation	C/S
	Respiratory Protection		ITC Learning Corporation	W

Category

industrial tech/safety skills

Course Title

Industrial Safety

Scaffolds and Ladders
Welding and Cutting Safety

Industrial Controls

Analyzers: 1: Principles of Process Analysis
Analyzers: 2: Spectroscopic Analyzers
Analyzers: 3: Gas Chromatographs
Analyzers: 4: Air and Water Analysis
Analyzers: 5: Process Sampling Systems
Boiler Control: 1: Boiler Systems
Boiler Control: 2: Boiler Controls
Boiler Control: 3: Troubleshoot. Boiler Controls
Control Valves: 1: Body Types and Trim
Control Valves: 2: Actuators and Positioners
Control Valves: 3: Body and Trim Maintenance
Control Valves: 4: Actuator and Positioner Main.
Digital Instrument: 1: Smart Transmitters
Digital Instrument: 2: Single Loop Controllers
Distributed Control: 1: Fundamentals
Distributed Control: 2: Maintaining Systems
Industrial Measurement: 1: Pressure
Industrial Measurement: 2: Flow
Industrial Measurement: 3: Temperature
Industrial Measurement: 4: Level
Industrial Process Control: 1: Single-Loop
Industrial Process Control: 2: Multiple-Loop
Instrument Calibration: 1: Principles
Instrument Calibration: 2: Pressure Instruments
Instrument Calibration: 3: Temperature Instruments
Instrument Calibration: 4: Flow Instruments
Instrument Calibration: 5: Level Instruments
Instrument./Control Safety: 1: Personnel Safety
Instrument./Control Safety: 2: Hazardous Materials
Instrument./Control Safety: 3: Hazardous Environ.
Lesson 1: Controller Tuning
Lesson 1: Interpreting Process Control Diagrams
Pneumatic Maintenance: 1: Pneumatic Principles

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Category industrial tech/safety skills

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Course Title

Industrial Controls

- Pneumatic Maintenance: 2: Sensors/Transmitters
- Pneumatic Maintenance: 3: Controllers/Recorders
- Process Operations: 1: Heating/Cooling Systems
- Process Operations: 2: Distillation Columns
- Process Operations: 3: Batch Process Systems
- Programmable Controllers: 1: Analog Control
- Programmable Controls: 1: Principles of Operation
- Programmable Controls: 2: Interpret. Ladder Logic
- Test Instruments/Devices: 1: Pneumatic/Hydraulic
- Test Instruments/Devices: 2: Electronics Devices
- Test Instruments/Devices: 3: Temperature/Frequency
- Test Instruments/Devices: 4: Analog Oscilloscopes
- Troubleshooting: 1: Single Loop Control Systems
- Troubleshooting: 2: Multi-Loop Control Systems
- Troubleshooting: 3: Distributed Control Systems

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Heating, Refrigeration, and Air Conditioning

- Refrigeration in Air-Conditioning: Refrig. Theory
- Refrigeration in Air-Conditioning: Rooftop Units
- Refrigeration in Air-Conditioning: Split Systems
- Refrigeration in Air-Conditioning: Water Chillers
- Residential Energy Systems: Home Analysis
- Residential Energy Systems: Home Heating & Cooling
- Residential Energy Systems: Home Systems
- Residential Energy Systems: The House as a System

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Electricity/Electronics

- AC and DC Motors: 1: AC Motor Theory
- AC and DC Motors: 2: AC Motor Maintenance
- AC and DC Motors: 3: DC Motor Theory
- AC and DC Motors: 4: DC Motor Maintenance
- Conduit Installation: 1: Conduit Bending
- Digital Electric Theory: 1: Binary Logic Circuits
- Digital Electric Theory: 2: Codes, Etc.
- Digital Electric Theory: 3: Counters, Etc.
- Digital Electric Theory: 4: Data Trans., Etc.
- Electrical Control Equip.: 1: Fuses/ Breakers

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Category information tech

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Delivery Method

Systems Administration

GroupWise 5.5 Administration-1	Element K	W
GroupWise 5.5 Administration-2	Element K	W
Microsoft Exchange Server 5.5 System Admin.-1	Element K	W
Microsoft Exchange Server 5.5 System Admin.-2	Element K	W
Microsoft SQL Server 7.0 System Administration-1	Element K	W
Microsoft SQL Server 7.0 System Administration-2	Element K	W
NetWare 5.0 Windows NT Integration-1	Element K	W
NetWare 5.0 Windows NT Integration-2	Element K	W
NetWare 5.0 Advanced System Administration-1	Element K	W
NetWare 5.0 Designing and Implementing NDS-1	Element K	W
NetWare 5.0 Designing and Implementing NDS-2	Element K	W
NetWare 5.0 NDS Admin. And Win NT Integration-1	Element K	W
NetWare 5.0 NDS Admin. And Win NT Integration-2	Element K	W
NetWare 5.0 NDS Admin. And Win NT Integration-3	Element K	W
NetWare 5.0 Networking Fundamentals-1	Element K	W
NetWare 5.0 Networking Fundamentals-2	Element K	W
NetWare 5.0 Principles of Internetworking-1	Element K	W
NetWare 5.0 Principles of Internetworking-2	Element K	W
NetWare 5.0 Service and Support-1	Element K	W
NetWare 5.0 Service and Support-2	Element K	W
NetWare 5.0 System Administration-1	Element K	W
NetWare 5.0 System Administration-2	Element K	W
NetWare 5.0 System Administration-3	Element K	W
NetWare 5.0 Update From 4.11, Part One	Element K	W
NetWare 5.0 Update From 4.11, Part Two	Element K	W
Network+ Certification, Part 1	Element K	W
Network+ Certification, Part 2	Element K	W
Network+ Certification, Part 3	Element K	W
Windows 2000 for Windows NT Administrators-1	Element K	W
Windows 2000: Administering the Active Directory-1	Element K	W
Windows 2000: Administering the Active Directory-2	Element K	W
Windows 2000: Administering the Active Directory-3	Element K	W
Windows 2000: Installation and Administration-2	Element K	W
Windows NT 4.0 System Administration	Element K	W

Research and Development Tools

Designing Business Solutions, Part One

Element K

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Category information tech

Delivery Method

Course Title

Publisher

Research and Development Tools

Designing Business Solutions, Part Two
 Designing Data Services and Data Models, Part One
 Designing Data Services and Data Models, Part Two
 Gathering and Analyzing Business Requirements

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Programming Languages

Active Server Pages: Level 1
 Active Server Pages: Level 2
 C Programming
 C++ Programming, Part One
 C++ Programming, Part Two
 C/C++ Curriculum-- Advanced Programming in C
 C/C++ Curriculum-- C++ Object Oriented Programming
 C/C++ Curriculum-- Getting Started with C
 C/C++ Curriculum-- Learning Programming with C
 C/C++ Curriculum-- Mastering Programming in C
 C/C++ Curriculum-- Object Oriented Analysis/Design
 Client/Server Visual Basic, Part One
 Client/Server Visual Basic, Part Two
 Enterprise Develop. with Visual Basic & ActiveX-1
 Enterprise Develop. with Visual Basic & ActiveX-2
 Fundamentals of Visual Basic--Part 1
 Fundamentals of Visual Basic--Part 2
 Introduction to Programming
 Introduction to Visual Studio
 Java 2 Platform - Advanced Java
 Java 2 Platform - Building GUI
 Java 2 Platform - Classes and Inheritance
 Java 2 Platform - Exceptions and Threads
 Java 2 Platform - Introduction to Java 2
 Java 2 Platform - Standard Packages
 Java 2 Platform -Java Languages and Semantics
 Java Library-- Building GUI Applications in Java
 Java Library-- Getting Started with Java
 Java Library-- Implementing JavaBeans
 Java Library-- Using Packages in Java
 Java Programming Part 1

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Programming Languages

MS Visual Basic 6.0 - Accessing Data in Dist. Sys.
MS Visual Basic 6.0 - Building COM Components
MS Visual Basic 6.0 - Building Components w/ MTS
MS Visual Basic 6.0 - COM Components
MS Visual Basic 6.0 - Creating Internet Apps.
MS Visual Basic 6.0 - Data Access
MS Visual Basic 6.0 - Debug./Compl. Applications
MS Visual Basic 6.0 - Debugging and Compilation
MS Visual Basic 6.0 - Internet Program./Deploying
MS Visual Basic 6.0 - Programming Fundamentals
MS Visual Basic 6.0 - Visual Basic 6 Fundamentals
Object Technology: An Introduction
Visual Basic 6.0 Introduction, Part One
Visual Basic 6.0 Introduction, Part Two
Visual Basic Scripting for the Web
Visual C++ (6.0) and the MFC Library
Visual InterDev 6.0 and Active Server Pages-1
Web Development-- ActiveX Fundamentals
Web Development-- Using Active Server Pages
WIN 95/NT API Programming, Part One
WIN 95/NT API Programming, Part Two

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Operating Systems

Administering Microsoft Windows NT 4.0--Part 1
Administering Microsoft Windows NT 4.0--Part 2
Apache Server
Introduction to Linux
Introduction to Unix
Linux System Administration
Linux Tools and Utilities
Macintosh OS 9.0: Advanced
Macintosh OS 9.0: Introduction
NT Enterprise-- Configuring Server Resources
NT Enterprise-- Installation and Configuration
NT Enterprise-- Internetworking NT 4 Server
NT Enterprise-- Managing Resources
NT Enterprise-- Monitoring and Optimization 1

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Operating Systems

NT Enterprise-- Monitoring and Optimization 2
 NT Enterprise-- Planning for NT Server
 NT Enterprise-- Troubleshooting NT 4 Server
 NT Server-- Implementing Win NT Server
 NT Server-- Networking in Win NT Server
 NT Server-- Supporting Win NT Server
 NT Workstation-- Implementing NT Workstation
 NT Workstation-- Networking in NT Workstation
 NT Workstation-- Supporting NT Workstation
 Windows 2000: Active Directory Design-1
 Windows 2000: Active Directory Design-2
 Windows 2000: Introduction
 Windows 2000: Network Infrastructure Implement.-1
 Windows 2000: Network Infrastructure Implement.-2
 Windows 2000: Transition from Windows 98
 Windows 95: Advanced
 Windows 95: Introduction
 Windows 98: Introduction
 Windows 98: Selected Features and Internet Options
 Windows Millennium Edition Introduction
 Windows NT Workstation 4.0: Introduction

Network Engineering

Internetworking With MS TCP/IP on NT 4.0--Part 1
 Internetworking with MS TCP/IP on NT 4.0--Part 2
 Microsoft Exchange Server 5.5--Part 1
 Microsoft Exchange Server 5.5--Part 2

Network Administration

GroupWise 5.5: Advanced
 GroupWise 5.5: Introduction
 Integrating NetWare and Windows NT (Course 6)
 Microsoft SMS 2.0 Administration
 NetWare 5 Administration--A (Course 1)
 NetWare 5 Administration--B (Course 1)
 NetWare 5 Advanced Administration--A (Course 3)
 NetWare 5 Advanced Administration--B (Course 3)

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Course Title	Publisher	Delivery Method
Network Administration		
NetWare 5.1: System Administration, Part One	Element K	W
NetWare 5.1: System Administration, Part Two	Element K	W
NetWare: 565 Networking Technologies--A (Course 2)	Test Out!	C/S
NetWare: 565 Networking Technologies--B (Course 2)	Test Out!	C/S
NetWare: 580 Service & Support (Course 5)	Test Out!	C/S
Networking Essentials	Test Out!	C/S
Networking Essentials-- Maintaining Networks	NIIT (USA) Inc.	W
Networking Essentials-- Networking Fundamentals	NIIT (USA) Inc.	W
Networking Essentials-- Networking Operations	NIIT (USA) Inc.	W
Networking Essentials-- Networking Standards	NIIT (USA) Inc.	W
Supporting MS Win NT Server 4.0 Core Tech.--Part 1	Test Out!	C/S
Supporting MS Win NT Server 4.0 Core Tech.--Part 2	Test Out!	C/S
Supporting MS Win NT Server 4.0 Enterprise--Part 1	Test Out!	C/S
Supporting MS Win NT Server 4.0 Enterprise--Part 2	Test Out!	C/S
TCP/IP with NT-- Internetworking with TCP/IP	NIIT (USA) Inc.	W
TCP/IP with NT-- Managing TCP/IP Networks	NIIT (USA) Inc.	W
TCP/IP with NT-- TCP/IP Services	NIIT (USA) Inc.	W
IT Certification		
A+ Certification - Maintaining your PC - Part 1	NIIT (USA) Inc.	W
A+ Certification - Maintaining your PC - Part 2	NIIT (USA) Inc.	W
A+ Certification - Supporting DOS/Windows - Part 1	NIIT (USA) Inc.	W
A+ Certification - Supporting DOS/Windows - Part 2	NIIT (USA) Inc.	W
Exam 70-100-Analyzing Business Requirements-Part 1	NIIT (USA) Inc.	W
Exam 70-100-Analyzing Business Requirements-Part 2	NIIT (USA) Inc.	W
Exam 70-100-Analyzing Business Requirements-Part 3	NIIT (USA) Inc.	W
Exam 70-100-Analyzing Business Requirements-Part 4	NIIT (USA) Inc.	W
Exam 70-100-Designing Database and User Interface	NIIT (USA) Inc.	W
Exam 70-100-Developing Logical Design	NIIT (USA) Inc.	W
Exam 70-100-Developing Physical Design	NIIT (USA) Inc.	W
Exam 70-100-Developing Technical Architecture	NIIT (USA) Inc.	W
MS Access 2000 Core (MOUS)	NIIT (USA) Inc.	W
MS Access 2000 Expert (MOUS)	NIIT (USA) Inc.	W
MS Excel 2000 Core (MOUS)	NIIT (USA) Inc.	W
MS Excel 2000 Expert (MOUS)	NIIT (USA) Inc.	W
MS FrontPage 2000 Core (MOUS)	NIIT (USA) Inc.	W
MS FrontPage 2000 Expert (MOUS)	NIIT (USA) Inc.	W

Category information tech

Course Title	Publisher	Delivery Method
IT Certification		
MS Outlook 2000 Core (MOUS)	NIIT (USA) Inc.	W
MS Outlook 2000 Expert (MOUS)	NIIT (USA) Inc.	W
MS PowerPoint 2000 Core (MOUS)	NIIT (USA) Inc.	W
MS PowerPoint 2000 Expert (MOUS)	NIIT (USA) Inc.	W
MS Word 2000 Core (MOUS)	NIIT (USA) Inc.	W
MS Word 2000 Expert (MOUS)	NIIT (USA) Inc.	W
Network+: Internetworking with TCP/IP - I	NIIT (USA) Inc.	W
Network+: Internetworking with TCP/IP - II	NIIT (USA) Inc.	W
Network+: Network Operations	NIIT (USA) Inc.	W
Network+: Troubleshooting Networks	NIIT (USA) Inc.	W
Internet and World Wide Web		
CGI Programming With Perl, Part One	Element K	W
Cold Fusion Level 3	Element K	W
ColdFusion: Level 1	Element K	W
ColdFusion: Level 2	Element K	W
DHTML Cross-browser Techniques, Part 1	Element K	W
DHTML Cross-browser Techniques: Part 2	Element K	W
Domino Designer Update - R5	Element K	W
Dreamweaver 3.0: Introduction for Macintosh	Element K	W
Dreamweaver 3: Level 1	Element K	W
Dreamweaver 3: Level 2	Element K	W
Dreamweaver 3: Level 2 for Macintosh	Element K	W
Dreamweaver UltraDev: Level 1	Element K	W
Electronics Commerce	Element K	W
Fireworks 3: Level 1	Element K	W
Fireworks 3: Level 1 for Macintosh	Element K	W
Fireworks 3: Level 2	Element K	W
Flash 4: Level 1	Element K	W
Flash 4: Level 1 for Macintosh	Element K	W
Flash 4: Level 2	Element K	W
FrontPage 2000: Advanced	Element K	W
FrontPage 2000: Introduction	Element K	W
FrontPage 98: Advanced	Element K	W
FrontPage 98: Introduction	Element K	W
Generator 2 Developer Edition: Level 2	Element K	W
Generator 2 Enterprise Edition: Level 2	Element K	W

Category information tech

Delivery Method

Course Title

Publisher

Internet and World Wide Web

Generator 2: Level One	Element K	W
GoLive 4.0: Introduction	Element K	W
HTML 4.01 Web Authoring: Level 1	Element K	W
HTML 4.01 Web Authoring: Level 2	Element K	W
HTML Development-- Advanced Features of HTML	NIIT (USA) Inc.	W
HTML Development-- HTML Fundamentals	NIIT (USA) Inc.	W
HTML Development-- Using Dynamic HTML & VBScript	NIIT (USA) Inc.	W
HTML Programming 4.0: Advanced	Element K	W
HTML Programming 4.0: Introduction	Element K	W
IE 5.0 - Deploying IE 5.0 using IEAK 5.0	NIIT (USA) Inc.	W
IE 5.0 - Setting Up Components	NIIT (USA) Inc.	W
IIS 4.0 - Administering Web Sites	NIIT (USA) Inc.	W
IIS 4.0 - Component Servers of IIS	NIIT (USA) Inc.	W
IIS 4.0 - Introduction to IIS	NIIT (USA) Inc.	W
Implementing and Supporting Microsoft IIS 4.0	Test Out!	C/S
Internet Business--Conducting Business on the Web	NIIT (USA) Inc.	W
Internet Business--Launching a Business on the Web	NIIT (USA) Inc.	W
Intranets: An Introduction	Element K	W
Java Library-- Learning JavaScript	NIIT (USA) Inc.	W
JavaScript Programming	Element K	W
Microsoft Internet Information Server 4.0	Element K	W
Net Objects Fusion 5.0: Introduction	Element K	W
NetMeeting 3.0: Internet Conferencing	Element K	W
Notes 4.5: Introduction	Element K	W
Notes 4.6: Database Features	Element K	W
Notes 4.6: Mail Features	Element K	W
Notes 5.0: Advanced Features	Element K	W
Notes 5.0: Database Features	Element K	W
Notes 5.0: Mail Features	Element K	W
Notes 5.0: New Features	Element K	W
R5 Domino Designer Fast Track, Part One	Element K	W
Technical Introduction to the Internet	Element K	W
Web Development with CSS	Element K	W
Web Development-- Designing Web Applications	NIIT (USA) Inc.	W
Web Development-- Designing Web Pages	NIIT (USA) Inc.	W
Web Development-- Securing Apps. on the Internet	NIIT (USA) Inc.	W
Web Development-- Understanding Internet Security	NIIT (USA) Inc.	W
XML: An Introduction	Element K	W

Category	information tech	Publisher	Delivery Method
Course Title			
Internet and World Wide Web			
XML: DTD Design		Element K	W
Intermediate and Advanced Word Processing Applications			
Access 97: Level 2		Element K	W
Microsoft Office 97: Document Integration		Element K	W
Microsoft Word 2000: Advanced		Active Education	W
Microsoft Word 2000: Intermediate		Active Education	W
Microsoft Word 97: Advanced		Active Education	W
Microsoft Word 97: Intermediate		Active Education	W
MS Office 2000: Document Integration		Element K	W
MS Office 2000: Macro Programming Using VBA		Element K	W
MS Office 2000: Web Components and Collaboration		Element K	W
Word 2000: Advanced		Element K	W
Word 2000: Level 2		Element K	W
Word 97: Advanced		Element K	W
Word 97: Level 2		Element K	W
Word Pro Millennium Edition 9.5: Advanced		Element K	W
WordPerfect 9.0: Advanced		Element K	W
WordPerfect 9.0: Level 2		Element K	W
Intermediate and Advanced Spreadsheet Applications			
Business Statistics in Excel 97		Element K	W
Excel 2000: Advanced		Element K	W
Excel 2000: Level 2		Element K	W
Excel 97: Advanced		Element K	W
Excel 97: Level 2		Element K	W
Excel 98: Advanced for Macintosh		Element K	W
Lotus 1-2-3 Millennium Edition 9.0: Advanced		Element K	W
Lotus 1-2-3 Millennium Edition 9.0: Level 2		Element K	W
Lotus 1-2-3 Millennium Edition 9.5: Level 2		Element K	W
Microsoft Excel 2000: Advanced		Element K	W
Microsoft Excel 2000: Intermediate		Active Education	W
Microsoft Excel 97: Advanced		Active Education	W
Microsoft Excel 97: Intermediate		Active Education	W
Quattro Pro 9.0: Charts and Databases		Element K	W

Category information tech

Delivery Method

Course Title

Publisher

Intermediate and Advanced Database Applications

Access 2000: Advanced	Element K	W
Access 2000: Intro. to Application Development	Element K	W
Access 2000: Level 2	Element K	W
Access 97: Advanced	Element K	W
Access 97: Introduction to Application Development	Element K	W
Approach Millennium Edition 9.5: Advanced	Element K	W
Crystal Reports 7: Advanced	Active Education	W
Crystal Reports 7: Introduction	Active Education	W
Excel 7.0: Advanced	Element K	W
FileMaker Pro 5.0 Intermediate (Macintosh)	Element K	W
FileMaker Pro 5.0 Intermediate (WIN)	Element K	W
Introduction to SQL	Element K	W
Microsoft Access 2000: Advanced	Active Education	W
Microsoft Access 2000: Intermediate	Active Education	W
Microsoft Access 97: Advanced	Active Education	W
Microsoft Access 97: Intermediate	Active Education	W
Microsoft SQL Server 7.0 Database Design-1	Element K	W
Microsoft SQL Server 7.0 Database Design-2	Element K	W
MS SQL Server 7.0 - Accessing Remote Data	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Automat. Tasks/Load. Data	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Implement. Data Integrity	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Installing/Configuring	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Intro. to SQL Architecture	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Managing Data Processing	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Managing Databases-1	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Managing Databases-2	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Optimizing Query Performance	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Replication & Server Perform.	NIIT (USA) Inc.	W
MS SQL Server 7.0 - Retrieving Information	NIIT (USA) Inc.	W
Oracle Fundamentals, Part One	Element K	W
Oracle Fundamentals, Part Three	Element K	W
Oracle Fundamentals, Part Two	Element K	W
Oracle8 Database Administration	Element K	W
Oracle8i: SQL, PL/SQL and SQL *Plus, Part Four	Element K	W
Oracle8i: SQL, PL/SQL and SQL *Plus, Part One	Element K	W
Oracle8i: SQL, PL/SQL and SQL *Plus, Part Three	Element K	W
Oracle8i: SQL, PL/SQL and SQL *Plus, Part Two	Element K	W
Paradox 9.0: Advanced	Element K	W

Category information tech

Course Title

Intermediate and Advanced Database Applications

Relational Database Design: A Practical Approach
 SQL Advanced Querying
 System Administration for Microsoft SQL Server 7.0
 Using Oracle8 SQL*Plus

Computer Technician

A+ Certification: Customer Satisfaction
 A+ Certification: LANs, WANs, and the Internet
 A+ Certification: Navigating DOS and Windows v3.1

Delivery Method

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 Element K
 Test Out!
 Element K

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Category management/leadership

Delivery Method

Course Title

Publisher

Team Leadership/Team Building

Achieving Results as a Cross-functional Team	SkillsSoft	W
Analyzing Workplace War Zones	SkillsSoft	W
Building a High-performance Team	SkillsSoft	W
Clarifying Team Roles and Procedures	SkillsSoft	W
Collaboration in Virtual Teams	SkillsSoft	W
Conducting Effective Team Meetings	SkillsSoft	W
Conducting Self-assessments	SkillsSoft	W
Confronting and Resolving Conflict	SkillsSoft	W
Conquering Conflict Through Communication	SkillsSoft	W
Dealing with Team Conflict	SkillsSoft	W
Determine Need and Select the Project Manager	SkillsSoft	W
Developing the Cross-functional Team	SkillsSoft	W
Establishing a Shared Purpose	SkillsSoft	W
Forging Shared Team Operational Values	SkillsSoft	W
Getting Past Clashes: Valuing Team Diversity	SkillsSoft	W
Harnessing Collective Knowledge	SkillsSoft	W
Learning Organizations and the Virtual Team	SkillsSoft	W
Maintaining Project Team Peak Performance	SkillsSoft	W
Making Effective Team Decisions	SkillsSoft	W
Project Team Communication Skills	SkillsSoft	W
Seeking Organizational Integration	SkillsSoft	W
Select, Evaluate, and Fund Cross-functional Team	SkillsSoft	W
Sharing Rewards and Celebrating	SkillsSoft	W
Team Building Is an Inside Job	SkillsSoft	W
Team Conflict: The Seeds of Dissent	SkillsSoft	W
Team Facilitation and Decision-Making	SkillsSoft	W
Team Leadership	SkillsSoft	W
Team Problem Solving	Crisp Online Learning	W
The Path to Peace and Harmony	SkillsSoft	W
The Project Team Star Player	SkillsSoft	W
The Self-Directed Project Team Member	SkillsSoft	W
Trouble-shooting for Project Teams	SkillsSoft	W
Virtual Team Basics	SkillsSoft	W
Virtual Team Communication	SkillsSoft	W
Virtual Team Leadership	SkillsSoft	W

Category management/leadership

Course Title	Publisher	Delivery Method
Supervision		
The New Supervisor		W
Use Formal Discipline Measures	Crisp Online Learning	W
Subcategory Unassigned		
Building a Firm Foundation		W
Building a Quality Management System		W
Building a Successful Web Site		W
Challenges of the 21st Century		W
Change Leadership		W
Communicating and Reinforcing Change		W
Developing an OSHA Safety and Health Program		W
e-Business Design		W
e-Business Opportunities		W
Managing a Project with Your Team		W
Overcoming the Challenges of Change		W
Project Risk Quantification		W
Project Schedule Control		W
Revving Up Your High-performance Project Team		W
Strategic Planning and Risk Management		W
Why Customer Driven?		W
Sales/Marketing Management		
Analyzing the Market		W
Building Relationships for Continuing Success		W
Competitive Factors in Strategic Marketing		W
Crafting a Deal		W
Creating a Marketing Campaign		W
Developing Target Market Strategy		W
Elements of Marketing Strategy		W
Financial Analysis for Successful Marketing		W
Finding the Pain You Can Cure		W
Fundamental Components of a Business Case		W
Influencing Your Customer's Decision		W
Marketing Management		W
Moving from Product Selling to Solution Selling		W
Power Prospecting		W
Presenting Your Solution		W

Category	management/leadership	Course Title	Publisher	Delivery Method
Sales/Marketing Management		Pricing for Profitability	SkillSoft	W
		Supply Chain Management	SkillSoft	W
		The Marketing and Sales Plan	SkillSoft	W
		Understanding Positioning	SkillSoft	W
	Writing the Marketing Plan: Creative Strategy	SkillSoft	W	
	Writing the Marketing Plan: Phase 1	SkillSoft	W	
Project Management		Completing the Project	SkillSoft	W
		Computer-assisted Project Planning	SkillSoft	W
		Defining Projects	SkillSoft	W
		Essential Project Management Tools	SkillSoft	W
		Leading the Successful Project Team	SkillSoft	W
		Managing Project Scope	SkillSoft	W
		Project Cost Control	SkillSoft	W
		Project Integration, Scope and Time Management	SkillSoft	W
		Project Management Context and Processes	SkillSoft	W
		Project Plan Development	SkillSoft	W
		Project Plan Execution and Overall Change Control	SkillSoft	W
		Project Quality Assurance	SkillSoft	W
		Project Quality Control	SkillSoft	W
		Project Quality Planning	SkillSoft	W
		Project Risk Response Development and Control	SkillSoft	W
		Project Scope Management: Controlling Change	SkillSoft	W
		Project Scope Management: Defining Scope	SkillSoft	W
		Project Scope Management: Initiation and Planning	SkillSoft	W
		Project Time Management	SkillSoft	W
		The Manager as Project Champion	SkillSoft	W
	Virtual Project Management	SkillSoft	W	
Personnel Management		A Manager's Primer for Ensuring Accountability	SkillSoft	W
		Advanced Management Negotiations	SkillSoft	W
		Building the Project Team	SkillSoft	W
		Communication and Diversity Adoption	SkillSoft	W
		Conducting Effective Interviews	SkillSoft	W
	Corporate Culture and Diversity	SkillSoft	W	

Category management/leadership

Delivery Method

Publisher

Personnel Management

Critical Parameters for Evaluating Candidates
Culture and Behavior
Facilitating Challenging Situations
Facilitating Work Groups and Meetings
Facilitative Formats and Tools: Offering Options
Facilitative Fundamentals: Techniques and Tools
Getting the Workforce Your Company Needs
Human Resources Planning and Analysis
Implementing and Evaluating Self-directed Learning
Keeping Your Company out of Legal Trouble
Motivate and Recognize Employees
Organizational Inclusion
Overcoming Organizational Negativity
Proactive Approaches to Stop Negativity
Project Human Resources and Communications
Successful Management Negotiation
The Path from Pessimism to Optimism
The Potential of Self-directed Learning
The Pre-Interview Process
The Role of the Facilitator
Workforce Compensation
Workplace Diversity

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Performance Improvement

Appraising the Performance-oriented Team
Benchmarking for Best Practices
Designing Successful Performance-based Appraisals
Effective Management: Performance-based Appraisal
Implementing Performance-based Appraisals
Performance Support
Performance-based Appraisal: An Employee View
Removing Performance Barriers
Set and Clarify Standards
The Climate for Performance
Training for Business Results
Understand and Confront Performance Problems

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Category management/leadership

Delivery Method

Publisher

Course Title

Leadership

- Honing Your Leadership Skills
- Leading through Change
- Senior Leadership in Action
- Senior Leadership Principles
- The Emotionally Intelligent Leader
- The Enabling Leader
- The Facilitative Leader
- The Leader as a Model
- The Mark of a Leader

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Financial Management

- Approaches to e-Business
- Building an Operating Budget
- Capital Budgeting
- Cash Management
- Corporate Restructuring
- Financial Risk Management
- Financial Statements and Analysis
- International Finance
- Introduction to Finance
- Making Budgets Work
- Managing Budgets Effectively
- Project Cost Accounting
- Project Cost and Quality Management
- Raising Capital and Financial Decisions
- Risk Strategies: The Cutting Edge
- Sources of Funding
- The Basics of Budgeting

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Customer Service

- Advancing Your Service Expertise
- Build the Service Foundation: Corporate Culture
- Call Center Communication Skills
- Call Center Customer Service
- Calming Upset Customers
- Coaching in a Service Oriented Culture
- Customer Service Strategy

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Crisp Online Learning
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Category management/leadership

Course Title	Publisher	Delivery Method
Customer Service		
Customers, Conflict and Confrontation	SkillSoft	W
Establishing Your Team's Desired Performance	SkillSoft	W
Exceeding Customer Expectations	SkillSoft	W
Fundamentals of Exceptional Customer Service	SkillSoft	W
Improving the Process of Service Delivery	SkillSoft	W
Instilling Service Excellence: The EXCEL Acronym	SkillSoft	W
Navigating the Change Process Successfully	SkillSoft	W
Overcoming Challenging Service Situations	SkillSoft	W
Quality Customer Service	SkillSoft	W
Service Stars and Service Teams	Crisp Online Learning	W
The Call Center Industry	SkillSoft	W
The Voice of the Customer	SkillSoft	W
Conflict Management		
Contentious Tactics and Conflict Escalation	SkillSoft	W
How to Make Your Company Safer	SkillSoft	W
Managing a Violent Crisis	SkillSoft	W
Managing Conflict	Crisp Online Learning	W
Potential Powderkegs: Identifying and Defusing Them	SkillSoft	W
Resolving Conflict Through Problem Solving	SkillSoft	W
The Three Stages of Aggressive Behavior	SkillSoft	W
Understanding Conflict	SkillSoft	W
Workplace Aggression: The Scope of the Problem	SkillSoft	W
Coaching and Counseling		
Coaching and Counseling	Crisp Online Learning	W
Coaching and the People Issues	SkillSoft	W
Coaching Changes Managerial Malpractices	SkillSoft	W
Coaching Excellence Changes Performance	SkillSoft	W
Foundations of Coaching	SkillSoft	W
Implementing the Coaching Model	SkillSoft	W
Mentoring	Crisp Online Learning	W
Presenting Your Case	SkillSoft	W
The Coach's Roles	SkillSoft	W
The Manager as Coach and Counselor	SkillSoft	W
Tips and Techniques for Effective Coaching	SkillSoft	W

Category management/leadership

Course Title

Change Management

Building a Case for Change
Guide Yourself Through Change
Manage Organizational Change Processes
Managing Change

Delivery Method

W
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Publisher

SkillSoft
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SkillSoft
Crisp Online Learning

Category **personal development**

Course Title	Publisher	Delivery Method
Time Management		
Analyze Your Use of Time	SkillSoft	W
Committing to Self	SkillSoft	W
Coping with Stress	SkillSoft	W
Create Your Time and Memory Management Program	SkillSoft	W
Discovering Balance	SkillSoft	W
Eliminate the Time Wasters	SkillSoft	W
Goals and Goal Setting	SkillSoft	W
Keeping Your Balance	SkillSoft	W
Major Time Management Challenges	Crisp Online Learning	W
Managing Time	SkillSoft	W
Organize to Remember	SkillSoft	W
Personal Time Management	SkillSoft	W
Setting a Course	SkillSoft	W
Setting Goals & Prioritize Your Use of Time	Crisp Online Learning	W
Time as a Resource	SkillSoft	W
Telephone Skills		
Handling Calls with Confidence & Professionalism	SkillSoft	W
Managing Telephone Technology	SkillSoft	W
Turn Difficult Callers into Delighted Customers	SkillSoft	W
Subcategory Unassigned		
Basic Business Skills to Get You on the Fast Track	SkillSoft	W
Basic Presentation Structure	SkillSoft	W
Get Your Career on the Fast Track	SkillSoft	W
Stress Management		
Managing Stress for Mental Fitness	Crisp Online Learning	W
Sexual Harassment Awareness		
Avoiding Harassment Claims: Policies & Procedures	SkillSoft	W
Getting Through the Legal Process	SkillSoft	W
Hostile Work Environment Harassment	SkillSoft	W
Quid Pro Quo Harassment	SkillSoft	W
Sexual Harassment in the Workplace	SkillSoft	W
The Employer's Liability and Responsibilities	SkillSoft	W
What is Sexual Harassment?	SkillSoft	W

Category **personal development**

Course Title	Publisher	Delivery Method
Sales		
Call Center Telephone Sales	SkillSoft	W
The Negotiation Process	SkillSoft	W
Project Management		
Project Management	Crisp Online Learning	W
Problem Solving and Decision Making		
Brainstorming and Promoting Creative Thinking	SkillSoft	W
Decision-making Fundamentals	SkillSoft	W
Decisions and Risk	SkillSoft	W
Problem Solving for Common Business Challenges	SkillSoft	W
Problem-Solving Foundations	SkillSoft	W
Risk Basics	SkillSoft	W
The Creative Process at Work	SkillSoft	W
Problem Solving		
Approaches to Risk Management	SkillSoft	W
Presentation Skills		
Delivering Your Presentation	SkillSoft	W
Effective Presentation Skills	Crisp Online Learning	W
Planning Your Presentation	SkillSoft	W
Presenting with Confidence and Impact	SkillSoft	W
The Foundations of Presentations	SkillSoft	W
Personal Finance		
Analyzing Beyond the Numbers	SkillSoft	W
Analyzing Financial Statements	SkillSoft	W
Budgeting Fundamentals	SkillSoft	W
Financial Competence	Competence	C/S
Investment Competence	Competence	C/S
Reading the Cash Flow Statement	SkillSoft	W
Reading the Income Statement and Balance Sheet	SkillSoft	W
The Language of Accounting and Finance	SkillSoft	W
Understanding Financial Statements	SkillSoft	W
Using Financial Statements in Business Decisions	SkillSoft	W

Category personal development

Course Title	Publisher	Delivery Method
Interpersonal Communication		
Communicate to Develop Relationships	SkillSoft	W
Communicating Better with Your Team	SkillSoft	W
Communicating to Increase Understanding	SkillSoft	W
Communication Tools	SkillSoft	W
Connect and Communicate	SkillSoft	W
Developing Interpersonal Skills in Your People	SkillSoft	W
Developing Positive Assertiveness	SkillSoft	W
Dynamics of Interpersonal Communication	SkillSoft	W
Emotional Intelligence at Work	SkillSoft	W
Increasing Your Emotional Intelligence	Crisp Online Learning	W
Interpersonal Business Savvy	SkillSoft	W
Listening, Influencing & Handling Tough Situations	SkillSoft	W
Teamwork and Emotional Intelligence	SkillSoft	W
The Interpersonal Side of Conflict	SkillSoft	W
The Many Faces of Communication	SkillSoft	W
What is Emotional Intelligence?	SkillSoft	W
Cultural Diversity		
A Rich Tapestry of Cultural Contrasts	SkillSoft	W
America's Neighbors: Beyond U.S. Borders	SkillSoft	W
Around the World in 80 Cultures	SkillSoft	W
Crossing the Dateline: Japan, China, India	SkillSoft	W
Managing Cultural Divides	SkillSoft	W
Over There: Conducting Business with Europeans	SkillSoft	W
Business Writing		
Exploring New Basics of Business Writing	SkillSoft	W
Foundations of Grammar	SkillSoft	W
Preparing to Write Effectively to Your Audience	SkillSoft	W
Producing Letters That Drive Your Business	SkillSoft	W
Punctuating with Skill	SkillSoft	W
Sentence Construction	SkillSoft	W
Understanding Writing Mechanics	SkillSoft	W
Using Good Letters to Deliver Bad News	SkillSoft	W
Writing Concisely and Accurately	SkillSoft	W
Writing Effective Business Documents	SkillSoft	W
Writing Effective E-mail Messages	SkillSoft	W

Category personal development

Course Title

Business Writing

Writing High-impact Reports and Proposals

Delivery Method

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Publisher

SkillSoft