



CITY OF RIVERSIDE

2011-2014 Credit Recommendation Guide

The following courses have been evaluated by Corporate Articulation to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to receive any of the credits recommended below, students should submit supporting documents to Prior Learning Assessment. For more information on PLA visit: ecampus.phoenix.edu/pla or contact the department toll free at 866-440-4707.

There are fees associated with your PLA submission. However, you may be eligible for PLA benefits. Please contact your Finance Advisor for more information.

PLA will not award credit for certifications or coursework that duplicates the content of credits earned through PLA, transfer credit, National Testing Program credit or University of Phoenix.

Clock hour to semester credit hour conversions are made by the University using current U.S. Department of Education standards.

University of Phoenix Equivalency: General Education or Elective category to which credit can be applied.

Combinable: Courses may only be combined with courses of similar content and General Education/Elective areas.

Non-Academic: Lack of college level theory and/or principle necessary for credit recognition. Company specific and skill-based training.

Too Few Hours: Courses/training that cannot receive credit because they are less than 1 hour total in length. Similar content in a 1(+) hour timeframe may be eligible for credit.

Applicable Hours: Indicates the total amount of actual learning time. Any breaks or lunch time included in the initial clock hours have been removed.

Updated: 10/23/2018

*Credit will only be awarded for this course if a student submits a certificate of completion for the entire program. Course is too few hours to award individual credit.

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
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SHIELD Certificate

	New Employee Orientation	Classroom	11/2011-12/2013	4 Hour(s)	0	0.0	Non-Academic
	Workplace Ethics	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Valuing Diversity	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Preventing a Hostile Work Environment	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Stress Management Strategies	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Conflict Resolution	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Recognizing Signs of Substance Misuse/Workplace Safety	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

SOAR Certificate

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Providing Outstanding Customer Service	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	The Challenge of Change	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Effective Communication Skills I	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Communication Arts
	Business Writing and Grammar Refresher	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Communication Arts
	7 Habits of Highly Effective People® I	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	7 Habits of Highly Effective People® II	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Critical Thinking, Ethics, and Values for Decision-Making	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Practical Problem Solving	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective

SOAR Technology Certificate: Technical Skills Development

	Excel® I	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Excel® II	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Excel® III	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Word® I	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Word® II	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Word® III	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	PowerPoint® I	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	PowerPoint® II	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	PowerPoint® III	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Outlook® I	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Outlook® II	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective
	Publisher®	Classroom	11/2011-12/2014	7 Hour(s)	7	Combinable	Interdisciplinary/Elective

SMART Certificate Level 1: Essentials of Supervision/Management

	Key City Policies I and II	Classroom	11/2011-12/2014	8 Hour(s)	0	0.0	Non-Academic
	Understanding Your New Role	Self-Paced	11/2011-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Working Through Others	Self-Paced	11/2011-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Delegating	Self-Paced	09/2013-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Managing Performance	Self-Paced	11/2011-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Performance Measurement	Self-Paced	09/2013-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Organizing Resources, Meetings, and Time	Self-Paced	11/2011-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Time Management	Self-Paced	09/2013-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Ethical Management	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Ethics at Work	Self-Paced	09/2013-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Managing a Group	Self-Paced	11/2011-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Team Management	Self-Paced	09/2013-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Managing Diversity	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Diversity	Self-Paced	09/2013-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Supporting Your Boss and Organization	Self-Paced	11/2011-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Managing Upward	Self-Paced	09/2013-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Networking with Colleagues	Self-Paced	11/2011-12/2013	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Evolving as a Manager	Self-Paced	11/2011-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	New Manager Transitions	Self-Paced	09/2013-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	SPEC Interactive- Follow-up Discussion Group	Classroom	11/2011-12/2014	2 Hour(s)	0	0.0	Non-Academic
	SPEC Interactive- Follow-up Discussion Group	Classroom	12/2013-12/2014	4 Hour(s)	0	0.0	Non-Academic

SMART Certificate Level 2: Leadership Development for Middle-Managers

	Effective Leadership: Leadership Styles, Functions, and Successful Strategies	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Decision Making Best Practices	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Decision Making	Self-Paced	01/2014-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Building an Effective Team	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Effective Coaching and Mentoring	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Coaching	Self-Paced	01/2014-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Performance Evaluation	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Performance Appraisal	Self-Paced	01/2014-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Employee Relations	Classroom	11/2011-12/2014	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Recruitment, Interviewing, and Selection	Classroom	11/2011-12/2014	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Negotiating for Results	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Negotiating	Self-Paced	01/2014-12/2014	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective

PACE Certificate Level 1: Advanced Career Development

	Self Management	Self-Paced	11/2011-08/2012	4.5 Hour(s)	2.25	Combinable	Interdisciplinary/Elective
	Partnering for Results	Self-Paced	11/2011-08/2012	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Resolving Interpersonal Issues	Self-Paced	11/2011-08/2012	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Navigating Change	Self-Paced	11/2011-08/2012	1.5 Hour(s)	0.75	Combinable	Interdisciplinary/Elective
	Virtual Teams	Self-Paced	11/2011-08/2012	45* Min(s)	0.37	Combinable	Interdisciplinary/Elective
	SPEC Interactive - Follow-up Discussion Group	Classroom	11/2011-08/2012	2 Hour(s)	0	0.0	Non-Academic

PACE Certificate Level 2: Dynamic Organizational Leadership Development

	Situational Leadership® II	Self-Paced	11/2011-08/2012	6 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Forging Breakthroughs	Self-Paced	11/2011-08/2012	3.5 Hour(s)	1.75	Combinable	Interdisciplinary/Elective
	Managing Change	Self-Paced	11/2011-08/2012	1.5 Hour(s)	0.75	Combinable	Interdisciplinary/Elective
	Reframing Change	Self-Paced	11/2011-08/2012	45* Min(s)	0.37	Combinable	Interdisciplinary/Elective
	High Impact Hiring	Self-Paced	11/2011-08/2012	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Retaining Talent	Self-Paced	11/2011-08/2012	2.25 Hour(s)	1.12	Combinable	Interdisciplinary/Elective
	Optimizing Team Performance	Self-Paced	11/2011-08/2012	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Technology and Innovation	Self-Paced	11/2011-08/2012	1.75 Hour(s)	0.87	Combinable	Interdisciplinary/Elective
	Building Community	Self-Paced	11/2011-08/2012	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	SPEC Interactive - Follow-up Discussion Group	Classroom	11/2011-08/2012	2 Hour(s)	0	0.0	Non-Academic

Set the PACE Certificate

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Set the PACE-Riverside: Introduction	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic
	Self Management	Self-Paced	09/2012-12/2014	4.5 Hour(s)	2.25	Combinable	Interdisciplinary/Elective
	Group Session - Hosted by Public Utilities Director Girish Balachandran	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic
	Partnering for Results	Self-Paced	09/2012-12/2014	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Resolving Interpersonal Issues	Self-Paced	09/2012-12/2014	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Group Session - Hosted by Fire Chief Mike Esparza	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic
	Navigating Change	Self-Paced	09/2012-12/2014	1.5 Hour(s)	0.75	Combinable	Interdisciplinary/Elective
	Virtual Teams	Self-Paced	09/2012-12/2014	45* Min(s)	0.37	Combinable	Interdisciplinary/Elective
	Group Session - Hosted by Police Chief Sergio Diaz	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic
	Situational Leadership® II	Self-Paced	09/2012-12/2014	6 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Group Session - Hosted by Community Development Director Al Zelinka	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic
	Forging Breakthroughs	Self-Paced	09/2012-12/2014	3.5 Hour(s)	1.75	Combinable	Interdisciplinary/Elective
	Group Session - Hosted by Library Director Tonya Kennon & Parks, Recreation, and Community Services Director Ralph Nunez	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic
	Managing Change	Self-Paced	09/2012-12/2014	1.5 Hour(s)	0.75	Combinable	Interdisciplinary/Elective
	Reframing Change	Self-Paced	09/2012-12/2014	45* Min(s)	0.37	Combinable	Interdisciplinary/Elective
	High Impact Hiring	Self-Paced	09/2012-12/2014	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Group Session - Hosted by Public Works Director Thomas Boyd	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic
	Retaining Talent	Self-Paced	09/2012-12/2014	2.25 Hour(s)	1.12	Combinable	Interdisciplinary/Elective
	Optimizing Team Performance	Self-Paced	09/2012-12/2014	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Group Session - Hosted by Museum Director Ennette Morton & Airport Director Mark Ripley	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic
	Building Community	Self-Paced	09/2012-12/2014	2.5 Hour(s)	1.25	Combinable	Interdisciplinary/Elective
	Technology and Innovation	Self-Paced	09/2012-12/2014	1.75 Hour(s)	0.87	Combinable	Interdisciplinary/Elective
	Group Session - Hosted by General Services Director Kris Martinez, Human Resources Director Rhonda Strout, Chief Information Officer Lea Deesing, & Finance Director Brent Mason	Classroom	09/2012-12/2014	2 Hour(s)	0	0.0	Non-Academic

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Stand Alone Courses

	Public Records Act	Classroom	11/2011-12/2013	2 Hour(s)	2	Combinable	Interdisciplinary/Elective
	Advanced Business Writing: Reports, E-mails, and Correspondence	Classroom	11/2011-12/2013	4 Hour(s)	4	Combinable	Communication Arts

The University's Central Administration is located at 4035 S. Riverpoint Parkway Phoenix, AZ 85040. University of Phoenix is accredited by The Higher Learning Commission and is a member of the North Central Association. For additional information, contact The Higher Learning Commission, ncahlc.org.

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