

# Business, Computers, Insurance, Real Estate & Human Resources



Fall 2017



Development

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# COMPUTERS



## Microsoft Suite 2016 BEGINNER Bundle Series

This certificate option includes all courses listed in the BEGINNER LEVEL. Register for the bundle series and save on tuition versus registering for each class individually. You may attend at NCC or if available at the Sioux Center Library.

### COURSE LIST:

- Microsoft Outlook (Course 56922)
- Microsoft Word (Course 56924)
- Microsoft Excel (Course 56927 OR 56929)

Course#	Date	Fee
56966	8/31–10/19	\$149

## Microsoft Suite 2016 INTERMEDIATE Bundle Series

This certificate option includes all courses listed at the INTERMEDIATE LEVEL.

### COURSE LIST:

- Microsoft Word (Course 56926)
- Microsoft Excel (Course 56931 or 56933)
- Microsoft Powerpoint (Course 56941)
- Mail Merge (Course 56930)

Course#	Date	Fee
56967	9/27–12/7	\$199

## Microsoft Office Skills Bundle (BEGINNER & INTERMEDIATE)

This certificate option includes all courses listed the BEGINNER and INTERMEDIATE LEVELS.

### COURSE LIST:

- Microsoft Outlook (Course 56922)
- Microsoft Word (Course 56924 & 56926)
- Microsoft Excel (Course 56927 OR 56929 & 56931 OR 56933)
- Microsoft Powerpoint (Course 56941)
- Mail Merge (Course 56930)

Need-based tuition assistance may be available. Instructor: Twyla Vogel.

Course#	Date	Fee
56968	8/31–12/7	\$339

### Instructor: Twyla Vogel

*Twyla Vogel serves as the NCC Continuing Education Business Coordinator and is certified as a Microsoft Office Specialist. She has a Business Administration Degree from Briar Cliff University and a Master of Business Administration degree from the University of Sioux Falls. Twyla has many years of experience working with financial businesses and in teaching both basic and customized computer training.*

**Need based tuition assistance may be available.**

### Microsoft Outlook 2016 (BEGINNER)

Microsoft Outlook is used for emails and also personal management of information, and is generally part of the Office suite of applications, although it can be purchased separately as a single application. This course covers the basic functions and features of Outlook 2016. Email "Netiquette" will be taught as you learn how to read, create, send, and forward e-mail messages. You will also learn how to organize messages and attachments, manage your Outlook calendar, how to create contacts, how to set up and share calendar and contact groups, how to use Outlook tasks, rules, an e-mail business card and a standardized signature. Hands-on instruction will be provided with Microsoft Outlook 2016 software. 1 Session. Instructor: Twyla Vogel

Course#	Day	Date	Time	Loc.	Fee
56922	TH	8/31	5:30-9:30p	514H	\$49

### Microsoft Word 2016 (BEGINNER)

Do you have a basic knowledge of the computer? Then you are ready for this next level - learning how to use the different tools and features in Microsoft Word. Students will use formatting, inserting, styles, backgrounds, graphics and other features to create letters and to design a simple flyer and newsletter. Also included will be how to print letters, envelopes and labels and how to include headers, footers, and page numbering. Hands-on instruction will be provided with Microsoft Word 2016. 2 Sessions.

Instructor: Twyla Vogel

Course#	Day	Date	Time	Loc.	Fee
56924	TH	9/14-9/21	6-9p	514H	\$59

### Microsoft Word 2016 (INTERMEDIATE)

Microsoft Word has many advanced features available to the user, so this course will help you learn about the use of tabs and tables in a document, how to create Word templates, merging documents, using comments, format painter, and how to use the remove background feature. 1 Session. Instructor: Twyla Vogel

Course#	Day	Date	Time	Loc.	Fee
56926	TH	9/28	6-9p	514H	\$39

### Microsoft Excel 2016 (BEGINNER)

If you have some experience with Microsoft Word, it is time to get hands-on experience discovering the tools and features of Microsoft Excel 2016. In this class, the instructor will guide you through the steps of building a user-friendly worksheet, both for the reader and the creator. Then you will be introduced to the important formula/function feature in Excel. Learning how to use Excel formulas is very critical for the successful use of spreadsheet software. The more you learn about formulas, the more you will want to know! Hands-on instruction will be provided with Microsoft Excel 2016 software. 2 Sessions.

Instructor: Twyla Vogel

Course#	Day	Date	Time	Loc.	Fee
56929	W	10/11-10/18	1-4p	***	\$59
*** Location: Sioux Center Lib. Comp. Lab					
* Location: NCC, Room 514H					
56927	TH	10/12-10/19	6-9p	*	\$59

### Microsoft Mail Merge (INTERMEDIATE)

Using mail merge for a multiple mailing not only saves you a lot of time, but allows you to personalize your correspondence. This session will guide you through the steps of linking files in Microsoft Word & Excel to assemble a customized mailing to all your contacts with one formatted letter, form, envelope, label or email. Making your mail merge "intelligent" by using IF fields will also be taught. Hands-on instruction will be provided with Microsoft Word & Excel 2016 software. 1 Session.

Instructor: Twyla Vogel

Course#	Day	Date	Time	Loc.	Fee
56930	TH	10/26	5:30-9:30p	514H	\$49

All computer classes listed can be taken individually or most can be bundled into a certificate program. Registering for several courses within a certificate program is a significant savings! All computer classes will be taught using Office 2016. If the student does not have Office 2016, the differences will be explained in the class.

### Microsoft Excel 2016 (INTERMEDIATE)

If you have had a taste of using formulas in Excel, you probably realize that you can use formulas and functions for a multitude of calculations. In this class, we will dig deeper into how to use the capabilities of Microsoft Excel 2016 to perform simple and complex tasks using formulas, functions, filtering, conditional formatting and if-functions. You will also work on the enhanced analyzing tools in Excel 2016 - Charts, Sparklines, Slicers, Pivot Tables & more. The use of VLOOKUP to find values in Excel lists or tables will also be explored. 2 Sessions. Instructor: Twyla Vogel

**Course# Day Date Time Loc. Fee**

**\*\*\* Location: Sioux Center Lib. Comp. Lab**

**56931 W 11/1-11/8 1-4p \*\*\* \$59**

**\* Location: NCC, Room 514H**

**56933 TH 11/2-11/9 6-9p \* \$59**

### Microsoft Excel 2016 - Charting Bonanza (ADVANCED)

You will start with a multiple page workbook that includes different types of data. Many types of charts will be created with the data provided and then you will learn the secrets of formatting charts into a user friendly summary worksheet. 1 Session. Instructor: Twyla Vogel

**Course# Day Date Time Loc. Fee**

**\*\*\* Location: Sioux Center Lib. Comp. Lab**

**56939 W 11/15 1-4p \*\*\* \$49**

**\* Location: NCC, Room 514H**

**56938 TH 11/16 6-9p 514H \$49**

### Microsoft Power Point 2016 (INTERMEDIATE)

In today's environment, presentations have moved far beyond flip charts & overhead projectors. Audiences expect that your presentations are in an electronic format and that they are unique & sophisticated. You can learn how to create presentations for industry or pleasure, for a new proposal or for a wedding or family presentation. You will learn the keys of building a good powerpoint slideshow, How to build a master template, different layouts, backgrounds, links, pictures & inserting video will be taught in this hands-on class using Microsoft Powerpoint 2016. If you have some experience with Microsoft Word, it is time to discover the tools and features of Microsoft Power Point! 2 Sessions. Instructor: Twyla Vogel

**Course# Day Date Time Loc. Fee**

**56941 TH 11/30-12/7 5:30-9:30p 514H \$69**

### QuickBooks 2015 Beginner

Learn more about Quickbooks and how it can help your business, from organizing your finances to easing tax time stress. We will provide a fast, easy way to learn QuickBooks. Topics include:

- \* Introducing QuickBooks Pro
- \* Creating a Company
- \* Working with Vendors
- \* Working with Customers
- \* Banking with QuickBooks

A textbook is provided in the course fee.

5 sessions. Instructor: Sheila Drenkow

Course#	Day	Date	Time	Loc.	Fee
56759	M	9/11-10/9	6-9p	427D	\$229

### QuickBooks 2015 Advanced

Expand your knowledge of Quickbooks Pro 2015 by attending this Level 2 course.

Topics include:

- \* Dealing with Physical Inventory
  - \* Using QuickBooks for Payroll
  - \* Working with Estimates and Time Tracking
  - \* Working with Balance Sheet Accounts and Budgets
  - \* Connecting and Customizing in QuickBooks
- A textbook is provided in the course fee.  
5 sessions. Instructor: Shelly Serrano

Course#	Day	Date	Time	Loc.	Fee
56762	M	10/16-11/13	6-9p	427D	\$229

### Quickbooks 2015 Combo

**Save on tuition by taking both the Beginner and Advanced QuickBooks classes.**

10 Sessions. Instructor: Sheila Drenkow

Course#	Day	Date	Time	Loc.	Fee
56763	M	9/11-11/13	6-9p	427D	\$419

Sheila Drenkow is a Certified Public Accountant with a Master of Arts Degree in Accounting and Financial Management and a Bachelor of Arts Degree in Accounting. She is a full-time instructor at Northwest Iowa Community College and works part-time as an accountant for a local accounting firm during tax season.

# HUMAN RESOURCES



## SHRM Certification Prep

The SHRM-CP™ and SHRM Senior Certified Professional (SHRM-SCP™) certification preparation course is designed for individuals preparing for the SHRM-CP™ and SHRM-SCP™ exam. You will experience real-time interaction with the instructor and will be able to collaborate with other HR professionals preparing to sit for the SHRM-CP™ and SHRM-SCP™ exam. This is a 12 week instructor-led webinar course. All sessions will be recorded for your convenience.

**Due to the cost of materials, no refunds will be issued if the course is dropped after September 8, 2017.**

**Please enroll by calling North Iowa Area Community College at 641-422-4358. 12 Sessions.**

Instructor: Elizabeth Crandon. Elizabeth holds the SHRM-CP certification, has a Master's degree in Human Resources Management, 10 years of Human Resource experience and is currently a Human Resources instructor at Des Moines Area Community College.

**Course tuition:** \$1195 (includes the SHRM Learning System (\$985 value) print modules, online learning software, access to the Online Resource Center, and over 30 hours of live instruction.)

**Thursdays 6:30 – 8:30 p.m.  
September 14 – December 7**



# REAL ESTATE

## Ethics

During this course licensees will identify the major ethical issues and problems within their industry. They will then design and apply a method to deal with those issues. During this course students will learn to be sensitive to the origin of their own and others' value system, be sensitive to the many responses possible to ethical dilemmas, accept responsibility for their own ethical decision-making and value the importance of leadership in ethical decision-making. This 4.00 credit hour course meets the following requirements: Renewal Elective/Renewal Mandatory. 1 Session. Instructor: John Goede, ABR, CRB, CRS, GRI.

<b>Course#</b>	<b>Day</b>	<b>Date</b>	<b>Time</b>	<b>Loc.</b>	<b>Fee</b>
<b>56860</b>	<b>T</b>	<b>10/17</b>	<b>8a-12p</b>	<b>116-119A</b>	<b>\$75</b>

## 20 Legal Issues that Agents MUST Be Aware Of

Developed in partnership with NAR's REALTOR® Safety program, Real Estate Safety Matters: Safe Business = Smart Business is an essential primer on how real estate professionals can limit risk to preserve safety - their safety, their clients' safety - and for positive business outcomes. Students will learn how to assess risk in their current practice and create safety systems, scripts, and tools for listing appointments, showing property, and conducting open houses. Students will also learn how to protect personal and electronic information online, in the cloud, and on social networks. As a practical resource, this course offers easy-to-remember strategies for real estate professionals when facing potentially dangerous situations. This 3.00 credit hour course meets the following requirements: Renewal Elective. 1 Session. Instructor: John Goede, ABR, CRB, CRS, GRI.

<b>Course#</b>	<b>Day</b>	<b>Date</b>	<b>Time</b>	<b>Loc.</b>	<b>Fee</b>
<b>56861</b>	<b>T</b>	<b>10/17</b>	<b>1-4p</b>	<b>116-119A</b>	<b>\$65</b>

John Goede is a graduate of University of South Dakota with a teaching degree in Political Science, minors in music and math. He was a teacher for 6 years and obtained a real estate license in 1981 and a broker's license in 1983. He is active in all levels of real estate. He has the ABR, ABRM, CRB, CRS, GRI, and broker designations. He is the past president of the MLS and Board of REALTORS®. He is a member of the State Board of Directors. He is also currently state officer for the Iowa CRS chapter. John is a Co-owner and designated broker of Century 21 Jacobsen Real Estate in Spencer, Iowa.

## Law Update

The purpose of this mandatory law update course is to insure that licensees review important areas of law that significantly impact their day-to-day business. This course includes group discussion and activities about Agency, Broker obligations to clients, Education Requirements, Real Estate terms, Federal Laws, Code of Iowa, Real Estate Commission violations, Contracts, Trust Accounts, Advertising, RESPA, ADA, Fair Housing and more. This 8.00 credit hour course meets the following requirements: Renewal Elective/Renewal Mandatory. 1 Session. Instructor: John Goede, ABR, CRB, CRS, GRI.

<b>Course#</b>	<b>Day</b>	<b>Date</b>	<b>Time</b>	<b>Loc.</b>	<b>Fee</b>
<b>56863</b>	<b>W</b>	<b>10/18</b>	<b>8a-5p</b>	<b>116-119A</b>	<b>\$125</b>

# INSURANCE

## Preparation for Iowa Life and Health State Insurance Exam

Northwest Iowa Community College is pleased to sponsor a three day Pre-Licensing Class enabling candidates to prepare for the Life & Health State Insurance Exam. If you have an interest in insurance and/or financial services, or work at a bank promoting you to a "Personal Banker" position, this course may be of particular interest to you. The State of Iowa requires an examination for licensing. This course will prove valuable in you passing the test the first time taken. The course will cover in-depth the process of Completing the Application, Underwriting, Policy Delivery, Types of Policies, Policy Provisions, Options and Riders, Taxes, Retirement and other Insurance Concepts. The cost of the course includes the study guide and 3 days of intensive in-class review. (Please call about class schedule for those who are interested in Life only or Health only licensure.) Also please call with your intention to attend as there is a **Minimum number of participants needed for class to be offered.** (Must attend all 3 days and pass Pre-Licensing exam in class for course credit in life & health). (Must attend days 1 & 2 and pass Pre-Licensing exam in class for course credit in life/annuities only). (Must attend days 1 & 3 and pass Pre-Licensing exam in class for course credit in sickness/accident/health only) **REGISTRATION DEADLINE IS OCTOBER 17, 2016.** 3 Sessions. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56758	W, TH, F	10/25-10/27	8a-5p	304C	\$349

## Suitability of Product Selection

An analysis of the suitability of the products we commonly sell. Market conduct people cannot define "suitable," but they certainly know what it is when there is a problem. We look at Whole Life, Term, Universal Life, several forms of trusts and annuities all of which are or could be suitable financial vehicles under the right conditions. 4 hours general credit. Tuition includes state filing fee. 1 Session. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56729	T	10/3	8a-12p	304C	\$60

## Tax Issues for Life & Health Insurance

We cannot give legal advice, but we are expected to be able to explain an insurance policy, which is a legal document, to our customers. We cannot give tax advice either, but nearly every product we sell has or could have tax consequences attached to it. We are expected to know how our products work and that includes the tax issues. One question popular with "market conduct" people is; "...did you explain the potential tax issues of this transactions to the customer...". So, while we do not give tax "advice" we are expected to be able to give tax information and answer our customers' questions. This course will surprise many with the amount of tax issues we are involved with. 5 hours general credit. Tuition includes state filing fee. 1 Session. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56730	T	10/3	1-6p	304C	\$75

Larry J. Battaglia LL.B. is a Certified Instructor of Insurance for the States of Nebraska, Iowa, and South Dakota. Mr. Battaglia has been in the insurance profession since 1977 and has been a Certified Instructor since 1990. Mr. Battaglia has moderated classes for Bank Iowa, St. Ambrose University, Career Achievement Insurance School, Lincoln Financial Insurance Co., AAA Nebraska, Mutual of Omaha, Primerica, AFLAC, Humana and numerous private agencies.

# INSURANCE

## When It Gets Personal (Ethics)

Academic ethical principles are easy to adopt when talking about a hypothetical problem. But; it's often an entirely different story when it's something that involves us personally. It's not business in this class, it's personal. When things require both our attention and our finances something has to give. The question is...What? In this class we largely interact with ethical issues that have confronted us on a very personal basis. We investigate ethical problems and dilemmas and as a class usually come up with conclusions that match our personal ethical composite. An interesting trip outside the ethical box...you'll enjoy this. 3 hours ethics credit. Tuition includes state filing fee. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56731	T	10/3	6-9p	304C	\$45

## The "Security" in Social Security

In spite of the rhetoric we hear about Social Security and the future problems it may face, the fact remains: Social Security has been with us since 1935 even though it became known as Social Security in 1954. It has not done all that bad of a job and for nearly 2/3 of middle income workers, Social Security IS their retirement plan. It needs to be protected and it, in fact, is. The Congressional Budget Office has a different spin on the Social Security going broke scenario. It is NOT going broke, in fact it can't go broke. A real in-depth look at the horror stories we continue to hear. Not true! 4 hours general credit. Tuition includes state filing fee.

Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56734	W	10/4	8a-12p	304C	\$60

## Pre-Need Regulations & Process

This course, while open to the general public will probably be of more interest to funeral directors and those who work directly in the pre-need or final expense market. We review the Pre-Need Regulations with particular emphasis in the areas which seem to cause the most trouble between the two types of producers. We incorporate the elements of Single Premium Life and address the common questions that arise with Long Term Care, Long Term Care Partnership plans and Medicaid (Title XIX). 5 hours general credit. Tuition includes state filing fee. 1 Session. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56737	W	10/4	1-6p	304C	\$75

## Alphabet Soup by Medicare

So we have Medicare A, B, C, D and Supplements A, B, C, D, F, G, K, L, M and N. And that's only because Medicare has gotten rid of Supplements H, I, J twice and now E. So, is it any wonder that people who do not deal with this and even those who do get confused as to whether we are talking about Medicare benefits or Medigap types. We try really hard in this class to sort all this out and have the Producer leave with a better grasp as to what Medicare's identifying designations mean. Come enjoy the alphabet soup. 4 hours general credit. Tuition includes state filing fee. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56742	TH	11/2	8a-12p	117A	\$60

# INSURANCE

## Living Trust vs. Will/Probate

There is an increasing popularity in using Living Trusts for estate planning instead of the more traditional will/probate process. While there are advantages to the Living Trust arrangement, they are not necessarily the answer many think it is. This introductory course will cover the anatomy of the Living Trust arrangement and emphasize that this is not something the uninitiated should attempt without professional input. Trusts of any kind can become traps and cause more trouble and expense than intended. 5 hours general credit. Tuition includes state filing fee. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56745	TH	11/2	1-6p	117A	\$75

## Conduct Becoming

Perhaps a bit more academic than our other ethics classes, but still a great class. We look at the state regulations that seem to get us into the most trouble and cause the most problems. We look at current events that have ethical issues such as the modern view of lying vs. acting. We look at the specifics of rebating, twisting, churning and how to avoid problems both now and years from now. 3 hours ethics credit. Tuition includes state filing fee. 1 Session. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56747	TH	11/2	6-9p	117A	\$45

## Trust Me...Sign Here

An ethics class dealing with the one thing we never want to hear..."That's not what you told me!" Especially if it's exactly what we did say and that very thing represents the problem we're facing. In this class, we work with ethical dilemmas not caused by us. Usually the problem was caused by another agent who had the client before we did. But the customer is unhappy and we are the ones who have to deal with him. This class suggests a few things that may help. 3 hours ethics credit. Tuition includes state filing fee. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56756	F	11/3	8-11a	117A	\$45

## Financial Privacy

An in-depth look at the safeguards being used by banks, insurance companies, financial service organizations and the Supreme Court as regards our fourth amendment rights to privacy. We also take time to look into money laundering and the difficult time our legal system has in getting any conviction for money laundering. Finally we do a bit of futuristic guessing as there appears to be a lessening for the need of currency. Some of the proposed alternatives are interesting. 6 hours general credit. Tuition includes state filing fee. 1 Session. Instructor: Larry J. Battaglia LL.B.

Course#	Day	Date	Time	Loc.	Fee
56757	F	11/3	12-6p	117A	\$90

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# GENERAL INFORMATION

## Payment

Payment must be made at time of registration unless indicated otherwise in the section description.

## Refunds

You may cancel your registration by calling the Continuing Education Office at least one business day before the start of class to receive a 100% refund.

## Cancellations

The Continuing Education Department makes every effort to maintain the schedule announced in our tabloid. If a class does not have sufficient enrollment, we reserve the right to cancel, combine, or change the class schedule. If the class you registered for is cancelled, you will be contacted and 100% of the tuition will be refunded.

## Postponement of Classes

In the event of inclement weather, classes may be postponed. Listen to local radio stations or check our website for college announcements.

## Certificates

Certificates of attendance are awarded at the end of each program. These must be retained by licensed professionals for four years. Duplicate certificates are provided for a fee. No credit will be given for partial attendance.

## Accreditation

Northwest Iowa Community College is fully accredited by North Central Association of Colleges and Secondary Schools, Iowa Department of Education, and Iowa State Board of Regents, acting jointly.

## Photo Release

Northwest Iowa Community College may use your photo in publications, brochures, videos, web, facebook and similar documents, or releases for public relations purposes. If you would not like your image used, please email [ce@nwicc.edu](mailto:ce@nwicc.edu) or call the Continuing Education office at 800-352-4907 and talk to your instructor prior to the start of the class.

## Policy of Nondiscrimination

It is the policy of Northwest Iowa Community College not to discriminate on the basis of race, color, national origin, sex, disability, age, sexual orientation, gender identity, creed, religion, and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code sections 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 - 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.), and all other applicable federal and state laws, regulations and orders. The Board of Trustees shall monitor progress on this policy through the President's appointed Affirmative Action/Equity Coordinator(s).

If you have any questions or complaints related to compliance with this policy, please contact the Equity Coordinators, Sandy Bruns, Northwest Iowa Community College, 603 West Park Street, Sheldon, Iowa, phone number 712-324-5061, extension 113, fax 712-324-4136, email [sandy@nwicc.edu](mailto:sandy@nwicc.edu); or Beth Frankenstein; phone number 712-324-5061, extension 242, fax 712-324-4136, email [bfrankenstein@nwicc.edu](mailto:bfrankenstein@nwicc.edu); or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312-730-1560, fax 312-730-1576.



Continuing Education

603 West Park Street  
Sheldon, Iowa 51201

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