2010 Learning Opportunities Catalog of Sessions

Introduction

For the second year, we are providing targeted learning opportunities for two identified "tracks" or job clusters (administrative and supervisory/management) that exist on campus. By doing so, we believe this offers a real **"chance"** to develop capability, perspective, or skill set within their current job. We have organized the sessions into tracks in order to provide a structure in which we can build a curriculum of annual development opportunities that staff can rely on to help them grow in their jobs. But, as with any learning experience, it is when learning is transformed into behavior that it gives value to you and to the University.

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Registration

Interested employees can register for sessions by clicking on a session name listed in this catalog. Once on the registration webpage, please complete all information requested prior to clicking submit. Advance registration for all sessions is required. Unless otherwise noted, the registration deadline for enrollment is one week prior to the session date. All registered participants will receive an e-mail confirming their enrollment and noting any required prerequisites.

Payment

Certain sessions in this catalog have costs associated with them. If there is a cost for a session, it is indicated on page 2. More information on acceptable forms of payment and policies can be found on page 13.

2010 Learning Opportunities Catalog Overview

Administrative Track		
Session Name	**Date**	**Cost**
Strategies for Workplace Writing	March 10, 2010	None
Managing Multiple Priorities	April 14, 2010	None
What's My Communication Style? Skills for Improving Workplace Communication	June 16, 2010	None
Classroom Technology Sessions		
Excel 2007 – Advanced Functions	May 13, 2010	$55
Access 2007- Really Understanding Relationships	June 10, 2010	$55
Excel 2007- Mastering Pivot Tables	July 8, 2010	$55
InDesign- Getting Started	August 10, 2010	$55
Online Training		
Office Productivity Library	One-year access: May 2010- May 2011	$200
Single Title Sessions	One-year access: May 2010- May 2011	$49.95-$79.95
Career Development Conference		
The Fourth Annual Power to Advance	July 28, 2010	None
Supervision/Management Track		
So You Want to be a Supervisor?	March 24, 2010	None
Introduction to Supervision 2010 Certificate Program	April – August 2010	$190
Certified Manager Program (CM)	July 2010- June 2011	$850
Additional Training Resources		
Performance Partnership	Seasonal	None
Financial, Accounting, and Budget Systems (FAB) Training	Ongoing	None
Grants Reporting I and Grants Reporting II	Ongoing	None
Disbursements Best Practices	Ongoing	None
eProcurement – Online Requisitions through PeopleSoft	Ongoing	None
Microsoft Office 2007 Transition Support	Ongoing	None

All sessions presented by WorkLife and Organizational Development unless otherwise noted

ADMINISTRATIVE TRACK - 2010

Target Audience: Categories S3 and S4; Individuals who currently hold administrative positions within the University and want to enhance their skills and effectiveness.

Strategies for Workplace Writing

Wednesday, March 10, 2010
8:30 a.m. - noon
Goldstein Student Center, room 201BC

Session Size: Limited to 20 participants.
Cost and Payment: None

This session, presented by Molly Voorheis of the Writing Center, will focus on improving your workplace writing—memos, e-mails, promotional work, and letters. Learn how identifying your audience and purpose can help you make decisions about organization, detail, and word choice. Writing tools, including web resources and information about SU's Writing Center, will also be highlighted.
Participants will:

- Learn to identify the audience and purpose of workplace documents;
- Plan content and word choice that is appropriate for your readers;
- Learn to recognize four common workplace writing problems; and,
- Write, edit and proofread two sample documents.

Managing Multiple Priorities

Wednesday, April 14, 2010
8:30 – 10:30 a.m.
Goldstein Student Center, room 201BC

Session Size: Limited to 20 participants.
Cost and Payment: None

This session will focus on prioritizing, time management, and ideas to help you get organized in order to manage your priorities.
Participants will:

- Understand the differences between time management and prioritizing;
- Identify personal challenges with prioritization;
- Recognize reasons for procrastination; and,
- Gain practical ideas to get organized and move to action.

What's My Communication Style? Skills for Improving Workplace Communication

Wednesday, June 16, 2010
8:30 a.m. - noon
Goldstein Student Center, room 201BC

Session Size: Limited to 20 participants.
Cost and Payment: None

Uncover preferred styles of verbal and nonverbal communication with a fast and fun assessment. Using the DISC assessment, participants will learn their preference for one of four communication styles, how to use their own style to enhance communication and how to recognize the various facets of communication. Participants will explore communication in the workplace and discuss etiquette guidelines.
Participants will learn how to:

- Interpret their individual communication style;
- Recognize the strengths and weaknesses of each style;
- Interact with different styles; and,
- Apply the model to improve everyday workplace communication.

TECHNOLOGY SESSIONS - 2010

WorkLife and Organizational Development is pleased to partner with New Horizons of Syracuse to coordinate a variety of technology training sessions in two categories:

- Classroom - instructor-led sessions taught in a computer lab, allowing for hands-on application.
- Online Training – student driven learning available from any desktop computer with the convenience of access for one year. Online training sessions include:
  - Office Productivity Library
  - Single Title Sessions

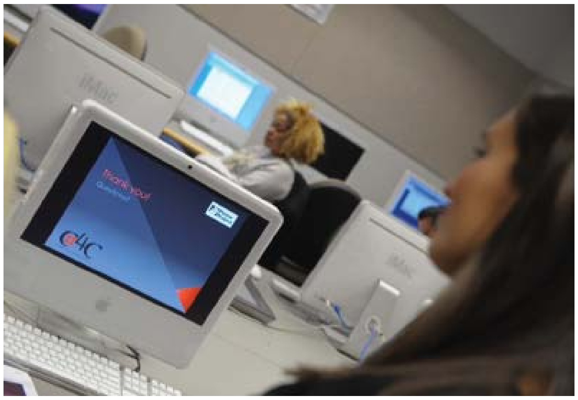
Classroom

Presented by New Horizons of Syracuse, each session is 3.5 hours and will be held in the ECM computer training lab at 621 Skytop or at the New Horizons of Syracuse facility in East Syracuse. Advance registration and payment prior to each session is required.

Session Size: Minimum of 8 and a maximum of 12 participants.
Cost and Payment: $55* per session. Required 45 days prior to each session date. Please refer to the Payment Process section for additional information.

**HR subsidizes the total cost ($75) in order to offer employees the special rate of $55 per session.*

Cancellation Policy: Session enrollment is limited to ensure the effectiveness of the training and allow the instructor to give significant attention to the needs of each participant. If you have a scheduling conflict and will not be able to keep your enrollment commitment, notify Katherine Bloomer-Calabria at x2488 no later than 20 days prior to the session date to avoid a cancellation fee. Notification received after this time will not receive a refund.



Excel 2007 – Advanced Functions

Thursday, May 13, 2010
8:30 a.m. - noon
ECM Computer Lab, room 130-33, 621 Skytop

Prerequisite: Basic working knowledge of Excel required.

In this session, participants explore more specialized and advanced functions of Excel. Upon successful completion of this session, participants will be able to:

- Find the difference between dates and project completion dates based on a fixed number of months;
- Use "if" statements within other functions;
- Add and count only those values in a range of cells matching specific criteria;
- Clean and standardize text data; and,
- Use Excel to find data, make decisions, and report back results.

Access 2007 – Really Understanding Relationships

Thursday, June 10, 2010
8:30 a.m. - noon
ECM Computer Lab, 130-33, 621 Skytop

Prerequisite: Basic working knowledge of Access required.

Most organizations maintain and manage large amounts of information. One of the most efficient and powerful ways of managing data is by using relational databases. Information can be stored, linked and managed using a single relational database application and its associated tools. This session is designed for participants who wish to learn the basic operations of the Microsoft Access database relationships feature and to understand the advantages that using a relational database application can bring to their business processes. Upon successful completion of this session, participants will be able to:

- Define table relationships;
- Set relationships among tables;
- Implement referential integrity;
- Understand join types; and,
- Understand primary keys.

Excel 2007 – Mastering Pivot Tables

Thursday, July 8, 2010
8:30 a.m. - noon
ECM Computer Lab, 130-33, 621 Skytop

Prerequisite: Basic working knowledge of Excel required.

Pivot Tables are interactive tables that automatically extract, organize, and summarize data. You can use this report to analyze the data, make comparisons, detect patterns and relationships, and discover trends. This workshop will show you how to set up your data to be used in a pivot table and then create basic and advanced pivot tables. The capabilities of pivot tables will be explored and these pivot tables will be formatted, modified, and filtered. In addition, pivot charts from the data will also be created and manipulated. Upon successful completion of this session, participants will understand the following topics:

- Describe the basic uses of a pivot table;
- Understand how data must be structured for a pivot table;
- Create an unduplicated list of items using a pivot table;
- Calculate frequencies using a pivot table;
- Use pivot tables to calculate sums and averages;
- Format elements in a pivot table;
- View underlying data in a pivot table cell; and,
- Create and manipulate charts with pivot table data.

InDesign – Getting Started

Tuesday, August 10, 2010
8:30 a.m. - noon
New Horizons of Syracuse Training Facility
6711 Towpath Road, East Syracuse, NY, 13057

Prerequisite: Solid understanding of Microsoft Office programs (i.e., Word, Excel).

In this hands-on workshop you will learn the basics of navigating the InDesign environments and creating an InDesign document. Upon successful completion of this session, participants will be able to:

- Organize the InDesign workspace and manage document and
  global settings;
- Create a new document which includes graphics, shapes, and text; and,
- Use master pages to manage consistency across or within documents.

In addition to the sessions listed above, New Horizons of Syracuse provides a variety of classroom training at their center which includes each of the Office 2007 applications. Costs vary by session. For more information, call 449-3290 or e-mail info.syracuse@newhorizons.com.

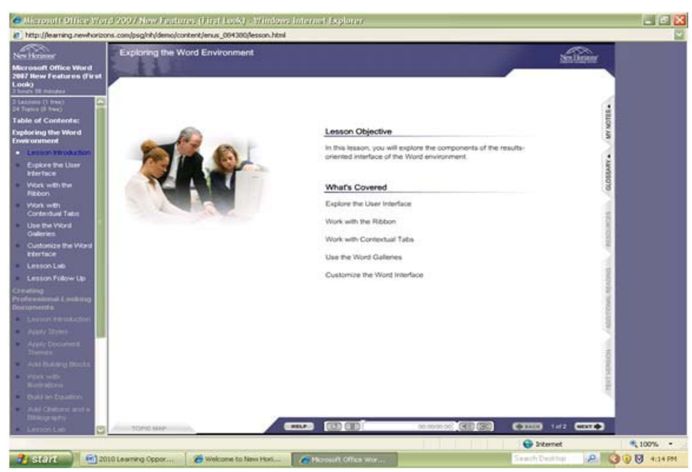
Online Training: Convenient One-Year Access

Online sessions offer the flexibility of participating in training from the convenience of your desk and completed at a time and pace that is best for you. Self-study online sessions are organized into lessons, which are then divided into individual modules that cover specific topics. Developed using the Spark instructional design model, each session focuses on successful participant outcomes and session utilization.

Sessions include:

- Interactive, relevant and focused sessions that are designed to stimulate the participant through the effective use of audio and visual media.
- Lesson Lab activities and exercises tied to session objectives.
- A user specific log-in that enables the participant to save their place in the training and return when convenient to them.
- Multiple hours of trainings driven by the participant, allowing them to target what they need to learn in the way that is most effective for them.
- Online sessions range in length (e.g., Microsoft Office 2007: New Features includes 7 lessons) and can be completed at the participant's pace.
- A *Completion Certificate* after finishing a self-paced session.

To view a demonstration of online learning, click the screenshot below.



Additional demonstrations of the online sessions can be found at http://learning.newhorizons.com. Select "Learning Port" and choose "Demo Center". From the Demo Center, select "Online Courses". From there you can view a demo of any of the sessions listed.

New Horizons Online Office Productivity Library

For one price, you will have access to New Horizon's entire online Office Productivity library for one calendar year (May 2010 to May 2011). New Horizons will provide a username and password specific to each participant.

Online sessions include:

Office Productivity Library		
Access	InfoPath	Publisher
Acrobat	Internet Explorer	SharePoint Designer
ACT	Mac OS X	SharePoint Services
Crystal Reports	One Note	Visio
Excel	Outlook	Windows XP/Vista/7
Expression Web	PowerPoint	Word
FileMaker	Project	WordPerfect
The full list of courses can be found online.		

Session Size: Unlimited
Cost and Payment: $200 per participant for 1-year of access. Payment required by April 15, 2010. Please refer to the Payment Process section for additional information.

New Horizons Single Title Sessions

In addition to the Office Productivity Library, New Horizons offers Single Title Sessions (STS) which allows you to purchase one course rather than the whole library. The STS courses include all levels for the application purchased (i.e., Excel 2007 includes Excel 2007 Level 1, Level 2 and Level 3). Access to the session selection is available for one calendar year (May 2010 to May 2011). This option is ideal if you are looking for training on a certain application.

Session Size: Unlimited
Cost and Payment: See pricing below for 1-year of access. Payment required by April 15, 2010. Please refer to the Payment Process section for additional information.

Office Productivity Application Courses	Cost
Excel, PowerPoint, Outlook, or Access	$49.95 per Single Title Session
Design and Media Courses	
Dreamweaver, Flash, Illustrator, Photoshop or InDesign	$74.95 per Single Title Session

CAREER DEVELOPMENT: 2010 SPECIAL EVENT

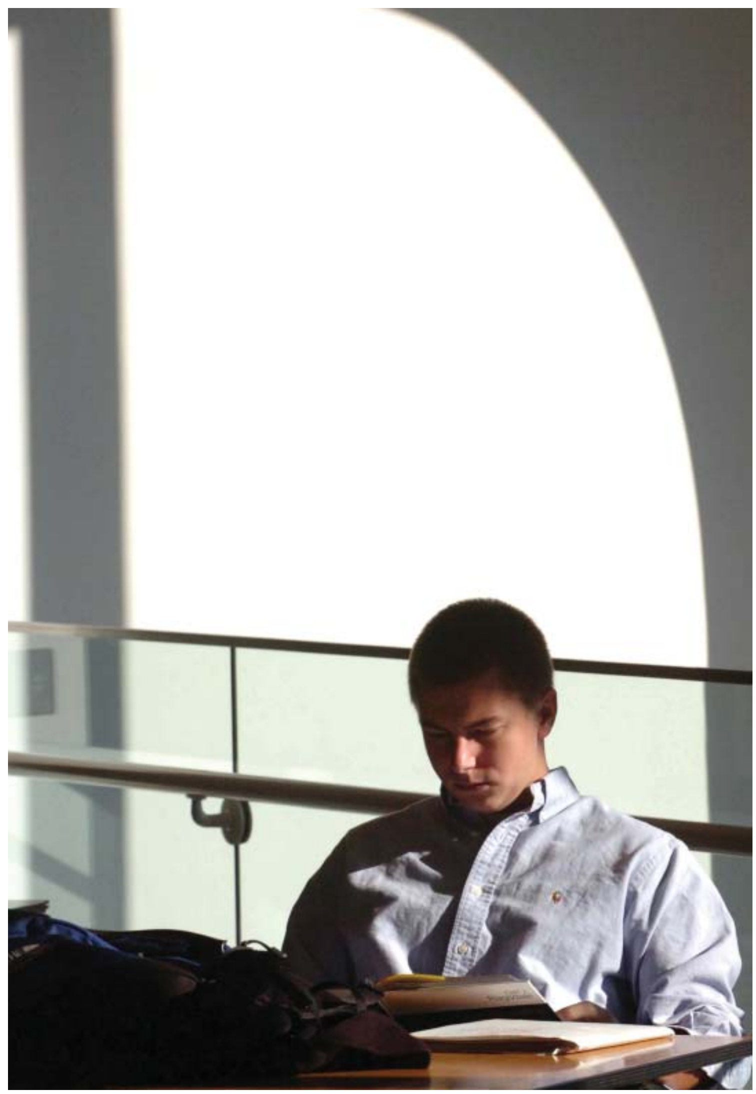
The Fourth Annual Power to Advance

HR's WorkLife Individual Growth and Development Advisory Committee will present the fourth annual Power to Advance conference on **Wednesday, July 28, 2010** from 8 a.m. - 1 p.m. at the Sheraton Syracuse University Hotel and Conference Center. The Power to Advance is an annual free half-day conference with sessions and resources designed specifically to help SU employees take control of their careers at the University. Past topics and presenters have included:

- Resumes and Cover Letters
  Chris Percoski, employment specialist, Human Resources
- Leveraging Your Strengths
  Diana Ecker, career development coordinator, Center for Career Services
- Social Networking as a Tool for Career Development
  Anthony Rotolo, adjunct professor, iSchool
  Trace Cohen, chief marketing officer, www.Brand-Yourself.com

THE POWER 4 TO ADVANCE
WORK
EMPOWERMENT
THE NEXT STEP

More information about the 2010 conference speakers and topics will available on the HR website in June 2010.



SUPERVISION/MANAGEMENT TRACK - 2010

So You Want to be a Supervisor?

Wednesday, March 24, 2010
8:30 a.m. - noon
Goldstein Student Center, room 201BC

Target Audience: Categories S3, S4, and S5.
Individuals who have not held a supervisory position and are interested in pursuing supervisory opportunities in the future.

Session Size: Limited to 20 participants.
Cost and Payment: None

This session will provide participants with an opportunity to explore what it would be like to take on the challenging and rewarding position of being a supervisor.
During this session, participants will learn:

- Syracuse University's expectations of a supervisor;
- Basic skills and qualities required for a supervisory role; and,
- Professional development areas that are necessary for success.

Introduction to Supervision 2010 Certificate Program

Target Audience: Categories S4, S5, and S6; Individuals must have been either recently hired or promoted to a role with supervisory responsibilities of staff and/or have held a supervisory position for less than two years.

This is a cohort series and attendees must enroll and participate in all of the sessions to receive a certificate of completion at the end of the series.

Session Size: Limited to 20 participants.
Cost and Payment: $190 per participant. Payment required by March 12, 2010. Please refer to the Payment Process section for additional information.

Cancellation Policy: Class enrollment is limited to ensure the effectiveness of the learning series. This allows the instructor to give significant attention to the needs of each participant. If you find you have a scheduling conflict and you will not be able to keep your enrollment commitment, notify Katherine Bloomer-Calabria at x2488 no later than 14 days prior to the first class to avoid a cancellation fee. Notifications received after this time period will be subject to the cancellation fee of $150.

Withdrawal Policy: The financial deadline for dropping this series is Friday, April 16, 2010. After this date, no refund will be issued.

Supervision Certificate Program Calendar Overview

Session	Part 1	Part 2	Time
Session 1: Communication for Supervisors	April 13, 2010	April 27, 2010	8:30-10:30 a.m.
Session 2: HR Policies and Procedures	May 11, 2010	May 25, 2010	8:30-10:30 a.m.
Session 3: Recruiting, Retaining, Managing and Developing Employees	June 8, 2010	June 24, 2010	8:30-10:30 a.m.
Session 4: Leadership and Operations	July 6, 2010	July 20, 2010	8:30-10:30 a.m.
Session 5: Planning and Implementation	August 3, 2010	August, 5, 2010* (*includes part 2 of session 5 and certificate presentation)	8:30-10:30 a.m. *8:30 a.m.-12:00 p.m.

Session One: Communication for Supervisors

Part 1: Tuesday, April 13, 2010, 8:30 – 10:30 a.m.
Part 2: Tuesday, April 27, 2010, 8:30 – 10:30 a.m.
Goldstein Student Center, room 201BC

This session will introduce participants to the importance of the supervisor role at SU and the DISC assessment, a tool used to understand behavior and style to positively impact the effectiveness of communication with others.
After completing this session, participants will be able to:

- Identify their own communication style;
- Interact with different styles; and,
- Create an action plan for improving communication.

Session Two: HR Policies and Procedures

Part 1: Tuesday, May 11, 2010, 8:30 – 10:30 a.m.
Part 2: Tuesday, May 25, 2010, 8:30 – 10:30 a.m.
Goldstein Student Center, room 201BC

Policies and procedures are critical to the operations of an institution. This session will present an overview and explanation of the University's Human Resources policies and procedures in order to lay the groundwork for becoming an effective supervisor.
After completing this session, participants will be able to:

- Understand how to interpret and apply policies and procedures at SU;
- Locate policies and procedures on SU's website; and,
- Identify HR resources for policy interpretation and guidance.

Session Three: Recruiting, Retaining, Managing and Developing Employees

Part 1: Tuesday, June 8, 2010, 8:30 – 10:30 a.m.
Part 2: Thursday, June 24, 2010, 8:30 – 10:30 a.m.
Goldstein Student Center, room 201BC

This session will introduce the University's specific processes in support of the vital role of supervisors in recruiting, retaining, managing and developing employees.
After completing this session, participants will be able to:

- Understand the recruitment and staffing processes at SU;
- Apply performance management techniques (including the Performance Partnership process) and understand how their role as supervisors can have a positive impact;
- Understand the employee complaint process; and,
- Understand SU's reward and recognition programs for staff and the benefits of using such programs effectively.

Session Four: Leadership and Operations

Part 1: Tuesday, July 6, 2010 8:30 – 10:30 a.m.
Part 2: Tuesday, July 20, 2010, 8:30 – 10:30 a.m.
Goldstein Student Center, room 201BC

This session will explore fundamental operations including quality and productivity, the business of higher education, leadership theory and styles, and basic strategies for dealing with change in the workplace.
After completing this session, participants will:

- Translate how RCM relates to the University's budgeting practices and how supervisors can help to control expenses;
- Have a better understanding of how higher education institutions differ from a corporation or government;
- Understand leadership theory and styles; and,
- Understand basic strategies to deal with change effectively.

Session Five: Planning and Implementation

Part 1: Tuesday, August 3, 2010, 8:30 – 10:30 a.m.
Part 2: Thursday, August 5, 2010, 8:30 – noon*
(*includes part 2 of session 5 and certificate presentation)
Goldstein Student Center, room 201BC

Supervisors are responsible for getting work done through others, organizing daily operations, working within their budgets, and setting goals to meet organizational objectives. This session will address the essential skills for accomplishing these tasks including how expenses are controlled using the University's Responsibility Centered Management (RCM) budgeting practices.
After completing this session, participants will be able to:

- Translate how RCM relates to the University's budgeting practices and how supervisors can help to control expenses;
- Design goals that align with their department and the University;
- Delegate consistently and effectively;
- Use basic project management skills and techniques to organize work; and,
- Apply techniques to effectively plan and manage meetings.

CERTIFIED MANAGER
Institute of Certified Professional Managers

2010 Certified Manager Program

Target Audience: Categories S5 and S6.
Individuals with at least three years of experience in a management role who understand the basics of supervision and desire a more advanced and theoretical approach to management.

The CM program is based on the body of work developed by James Madison's Institute of Certified Professional Managers (ICPM). The ICPM sets performance standards for managers worldwide and conducts research in the areas of management, business education, academic assessment, and certification.

To earn the CM certification, participants must meet the eligibility requirements for both experience and education, submit a journal for each module, and pass three challenging CM assessment exams which are administered upon completion of each module. The Certified Manager™ designation is part of a network of over 10,000 professionals worldwide (http://www.icpm.biz).

The CM program consists of three modules:
- Management Skills I: Foundations of Management;
- Management Skills II: Planning and Organizing; and
- Management Skills III: Leading and Controlling.

Each module offers a blended learning approach to provide classroom, text book, and online learning experiences for participants as outlined below.

CM Program Modules		
Management Skills I: Foundations of Management	**Management Skills II: Planning and Organizing**	**Management Skills III: Leading and Controlling**
Communications	Coaching & feedback	Budgeting
Economics	Decision making	Financial statements/ratios
Entrepreneurship	Delegation	Managing change
Ethical behavior	Effective meetings	Managing conflict
Innovation	Empowerment	Managing risk
Learning organizations	Formulating strategy	Management control
Managing diversity	Groups & teams	Motivation
Managing globally	HR management	Operations control
Management information systems	Learning & creativity	Quality management
Organizational culture	Mission & goals	Self-empowerment
Roles, skills, functions	Operations management	Stress management
Social responsibility	Organizational structure	Styles and skills
Types of managers	Project management	Time management

Participant Selection Process: Participants are required to complete an application form and will be selected based on several criteria including, but not limited to, experience, readiness level, and stated interest in the program. Application can be found online.

Session Size: Limited to 15 participants. Registration is required by March 31, 2010.

Cost and Payment: $850 per participant. Payment required by May 15, 2010. Please refer to the Payment Process section for additional information.

Note: All payments received will be processed July 1, 2010 (FY2011).

Cancellation Policy: Class enrollment is limited to ensure the effectiveness of the learning series. This allows the instructor to give significant attention to the needs of each participant. If you find you have a scheduling conflict and you will not be able to keep your enrollment commitment, notify Katherine Bloomer-Calabria at x2488 14 days prior to the first class to avoid a cancellation fee. Notifications received after this time period will be subject to the cancellation fee of $665.

Withdrawal Policy: The financial deadline for dropping this series is Friday, July 18, 2010. After this date, no refund will be issued.

2010 CM Program Calendar Overview

A complete schedule with meeting locations will be available on the HR website in May, 2010.

Module I

Activity	Date	Time
Application Deadline	March 31,2010	
Participation Notification	April 30, 2010	
Tuition Payment Deadline	May 15, 2010	
Sponsors Orientation Breakfast	July 22, 2010	8:30-10 a.m.
Program Kick-off and Module I Introduction Half-Day	July 23, 2010	8 a.m.-12:30 p.m.
Module I Lunch and Learn	August 2010	Noon-1:30 p.m.
Module I Lunch and Learn	September 2010	Noon-1:30 p.m.
Module I Wrap-Up	October 2010	8-9:30 a.m.
Module I Exam and Journal Submission	October 2010	8-10 a.m.

Module II

Activity	Date	Time
Module II Introduction	November 2010	8-9:30 a.m.
Module II Meeting	November 2010	8-9:30 a.m.
Module II Lunch and Learn Webinar	December 2010	Noon-1:30 p.m.
Module II Lunch and Learn Webinar	January 2011	Noon-1:30 p.m.
Sponsors Update Meeting	January 2011	8:30-10 a.m.
Module II Wrap-Up	February 2011	8-9:30 a.m.
Module II Exam and Journal Submission	February 2011	8-10 a.m.

Module III

Activity	Date	Time
Module III Introduction Day	March 2011	8-9:30 a.m.
Module III Meeting	March 2011	8-9:30 a.m.
Module II Lunch and Learn Webinar	April 2011	Noon-1:30 p.m.
Module II Lunch and Learn Webinar	May 2011	Noon-1:30 p.m.
Module III Wrap-Up	June 2011	8-9:30 a.m.
Module III Exam and Journal Submission	June 2011	8-10 a.m.
Graduation Ceremony Breakfast	June 2011	8-10 a.m.

Performance Partnership Training for Supervisors

SU's Performance Partnership feedback process is designed to help supervisors and staff identify and successfully meet performance expectations. The Office of Human Resources facilitates the process and provides the training, communications, tools, and processes to enable supervisors and staff to successfully participate.

All managers and staff are introduced to the Performance Partnership process at New Employee Orientation. Follow-up training is provided for supervisors that focuses on staff development and problem solving. In addition, supervisors may contact HR for assistance in preparing formal improvement reviews and feedback.

More information about training sessions available for supervisors can be found online.

Financial, Accounting, and Budget Systems (FAB) Training

WorkLife and Organizational Development is pleased to partner with FAB to present information about training offered through that office. Below you will find descriptions of the sessions available to campus administrators:

Grants Reporting I and Grants Reporting II

The Office of Sponsored Accounting offers introductory and advanced FAB training on award administration, financial management, use of the PeopleSoft system, FAB reports and overall understanding of the world of sponsored awards. For a current list of class schedules visit the FAB website.

Coffee Breaks and Office of Sponsored Programs (OSP) Awareness Sessions

OSP offers semi-monthly "Coffee Breaks" (bring your own coffee; doughnuts are provided) alternate Tuesdays from 10 to 11 a.m. at 113 Bowne Hall and weekly OSP Awareness Sessions every Friday from noon to 1 p.m. (bring your own lunch) at 1-218 Center for Science and Technology. Learn the latest on sponsored award administration; best practices in the pre- and post-award arenas; and tips, tricks, and techniques to help you manage your awards. E-mail ospoff@syr.edu for specific meeting times or to join the listservs that announce topics.

In addition to their regularly scheduled programming, the Offices of Sponsored Accounting and Programs are always available for one-on-one or small group training on specific issues or concerns.

For more information, contact The Office of Sponsored Accounting at contacct@syr.edu, or The Office of Sponsored Programs at ospoff@syr.edu, or visit the FAB website.

Disbursements Best Practices

The Office of Disbursements Processing offers an informative session designed to introduce you to the Disbursements department. This session will help you understand the necessary information for proper paperwork submission and suggestions for making the most efficient use of your time with regard to that paperwork. Sessions are informal and participants are encouraged to bring their concerns and questions for discussion. For a list of current training classes visit the FAB website.

eProcurement – Online Requisitions through PeopleSoft

The Purchasing Department offers a session on how to order products and services online. In this session you will learn the eProcurement process and how to use it with preferred vendors to obtain the best pricing for Syracuse University departments. Representatives from the Purchasing Department will demonstrate enhanced ordering options using the eProcurement module in PeopleSoft. You will learn how departments can submit requisitions online, and connect directly to a supplier's customized website showing special Syracuse University pricing.

Registration is available online. For information or questions, contact Laura Lawson at lelawson@syr.edu or Susan Joyner at sejoyner@syr.edu.

Visit the FAB website for additional class information. Please contact the noted offices above for questions or registration information.

ITS Online Technology Support

Information Technology and Services (ITS) recommends the following support resources accessed through their website:
Learning About Office 2007
Each of the core applications—Word, Excel and PowerPoint—has a special *Get Started* tab in the document window. Users have found this feature to be helpful. It includes links to:

- An *interactive command guide* that shows you where to find commands in the 2007 application based on how you were used to doing it in the 2003 version.
- *Online training* and *video demos* to get you up to speed with new features.
- *Discussion forums* where you can ask for help from other users.
- *Additional application information* from Microsoft.

Payment Process

Certain sessions in this catalog have costs associated with them. If there is a charge for a session, it is indicated as part of the session description. Human Resources will accept personal checks, cash or interdepartmental order (ID) for payment. The sessions offered in this catalog are not eligible for remitted tuition.

Payment should be submitted by the deadline specified for the session(s) to:
Katherine Bloomer-Calabria
Office of Human Resources
Skytop Office Building

If payment is not received by the specified deadline, the employee's participation in the session will be cancelled.

If submitting an ID, please include all of the following information:

- Department chartstring, including account number;
- Name and date of the session;
- Name of employee(s) participating in the session; and
- Total cost (refer to page 2 for specific costs).

Please contact Katherine Bloomer-Calabria at learn@syr.edu or 443-2488 with any questions.

Acknowledgement

WorkLife and Organizational Development gratefully acknowledges its partners:

Disbursements Processing

Financial, Accounting, and Budget Systems (FAB) Training

Information Technology and Services (ITS)

New Horizons Computer Learning Center of Syracuse

Office of Sponsored Accounting

Office of Sponsored Programs

Purchasing

The Writing Center