

OFFICIAL TRANSCRIPT OF NON-CREDIT COURSES

REGISTRANT:	Thomas J. Tobin Customer Advocate II Health Care Service Corporation 1330 Trail's End Road Carterville, IL 62918	Date:	March 26, 2007		
		ID#	077-68-9300		
		Grade	CEUS	Contact Hours	
06ING47201	360-Degree Feedback: Experiencing 360-Degree Feedback If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/16/2005 <i>Additional CEU:</i>	97	0.30	3.00	
06ING47202	360-Degree Feedback: Implementing a 360-Degree Feedback If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/16/2005 <i>Additional CEU:</i>	97	0.30	3.00	
06ING47203	360-Degree Feedback: Maximizing the Benefits of 360-Degree If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/16/2005 <i>Additional CEU:</i>	97	0.30	3.00	
07ING45103	Advance Interpersonal Communication: Build A Positive Culture If Instructor Led, Course Dates: If On-Line, Course Completion Date: 06/01/2006 <i>Additional CEU:</i>	97	0.30	3.00	
07ING47412	Americans With Disabilities Act If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/15/2006 <i>Additional CEU:</i>	90	0.20	2.00	
07ING41401	Balanced Scorecard: Corporate Strategy If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/12/2006 <i>Additional CEU:</i>	97	0.20	2.00	
07ING44021	Call Center Management: Managing an Inbound Call Center If Instructor Led, Course Dates: If On-Line, Course Completion Date: 04/26/2006 <i>Additional CEU:</i>	95	0.30	3.00	
07ING44023	Call Center Management: Managing and Motivating Your Staff If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/22/2006 <i>Additional CEU:</i>	100	0.30	3.00	
07ING44022	Call Center Management: Measuring Quality and Performance If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/22/2006 <i>Additional CEU:</i>	96	0.30	3.00	
06ING44553	Consulting: Serving as an Internal Consultant If Instructor Led, Course Dates: If On-Line, Course Completion Date: 06/21/2005 <i>Additional CEU:</i>	97	0.30	3.00	

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06ING44552	Consulting: The Consulting Process If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/17/2005 Additional CEU:	91	0.30	3.00
06ING44551	Consulting: Building Consulting Relationships If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/24/2005 Additional CEU:	90	0.30	3.00
06ING41021	Essentials of Management: Creating a Positive Workplace If Instructor Led, Course Dates: April 4, 2006 If On-Line, Course Completion Date: 05/06/2005 Additional CEU:	96	0.30	3.00
06ING41020	Essentials of Management: Succeeding as a New Manager If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/09/2005 Additional CEU:	93	0.30	3.00
06ING44004	Excellence in Service: Fundamentals for Managers If Instructor Led, Course Dates: If On-Line, Course Completion Date: 09/06/2005 Additional CEU:	94	0.30	3.00
06ING46102	Frontline Leadership: Knowledge in the Workplace If Instructor Led, Course Dates: If On-Line, Course Completion Date: 09/02/2005 Additional CEU:	93	0.30	3.00
06ING46103	Frontline Leadership: Positively Influencing Workplace Culture If Instructor Led, Course Dates: If On-Line, Course Completion Date: 09/02/2005 Additional CEU:	93	0.30	3.00
06ING46101	Frontline Leadership: Preparing to Lead If Instructor Led, Course Dates: If On-Line, Course Completion Date: 09/02/2005 Additional CEU:	96	0.30	3.00
07ING46003	Leadership Development: Goal Setting If Instructor Led, Course Dates: If On-Line, Course Completion Date: 09/29/2006 Additional CEU:	95	0.30	3.00
06ING41233	Managing Change: Managing Yourself Through Change If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/05/2005 Additional CEU:	91	0.30	3.00

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06ING41232	Managing Change: Overcoming Change Obstacles If Instructor Led, Course Dates: April 25, 2006 If On-Line, Course Completion Date: 05/10/2005 <i>Additional CEU:</i>	96	0.30	3.00
06ING41231	Managing Change: The Change Process If Instructor Led, Course Dates: April 28, 2006 If On-Line, Course Completion Date: 04/29/2005 <i>Additional CEU:</i>	95	0.20	2.00
06ING44752	Six Sigma Part 2: Deploying Six Sigma If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/11/2005 <i>Additional CEU:</i>	97	0.30	3.00
06ING44753	Six Sigma Part 3: Managing Six Sigma Projects If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/12/2005 <i>Additional CEU:</i>	96	0.30	3.00
06ING44751	Six Sigma Part I: Six Sigma Essentials If Instructor Led, Course Dates: If On-Line, Course Completion Date: 05/10/2005 <i>Additional CEU:</i>	96	0.30	3.00
06ING42202	Team Leadership: Conducting Productive Team Meetings If Instructor Led, Course Dates: If On-Line, Course Completion Date: 07/01/2005 <i>Additional CEU:</i>	94	0.30	3.00
06ING42203	Team Leadership: Promoting Your Team Effectiveness If Instructor Led, Course Dates: If On-Line, Course Completion Date: 11/01/2005 <i>Additional CEU:</i>	96	0.30	3.00
06ING42201	Team Leadership: Developing a High-Performance Team If Instructor Led, Course Dates: If On-Line, Course Completion Date: 07/19/2005 <i>Additional CEU:</i>	95	0.30	3.00
07ING13182	XML Technology Overview If Instructor Led, Course Dates: If On-Line, Course Completion Date: 09/08/2006 <i>Additional CEU:</i>	90	0.20	2.00



**CENTER for
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UNIVERSITY OF SOUTH ALABAMA

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(251) 431-6411

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TOTAL	8.30	83.00
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This is a true copy of the student's non-credit course records.

3/27/07
Date

Martha M. Matherne
Martha M. Matherne
Director