



University of Phoenix®

CONVERGYS TECHNICAL CENTER

1999-2004 Credit Recommendation Guide

The following courses have been evaluated by University of Phoenix Prior Learning Assessment to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to potentially 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: 08/26/2019

The credit awards shown are for informative purposes, state and program limits on Prior Learning Assessment credit may apply.

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
*NOTE - THE ASTERISKS IN THE APPLICABLE HOURS COLUMN INDICATES PREVIOUSLY EVALUATED COURSES.							
	CONVERGYS/HEATHKIT A+ CERTIFICATION	*	01/1999-12/2000	42	*	2	SCIENCE/TECHNOLOGY
MS 688	INTERNETWORKING MICROSOFT TCP/IP ON MICROSOFT WINDOWS NT 4.0	*	01/2000-12/2000	40	*	2	SCIENCE/TECHNOLOGY
MS 689	SUPPORTING MICROSOFT WINDOWS NT SERVER 4.0 – ENTERPRISE TECHNOLOGIES	*	01/2000-12/2000	40	*	2	SCIENCE/TECHNOLOGY
MS 803	ADMINISTERING MICROSOFT WINDOWS NT 4.0	*	01/2000-12/2000	24	*	1	SCIENCE/TECHNOLOGY
MS 922	SUPPORTING MICROSOFT WINDOWS NT 4.0 CORE TECHNOLOGIES	*	01/2000-12/2000	40	*	2	SCIENCE/TECHNOLOGY
MS 936	CREATING & MANAGING A WEB SERVER USING MICROSOFT INTERNET INFORMATION SERVER 4.0	*	01/2000-12/2000	24	*	1	SCIENCE/TECHNOLOGY
MS 2010	DESIGNING A MICROSOFT WINDOWS 2000 MIGRATION STRATEGY	*	01/2000-12/2000	16	*	0.5	SCIENCE/TECHNOLOGY
MS 2150	DESIGNING A SECURE MICROSOFT WINDOWS 2000 NETWORK	*	01/2000-12/2000	40	*	2	SCIENCE/TECHNOLOGY

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MS 2151	MICROSOFT WINDOWS 2000 NETWORK & OPERATING SYSTEM ESSENTIALS	*	01/2000-12/2000	24	*	1	SCIENCE/TECHNOLOGY
MS 2152	IMPLEMENTING A MICROSOFT WINDOWS 2000 PROFESSIONAL & SERVER	*	01/2000-12/2000	40	*	2	SCIENCE/TECHNOLOGY
MS 2153	IMPLEMENTING A MICROSOFT WINDOWS 2000 NETWORK INFRASTRUCTURE	*	01/2000-12/2000	40	*	2	SCIENCE/TECHNOLOGY
MS 2154	IMPLEMENTING & ADMINISTERING A MICROSOFT WINDOWS 2000 DIRECTORY SERVICES	*	01/2000-12/2000	40	*	2	SCIENCE/TECHNOLOGY
2004 COURSES							
	ACCESS 2002 LEVEL 1 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	ACCESS 2002 LEVEL 2 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	ACCESS 2002 LEVEL 3 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	EXCEL 2002 LEVEL 1 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	EXCEL 2002 LEVEL 2 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	EXCEL 2002 LEVEL 3 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	POWERPOINT LEVEL 1	*	01/2004-12/2004	NO HOURS	NO HOURS	0	NEED COURSE HOURS
	POWERPOINT LEVEL 2	*	01/2004-12/2004	NO HOURS	NO HOURS	0	NEED COURSE HOURS
	WORD 2002 LEVEL 1 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	WORD 2002 LEVEL 2 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	WORD 2002 LEVEL 3 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FRONT PAGE LEVEL 1 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FRONT PAGE LEVEL 2 - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	NOTES 5.0 MAIL FEATURES (WINDOWS 95) - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	NOTES 5.0 ADVANCED FEATURES - APOLLO QUICK LIST™	*	01/2004-12/2004	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	LINUX+ CERTIFICATION: A COMPTIA CERTIFICATION - APOLLO QUICK LIST™	*	01/2004-12/2004	40	40	2.5	SCIENCE TECHNOLOGY
	OUTLOOK 2002 LEVEL 1 - APOLLO QUICK LIST™	*	01/2004-12/2004	6.5	6.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	SUPPORTING USERS RUNNING APPLICATIONS ON A MICROSOFT WINDOWS XP OPERATING SYSTEM	*	01/2004-12/2004	13	13	0.5	SCIENCE TECHNOLOGY
	SUPPORTING USERS RUNNING THE MICROSOFT WINDOWS XP OPERATING SYSTEM	*	01/2004-12/2004	19.5	19.5	1	SCIENCE TECHNOLOGY

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2003 COURSES							
	A+TM CERTIFICATION: CORE HARDWARE-A COMPTIA CERTIFICATION	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	ACCESS 2000 ADVANCED	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	ACCESS 2000 LEVEL 1	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	ACCESS 2000 LEVEL 2	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	ACCESS 2000: INTRODUCTION TO APPLICATION DEVELOPMENT	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	ADMINISTERING A MICROSOFT SQL SERVER 2000 DATABASE	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	BUILDING COM+ APPLICATIONS USING MICROSOFT .NET ENTERPRISE SERVICES	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	BUILDING XML-BASED WEB APPLICATIONS	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	BUILDING XML-ENABLED APPLICATIONS USING MICROSOFT SQL SERVER 2000	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	COMPTIA INET+ CERTIFICATION PREPARATION	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	COMPTIA LINUX+ CERTIFICATION PREPARATION	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	DEPLOYING AND MANAGING INTERNET SECURITY AND ACCELERATION SERVER 2000	*	01/2003-12/2003	16	16	1	SCIENCE/TECHNOLOGY
	DEPLOYING AND MANAGING MICROSOFT APPLICATION CENTER 2000	*	01/2003-12/2003	16	16	1	SCIENCE/TECHNOLOGY
	DEPLOYING AND MANAGING MICROSOFT COMMERCE SERVER 2000	*	01/2003-12/2003	16	16	1	SCIENCE/TECHNOLOGY
	DESIGNING A HIGHLY AVAILABLE WEB INFRASTRUCTURE	*	01/2003-12/2003	32	32	2	SCIENCE/TECHNOLOGY
	DESIGNING A SECURE WINDOWS 2000 NETWORK	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	DESIGNING A WINDOWS 2000 DIRECTORY INFRASTRUCTURE	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	DESIGNING A WINDOWS 2000 MIGRATION STRATEGY	*	01/2003-12/2003	16	16	1	SCIENCE/TECHNOLOGY
	DESIGNING A WINDOWS 2000 NETWORK SERVICES INFRASTRUCTURE	*	01/2003-12/2003	32	32	2	SCIENCE/TECHNOLOGY
	DESIGNING AND IMP OLAP SOLUTIONS WITH SQL SERVER 2000	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	DESIGNING BUSINESS SOLUTIONS	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	DESIGNING DATA SERVICES AND DATA MODELS	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	DESIGNING MICROSOFT EXCHANGE 2000 FOR THE ENTERPRISE	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY

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	DEVELOPING AND DEPLOYING MICROSOFT BIZTALK SERVER 2000 SOLUTIONS	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	DEVELOPING MICROSOFT .NET APPLICATIONS FOR WINDOWS (VISUAL BASIC .NET)	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	DEVELOPING MICROSOFT .NET APPLICATIONS FOR WINDOWS (VISUAL C# .NET)	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	DEVELOPING MICROSOFT ASP.NET WEB APPLICATIONS USING VISUAL STUDIO .NET	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	DEVELOPING XML WEB SERVICES USING MICROSOFT ASP.NET	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	DREAMWEAVER 4.0 ADVANCED: WINDOWS	*	01/2003-12/2003	12	12	0.5	INTERDISCIPLINARY/ ELECTIVE
	DREAMWEAVER 4.0: INTRODUCTION FOR WINDOWS	*	01/2003-12/2003	24	24	1.5	INTERDISCIPLINARY/ ELECTIVE
	DREAMWEAVER MX LEVEL I	*	01/2003-12/2003	12	12	0.5	INTERDISCIPLINARY/ ELECTIVE
	DREAMWEAVER MX LEVEL II	*	01/2003-12/2003	12	12	0.5	INTERDISCIPLINARY/ ELECTIVE
	DREAMWEAVER MX ULTRADEX LEVEL I	*	01/2003-12/2003	12	12	0.5	INTERDISCIPLINARY/ ELECTIVE
	DREAMWEAVER MX ULTRADEX LEVEL II	*	01/2003-12/2003	12	12	0.5	INTERDISCIPLINARY/ ELECTIVE
	EXCEL 2000 ADVANCED	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	EXCEL 2000 WORKSHEETS	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	EXCEL 2000: CHARTING AND ORGANIZING DATA	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FIREWORKS 4.0 ADVANCED: WINDOWS	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FIREWORKS 4.0 INTRODUCTION: WINDOWS	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FIREWORKS MX LEVEL I	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FIREWORKS MX LEVEL II	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FLASH 5 ADVANCED	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FLASH 5 INTRODUCTION	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	FRONTPAGE 2000: INTRODUCTION	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	GATHERING AND ANALYZING BUSINESS REQUIREMENTS	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	HTML 4.01: WEB AUTHORING LEVEL 1	*	01/2003-12/2003	8	8	0.5	SCIENCE/TECHNOLOGY
	HTML 4.01: WEB AUTHORING LEVEL 2	*	01/2003-12/2003	8	8	0.5	SCIENCE/TECHNOLOGY

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	IMPLEMENTING A WINDOWS 2000 DIRECTORY INFRASTRUCTURE	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	IMPLEMENTING AND ADMINISTERING WINDOWS 2000 DIRECTORY SERVICES	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	IMPLEMENTING AND MANAGING MICROSOFT EXCHANGE 2000	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	IMPLEMENTING AND SUPPORTING WINDOWS XP PROFESSIONAL	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	IMPLEMENTING BUSINESS LOGIC WITH MDX IN SQL SERVER 2000	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	IMPLEMENTING MICROSOFT WINDOWS 2000 CLUSTERING	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	IMPLEMENTING WINDOWS 2000 PROFESSIONAL AND SERVER	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	INET+ CERTIFICATION: SECOND EDITION	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	INTRODUCTION TO C# PROGRAMMING FOR THE MICROSOFT .NET PLATFORM	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	INTRODUCTION TO MICROSOFT VISUAL BASIC .NET PROGRAMMING	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	INTRODUCTION TO WEB DEVELOPMENT TECHNOLOGIES	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	MASTERING MICROSOFT VISUAL BASIC 6 DEVELOPMENT	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	MASTERING DATABASE FUNDAMENTALS USING ACCESS 2000	*	01/2003-12/2003	16	16	1	SCIENCE/TECHNOLOGY
	MASTERING DISTRIBUTED APPLICATION DESIGN & DEVELOPMENT USING MICROSOFT VISUAL STUDIO 6.0	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	MASTERING ENTERPRISE DEVELOPMENT USING VISUAL BASIC 6	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	MASTERING MICROSOFT VISUAL BASIC 6 FUNDAMENTALS	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	MICROSOFT PROJECT 2000: LEVEL 1	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	MICROSOFT PROJECT 2000: LEVEL 2	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	MODELING BUSINESS REQUIREMENTS TO CREATE A DATABASE USING MICROSOFT VISUAL STUDIO	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	OUTLOOK 2000 ADVANCED	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	OUTLOOK 2000: LEVEL 1	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	OUTLOOK 2000: LEVEL 2	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	PHOTOSHOP 6 COLOR CORRECTION & PRINTING FOR WINDOWS	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	PHOTOSHOP 6 LEVEL I FOR WINDOWS	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE

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	PHOTOSHOP 6 LEVEL I FOR WINDOWS	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	POPULATING A DATA WAREHOUSE WITH MICROSOFT SQL 2000	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	POWERPOINT 2000 ADVANCED	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	POWERPOINT 2000 INTRODUCTION	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	PROGRAMMING A MICROSOFT SQL SERVER 2000 DATABASE	*	01/2003-12/2003	40	40	2.5	INTERDISCIPLINARY/ ELECTIVE
	PROGRAMMING ADO.NET	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	PROGRAMMING THE MICROSOFT .NET FRAMEWORK WITH C#	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	PROGRAMMING WITH MICROSOFT VISUAL BASIC .NET	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	QUERYING MICROSOFT SQL SERVER 2000 WITH TRANSACT-SQL	*	01/2003-12/2003	16	16	1	SCIENCE/TECHNOLOGY
	SECURITY+TM: A COMPTIA CERTIFICATION	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	SERVER+TM CERTIFICATION: A COMPTIA CERTIFICATION	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	TIME MANAGEMENT WITH POCKETPC	*	01/2003-12/2003	10	10	0.5	INTERDISCIPLINARY/ ELECTIVE
	UPDATING SUPPORT SKILLS FROM NT 4 TO WINDOWS 20000	*	01/2003-12/2003	40	40	2.5	SCIENCE/TECHNOLOGY
	UPGRADING FROM MICROSOFT EXCHANGE SERVER 5.5 TO MICROSOFT EXCHANGE 2000	*	01/2003-12/2003	16	16	1	SCIENCE/TECHNOLOGY
	VISIO 2002 PROFESSIONAL: LEVEL 1	*	01/2003-12/2003	8	8	0.5	ELECTIVE
	VISIO 2002 PROFESSIONAL: LEVEL 2	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	WINDOWS 2000 NETWORK AND OPERATING SYSTEM ESSENTIALS	*	01/2003-12/2003	24	24	1.5	SCIENCE/TECHNOLOGY
	WORD 2000 ADVANCED	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	WORD 2000 LEVEL 1	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	WORD 2000 LEVEL 2	*	01/2003-12/2003	8	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	TIME MANAGEMENT WITH POCKETPC	*	01/2003-12/2003	10	10	0.5	INTERDISCIPLINARY/ ELECTIVE