



The Environmental Training Institute for Small Communities 2003

Protecting Public Health: Water and Wastewater Solutions for a New Era

Presented by:

The National Environmental Training Center for Small Communities (NETCSC)

The Institute is an intensive four-day event featuring training on:

- Utility security and emergency response planning
- Decision making and management of small drinking water and wastewater systems
- Alternative onsite wastewater treatment technology sessions and tours
- Financial management
- Regulatory updates
- Model environmental training programs that reach local officials
- Training skills and adult learning principles

"The course material and training manuals were geared specifically toward small systems."

—Environmental Health Supervisor, Virginia

"I would definitely recommend this training to a colleague, especially to anyone who is new to the subject matter."

—Rural Development Specialist, Nevada

Featuring new courses:

- ***Emergency Response Planning***
- ***Wastewater System Security***
- ***"Show-me Ratemaker" Software***
- ***The Art of Training***
- ***Videoconferencing***

Co-Sponsors Include:

Southern Rural Community Assistance Program—Community Resource Group, Inc.(CRG)

Missouri Department of Natural Resources, Outreach and Assistance Center

University of Nevada Colleges of Agriculture, Biotechnology, and Natural Resources and Cooperative Extension

Environmental Finance Center—University of Maryland, Region 3 (EFC)

National Drinking Water Clearinghouse (NDWC)

National Small Flows Clearinghouse (NSFC)

National Onsite Demonstration Program,Phase V (NODP)

West Virginia Onsite Wastewater Training Center

Western Rural Community Assistance Program—Rural Community Assistance Corporation (RCAC)



July 29 – August 1, 2003

Morgantown, West Virginia



2003 Environmental Training

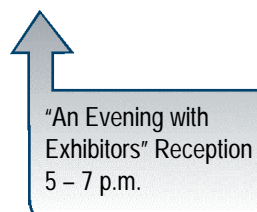
Protecting Public Health: Water and Wastewater

	TUESDAY, JULY 29		WEDNESDAY, JULY 30	
	9 a.m. – Noon	1:15 – 5 p.m.	8:30 – 11:15 a.m.	11:30 a.m. – 1:45 p.m.
DRINKING WATER TRACK	A A Business Approach to Managing Small Water Systems		F Local Officials' Responsibilities for Providing Safe Drinking Water <i>[Continues in the afternoon.]</i>	Working Luncheon and Program "Emerging Perspectives on Small Community Environmental Management"
WASTE-WATER TRACK	B Assessing Wastewater Options for Small Communities: For Local Officials (A Train-the-Trainer Course) <i>[Two full days. Continues Wednesday afternoon.]</i>			
SECURITY TRACK	C Preparing for the Unexpected: Security for Small Drinking Water Systems			
FINANCE TRACK	D Financial Management Basics for Small Utilities		G "Show-me Ratemaker" (A Train-the-Trainer Workshop) <i>[Continues in the afternoon.]</i>	
TRAINING ASSISTANCE TRACK	E Regulatory Update: Water and Wastewater Requirements for Small Communities		H Model Environmental Training Programs that Reach Local Officials <i>[Continues in the afternoon.]</i>	
EXHIBIT HALL HOURS		5 – 7 p.m.	8 – 11:15 a.m.	

**Register early—
space is limited!**

For information/to register:

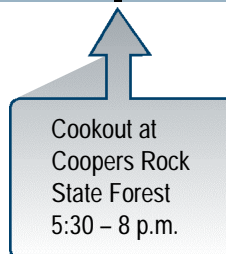
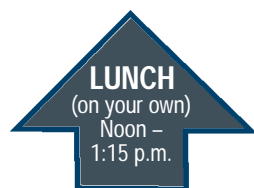
- call (800) 624-8301 or (304) 293-4191, ext. 5536
- fax (304) 293-3161 (Attn: Sandy Miller)
- e-mail smiller2@mail.wvu.edu
- online at www.netc.wvu.edu



Institute for Small Communities

and Wastewater Solutions for a New Era

THURSDAY, JULY 31		FRIDAY, AUGUST 1		
2 – 5 p.m.	8:30 a.m. – Noon	1:15 – 4 p.m.	8:30 a.m. – Noon	1:15 – 5 p.m.
Local Officials' Responsibilities for Providing Safe Drinking Water	I Building the Technical Capacity of a Small Drinking Water System			
Assessing Wastewater Options: For Local Officials (A Train-the-Trainer Course)	J Wastewater Treatment Plant Tour	C Alternative Onsite Wastewater Systems/ A Unique Drinking Water System in a Remote Area Tour		
	K Alternative Onsite Wastewater Treatment Technologies <i>[Two full days.]</i>			
	L Emergency Response Planning to Protect System Assets and Public Health		P Assessing Vulnerabilities and Improving Wastewater System Security	
"Show-me Ratemaker" (A Train-the-Trainer Workshop)	M Financial Information and Decision Making for Small Utilities		O Implementing GASB 34 in Small Communities	
Model Environmental Training Programs that Reach Local Officials	N The Art of Training and Presentations and the Science of Learning		R Using Video-conferencing Facilities to Reach Small Water System Operators and Managers	S Roundtable Discussion Group
1:45 – 5:30 p.m.	8 a.m. – 4:30 p.m.		8 a.m. – 3 p.m.	



Please note that the program for the 2003 Environmental Training Institute is subject to change. Visit NETCSC's Web site at www.netc.wvu.edu for the most up-to-date information about the Institute.



DRINKING WATER TRACK

A

A Business Approach to Managing Small Water Systems

Tuesday, July 29, 9 a.m. to 5 p.m.

Using sound business practices to run a small water system is one of the most important factors influencing the system's long-term viability. This course focuses on key administrative and management practices that will help those responsible for the system run it like a business and improve managerial capacity. This course will help participants understand what a business plan is; how a good business plan helps to ensure the long-term success of a water system; how to work effectively with governing boards, operators, managers, and other staff members; and how partnerships or restructuring can improve system operation and customer service. *This is an introductory level course designed for those who are new to this topic or new to their job. Assistance providers, trainers and others who work with small community officials or board members, or anyone with decision-making authority for a small water system will find this course useful.*

F

Local Officials' Responsibilities for Providing Safe Drinking Water

Wednesday, July 30, 8:30 a.m. to 5 p.m.

The responsibility to provide safe drinking water and protect and manage water resources resides with most local governments. This course will cover local officials' responsibilities for overseeing a community's small drinking water system, providing safe drinking water, and protecting public health. Participants will learn about basic compliance, administrative, financial, and legal issues associated with system oversight; liability issues; source water protection; system security requirements; and resources available to help small communities. *This is an introductory level course designed for those who are new to this topic or new to their job. Assistance providers, trainers and others who work with small community officials or board members, or anyone with decision-making authority for a small water system will find this course useful.*

I

Building the Technical Capacity of a Small Drinking Water System

Thursday, July 31, 8:30 a.m. to 4 p.m.

This course will examine the local official's role in overseeing the technical operations of a small drinking water system. It will review basic water treatment facilities and processes as well as address the administrative aspects of source water and source water protection, treatment and distribution processes, and key operation and maintenance procedures, including sampling/testing, operator training, record keeping, and system evaluations and assessments.



WASTEWATER TRACK

B

Assessing Wastewater Options for Small Communities: For Local Officials (A Train-the-Trainer Course)

Tuesday, July 29, 9 a.m. to 5 p.m. and Wednesday, July 30, 8:30 a.m. to 5 p.m.

This train-the-trainer course provides a comprehensive overview of wastewater treatment options for communities with fewer than 10,000 people. Participants will learn how to assess community needs and resources, select and work with consulting engineers, understand state regulatory requirements, choose appropriate wastewater technologies based upon the issues impacting a small community, identify financing options, and ensure ongoing system viability. Instructors will guide participants through the information gathering and decision-making process. Participants will learn about the unique characteristics of small communities and develop strategies for working with local officials. Instructors will address adult learning principles and presentation skills throughout the course. The instructors will model the delivery of the entire course content while demonstrating interactive training, how to manage a diverse group, how to tailor the session to meet audience needs, and how to use multi-media visuals, small group activities, and case studies. Tours offered on Thursday, July 31, are designed to complement this course. *This course will be useful for experienced environmental professionals, staff assuming responsibilities in a new area of wastewater service, anyone new to the wastewater field, local officials, and others who work with small communities.*

K

Alternative Onsite Wastewater Treatment Technologies

Thursday, July 31, 8:45 a.m. to 4:30 p.m. and Friday, August 1, 8:45 a.m. to 5 p.m.

This course highlights alternative onsite wastewater treatment technologies. Instructors will outline the advantages and disadvantages of different onsite wastewater technologies as well as discuss site characteristics, special uses, installation, initial costs, and long-term maintenance costs and management requirements. Participants will gain an appreciation for the range of technologies that may be used to treat wastewater in small community settings. *This course requires that participants have a basic knowledge of onsite wastewater treatment principles. The session will be held at the West Virginia Onsite Wastewater Training Center and will include field activities using the center's above-ground systems. Comfortable walking shoes for uneven terrain and a light jacket are recommended. Shuttle service will be provided to and from the Mountainlair and hotels as well as to the evening cookout at Coopers Rock State Forest.*

J Wastewater Treatment Plant Tour**Thursday, July 31, 9 a.m. to noon**

A tour of a small wastewater treatment plant will allow participants to learn more about centralized wastewater treatment and how to deal with wastewater in a rapidly expanding suburban area. This .75 MGD plant, which uses two oxidation ditches, replaced nine package plants, a small extended aeration plant, and a number of septic systems. Participants will also discuss long-term operation and maintenance costs. *Shuttle service will be provided to and from the Mountainlair.*

O Alternative Onsite Wastewater Systems/A Unique Drinking Water System in a Remote Area Tour**Thursday, July 31, 1:45 to 4:30 p.m.**

This field trip will showcase six different alternative onsite systems that provide wastewater treatment for a county park. Technologies include septic tanks used with a constructed wetland, a drip irrigation system, a low-pressure pipe dosing system, a recirculating sand filter, gravelless trenches, contour chamber trenches, and a sand-lined trench. The tour will also stop at West Virginia University's Natural Resource Center where participants will see an innovative onsite wastewater treatment system and a unique drinking water system that serve this remote facility. *Comfortable walking shoes for uneven terrain and a light jacket are recommended. Following the tour, the Institute shuttle will drop off tour participants at Coopers Rock State Forest for sightseeing and the cookout before returning to the Mountainlair and hotels.*

**SECURITY TRACK****C Preparing for the Unexpected: Security for Small Drinking Water Systems****Tuesday, July 29, 9 a.m. to 5 p.m.**

Small drinking water systems serving populations between 3,300 and 10,000 must comply with new federal requirements for securing and preparing their systems to handle terrorist and other intentional acts that could disrupt their ability to provide a safe and reliable water supply. This course will present key strategies for complying with the regulations, including methods for assessing system vulnerabilities, putting security measures in place, and preparing an Emergency Response Plan (ERP). Participants will discuss how to handle additional threats, such as natural disasters, and the administrative aspects of implementing and overseeing these strategies. Worksheets and resources will be provided for on-the-job use. *Course attendees may need to provide identification and may be required to comply with other basic security measures.*

L Emergency Response Planning to Protect System Assets and Public Health **NEW****Thursday, July 31, 8:30 a.m. to 4 p.m.**

This session will provide guidance and strategies for preparing and updating an Emergency Response Plan (ERP) specific to small community drinking water and wastewater systems. Because systems are vulnerable to natural disasters, vandalism, security breaches, tampering, accidents, internal sabotage, and the more recently recognized threats of terrorism and weapons of mass destruction, an up-to-date ERP is essential. Participants will learn how to plan for and respond to potential threats and how to tailor an ERP to address a variety of incidents. National experts will address regulatory requirements, elements of an ERP, staff training, planning strategies, the changing nature of threats, Department of Homeland Security code alerts, and how to integrate a system's ERP into the larger jurisdiction-wide plan to help protect critical assets and public health. Consultants will be available to review and provide feedback on existing ERPs. *Course attendees may need to provide identification and may be required to comply with other basic security measures.*

P Assessing Vulnerabilities and Improving Wastewater System Security **NEW****Friday, August 1, 8:30 a.m. to 5 p.m.**

Wastewater systems are important assets for small communities. They enable economic growth and protect both public health and the environment. Small community wastewater systems also face a variety of potential threats, including natural disasters, vandalism, and terrorist acts. Participants in this workshop will learn how to improve the security of wastewater-related assets in smaller communities. They will learn how to identify assets, identify and rank important threats to those assets, assess system vulnerabilities, and prioritize corrective actions to improve system security. Participants also will receive a copy of NETCSC's *Protecting Your Community's Assets: A Guide for Small Wastewater Systems*. *This is an introductory course designed for assistance providers, regulatory officials, and small community professionals seeking to improve the security of smaller wastewater systems. Course attendees may need to provide identification and may be required to comply with other basic security measures.*

**For Additional Information**

Please direct specific questions about the 2003 Institute to the NETCSC staff listed below:

NETCSC

(800) 624-8301
(304) 293-4191

Participant Registration, International Inquiries, Fee Waivers for Local Officials**Sandy Miller**

Phone extension: 5536
E-mail: smiller2@mail.wvu.edu

Co-Sponsorship Opportunities**John Hoornbeek**

Phone extension: 5579
E-mail: jhoornbe@mail.wvu.edu

Institute Program, Co-Sponsorship Opportunities, Corporate Sponsors**MaryAlice Dunn**

Phone extension: 5538
E-mail: mdunn@wvu.edu

Exhibit Hall**Jason Hutchens**

Phone extension: 5581
E-mail: shutchen@mix.wvu.edu

Literature Table, Poster Corner, Video View, CD-ROM View**Meredith Pavlick**

Phone extension: 5574
E-mail: mpavlick@mix.wvu.edu

Institute Shuttle**Craig Mains**

Phone extension: 5583
Email: cmains@mail.wvu.edu



FINANCE TRACK

D

Financial Management Basics for Small Utilities

Tuesday, July 29, 9 a.m. to 5 p.m.

Tracking and accounting for a small utility's revenues, expenditures, investments, and other financial transactions are crucial to keeping the system financially healthy. This session will cover key financial management practices that will help keep the system financially sound and running like a business. Topics include bookkeeping, record keeping, accounting, and preparing reports and statements that provide essential information about the utility's financial operations. Participants also will discuss the basics of business plans, capital improvement plans, rate setting, and audits. *This is an introductory level session designed for those who are new to this topic or new to their job. Assistance providers and trainers who work with small community decision makers or anyone with decision-making authority for a small water system will find this course useful.*

G

"Show-me Ratemaker" (A Train-the-Trainer Workshop)

NEW

Wednesday, July 30, 8:30 a.m. to 5 p.m.

This workshop will introduce trainers to the process of rate analysis using the "Show-me Water Ratemaker" and "Show-me Sewer Ratemaker" software programs. Developed by the Missouri Department of Natural Resource's Environmental Assistance Office, these easy-to-use programs help systems to examine their current rates, set new—more equitable—rates, convince customers to support new rates, and persuade funding agencies or the bond market to invest in their sewer or water project. The software produces a five-year projection of rates, costs, reserve balances, and numerous financial condition indicators. It also generates easy-to-understand tables and visual charts that local officials, board members, and customers can use. Based in Microsoft Excel, the software makes it quick and easy to develop "what if" scenarios by changing inputs to see what the results would be. All participants will receive the "Show-me" software, budgeting booklets and guides, handouts, and related materials. *This workshop will be helpful for trainers and technical assistants who help small communities with decisions that affect utility finances.*

M

Financial Information and Decision Making for Small Utilities

Thursday, July 31, 8:30 a.m. to 4 p.m.

Making sound financial decisions for a small utility depends upon maintaining and interpreting financial information. This course builds on the concepts presented in "Financial Management Basics for Small Utilities" by examining how to read and use financial information, records, and reports to make budgetary and financial decisions. It will help participants understand the political and policy impacts of financial decisions. Key topics include balance sheets, income statements, budgeting, capital budgeting, financial analysis and ratios, and project financing. *This is an advanced level course designed for those who are familiar with utility bookkeeping, record keeping, and accounting practices. Assistance providers and trainers who work with small community decision makers or anyone with decision-making authority for a small water system will find this course useful. Recommended pre-requisites for this course include two years experience with small utility bookkeeping and accounting practices or completion of "Financial Management Basics for Small Utilities," offered on Tuesday, July 29.*

C

Implementing Governmental Accounting Standards Board (GASB) 34 in Small Communities

Friday, August 1, 8:30 a.m. to Noon

Governmental Accounting Standards Board (GASB) 34 requires small communities to report on the value of their water and wastewater system assets, develop procedures and methods for asset management, and accurately reflect the financial health of these systems. Participants in this course will learn details of GASB 34 requirements, tools and techniques for moving toward the conversion, resources to determine the cost and depreciation of a system, compliance dates, advantages of the new accounting changes, and consequences for failure to implement these changes. *Small community finance staff, drinking water and wastewater system managers, and technical assistance providers will find this session helpful. Participants who are unfamiliar with accounting terminology are encouraged to attend "Financial Management Basics for Small Utilities" as a pre-requisite to this session.*



TRAINING ASSISTANCE TRACK

E

Regulatory Update: Water and Wastewater Requirements for Small Communities

Tuesday, July 29, 9 a.m. to 5 p.m.

This workshop provides an overview of recent and upcoming water and wastewater regulatory requirements applicable to small communities with fewer than 10,000 people. A variety of water and wastewater regulations will be covered to help participants understand the range of requirements affecting small communities now and in the future. The workshop is oriented primarily toward those who work in or assist smaller communities in managing water and wastewater infrastructure, although others with an interest in small community environmental management may also want to attend. *This course will be of interest to those who are new to small community environmental management as well as those who are experienced in this area and want an update on new and upcoming regulations.*

H

Model Environmental Training Programs that Reach Local Officials*Wednesday, July 30, 8:30 a.m. to 5 p.m.*

This interactive session will showcase successful environmental training programs for local officials across the country and examine training needs from a local, state, and national perspective. Environmental professionals who have been actively involved in quality training programs will provide an overview of their programs and the lessons they learned. Instructors will address development, outreach efforts, small community-specific training materials, successful partnerships, funding, logistics, and training evaluation. Instructors represent state-operated assistance programs, community assistance programs, state-mandated training programs, and local official associations. Participants will learn how to assess the results of their training programs, how to measure participants' improved knowledge and skills, and how to demonstrate actual post-training changes in the way local officials conduct business in small communities.

N

The Art of Training and Presentations and the Science of Learning **NEW***Thursday, July 31, 8:30 a.m. to 4 p.m.*

Participants in this course will learn about basic training skills, the needs of adult learners, and tips for giving a speech, conducting a training session, or making a public presentation. This session will focus on combining the ability to communicate effectively so that others listen while developing training techniques to ensure transference of skills and concepts. The instructor will demonstrate a discovery learning approach that promotes learning while applying techniques that improve the presenter's ability to develop relationships with the audience.

R

Using Videoconferencing Facilities to Reach Small Water System Operators and Managers **NEW***Friday, August 1, 8:30 a.m. to Noon*

Videoconferencing allows trainers to conduct meetings, classes, and workshops via satellite, reaching people across state lines and in remote locations. This workshop will explore the benefits of using videoconferencing facilities to train water supply operators and managers. Participants will become familiar with videoconferencing technology, learn where to access videoconferencing facilities, and discern which topics are suitable for training using this method. The instructor will share his experience using videoconferencing to conduct monthly training programs for small water supply system managers and operators in Nevada. Participants will learn how this successful program operates, how to select training topics, and how to develop successful partnerships with other instructors and agencies.

S

Roundtable Discussion Group **NEW***Friday, August 1, 1:15 to 3:15 p.m.*

What types of assistance do small communities request? What kind of training is needed to serve the changing needs of small communities? What are the challenges small communities face? This session will provide an opportunity for Institute attendees to share technical assistance experiences in an informal forum guided by a facilitator. Training and training assistance needs will be identified, and participants will have an opportunity to assess needs and share solutions. This session will help define topics and guide course content for future NETCSC Institutes and resource development. *All Institute participants are invited to attend this interactive session.*

**ADDITIONAL PROGRAM HIGHLIGHTS****"An Evening with Exhibitors" Reception***Tuesday, July 29, 5 to 7 p.m.*

This reception will open the 2003 Institute Exhibit Hall for the week. Exhibitors will showcase and demonstrate products, services, and resources that help small communities deal with environmental issues. Participants will have the opportunity to meet nationally recognized trainers, training specialists, consultants, and others who work with small communities.

Working Luncheon and Program—"Emerging Perspectives on Small Community Environmental Management"*Wednesday, July 30, 11:30 a.m. to 1:45 p.m.*

This working luncheon will provide an informal forum for Institute attendees to learn about small community needs and training. Participants will have the opportunity to exchange ideas with instructors, NETCSC staff, each other, and Institute alumni. A short program relating to emerging perspectives on small community environmental management also will be conducted.

Cookout at Coopers Rock State Forest*Thursday, July 31, 5:30 to 8 p.m.*

Institute participants can hike or stroll on trails amid mountain laurel, enjoy a spectacular view of the Cheat River, and relax in a quiet forest setting while enjoying an evening of good food, conversation with colleagues, and Irish music by the popular band Stewed Mulligan. The Institute shuttle will provide transportation to and from the park.

Please note that the contents of the program, sponsorship, participation, exhibits, or the mention of trade names, commercial products, or companies do not necessarily reflect the views and policies of the U.S. Environmental Protection Agency, nor does it constitute or imply endorsement by the National Environmental Training Center for Small Communities, West Virginia University, the Office of Sponsored Programs, or other sponsoring agencies.



Institute Exhibit Hall

Institute Exhibit Hall

The 2003 Institute Exhibit Hall will showcase products, services, publications, and resources related to small community wastewater, drinking water, curriculum development, training delivery, and distance learning. Attendees are welcome to drop in throughout the week for refreshment breaks and to examine the state-of-the-art security equipment, training resources, and technology on display.

The Institute Exhibit Hall will be open:

Tuesday, July 29:	5 to 7 p.m.
Wednesday, July 30:	8 to 11:15 a.m. 1:45 to 5:30 p.m.
Thursday, July 31:	8 a.m. to 4:30 p.m.
Friday, August 1:	8 a.m. to 3 p.m.

The Institute Exhibit Hall will feature:

Reading Room—Attendees may preview NETCSC curricula and resources for possible purchase as well as talk with training specialists and expert trainers who have used the materials in their work with small communities.

The NESCS Store—This one-stop-shop will showcase training curricula and supporting resources, guides, videos, technical material, and training aids designed specifically for small communities. Resources from the National Environmental Training Center for Small Communities (NETCSC), the National Drinking Water Clearinghouse, the National Small Flows Clearinghouse, the National Onsite Demonstration Program, and the National Environmental Services Center's (NESCS) Product Distribution Department will be available for review. Participants will have the opportunity to preview NETCSC curricula and discuss how to use them with staff. Participants purchasing resources during the Institute will receive a 10 percent discount and free shipping.

Poster Corner—Attendees will be able to browse through a selection of NETCSC's job aids and posters. These include operator troubleshooting guides and job aids, community education tools, local official job aids, and public school educational programs.

Literature Table—Free resources from organizations throughout the country will be available at this table, including the four publications NESCS publishes. Co-sponsoring organizations are invited to submit materials for this area as well.

Resource Station—This area will provide access to the databases NESCS operates. These include bibliographic, consultants, manufacturers, facilities, and regulations databases. Training specialists and technical assistants will be available to provide assistance.

Video View—This area offers participants the opportunity to preview videos that support NETCSC curricula and Institute training sessions. Participants may also bring their own training videos to share with colleagues.

CD-ROM View—This area will allow Institute attendees the opportunity to try out various training resources available on CD-ROM.

Information Technology Services—Participants will be able to check and send e-mail, search the Internet, and print documents in this area. Both PC and MAC computers will be available.



GENERAL INFORMATION

Registration

Registration fees for the 2003 Institute are as follows:

	Early Bird Fee (By June 30)	Regular Fee (After June 30)
Full-week participation (4 days):	\$319	\$379
One-day participation:	\$98 per day	\$138 per day

Local officials from communities with fewer than 10,000 people may apply for a limited number of fee waivers. For more information about registration, including fee waivers and international registrations, contact Sandy Miller at (800) 624-8301 or (304) 293-4191, extension 5536, or via e-mail at smiller2@mail.wvu.edu.

Location

The 2003 Institute will be held at the Mountainlair Conference Center located at 1550 University Avenue on West Virginia University's (WVU) downtown campus in Morgantown, West Virginia. For more information about Morgantown, visit www.morgantown.com. Services available at WVU's Mountainlair include a food court, café, recreation facilities, and a lounge. For additional information about the Mountainlair, call the Mountainlair Information Desk at (304) 293-3701 or visit www.wvu.edu/virtualtour/mountainlair.

Institute Registration Desk

The Institute Registration Desk will be located on the second floor of the Mountainlair in the Mountaineer Room. The Registration Desk will be open from 8 a.m. to 6 p.m. on Tuesday, 8 a.m. to 5:30 p.m. on Wednesday, 8 a.m. to 4:30 p.m. on Thursday; and 8 a.m. to 3 p.m. on Friday. A message board will be located at the Institute Registration Desk. To leave a message for a participant during the Institute, please call NETCSC at (800) 624-8301 or (304) 293-4191.

Parking

A public parking garage adjacent to the Mountainlair (fee-per-hour/day) is available to Institute participants. The full-day fee is \$8. Garage entrances are located on Prospect Street and College Avenue. (Please do not park in "WVU Permit Only" lots between 7 a.m. and 4:30 p.m. weekdays.) A limited supply of parking passes is available for the Mountainlair parking garage Area #3 at the Prospect Street entrance. Please inquire at the Institute Registration Desk to obtain a pass. Additional municipal parking lots and garages also are available within walking distance of the Institute. All hotels listed provide free parking. Use of the Institute shuttle is highly recommended.

Transportation

Morgantown is located 80 miles south of the Pittsburgh International Airport. Commuter air service to Morgantown is available. A free Institute shuttle service will operate between the Mountainlair, the four hotels listed at right, tours, and cookout. The shuttle stop will be in the front of the Mountainlair and the hotels. Shuttle schedules will be available at each hotel and the Institute Registration Desk. The shuttle schedule will be available after July 1 on NETCSC's Web site at www.netc.wvu.edu. WVU's Personal Rapid Transit (PRT) system, a monorail, provides transportation to all WVU campuses and downtown. The PRT will run Tuesday, July 29, through Thursday, July 31, from 6:30 a.m. to 6:15 p.m. The cost is \$0.50 per one-way ride. For more information about the PRT, visit www.arc.wvu.edu/transportation/PRT.html. The Morgantown jitney provides mid-morning to mid-afternoon trolley services from the Mountainlair through downtown and to the wharf district. For more information about the jitney, visit www.busrise.org.

Continuing Education Credit

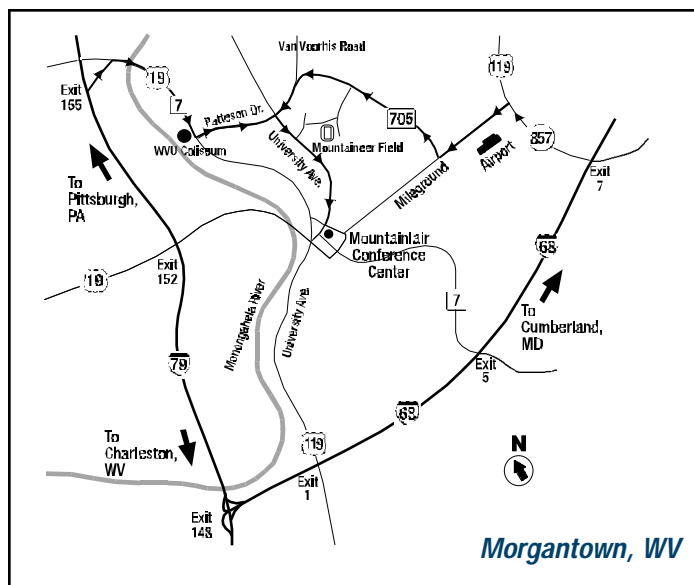
West Virginia University will offer official Continuing Education Units (CEUs) for each Institute session. Job-specific CEUs for individual states will be posted upon approval on NETCSC's Web site located at www.netc.wvu.edu. To discuss applications for CEU approval for a specific state and/or job function, please contact MaryAlice Dunn, NETCSC training specialist, by June 30 at (800) 624-8301 or (304) 293-4191, extension 5538, or via e-mail at mdunn@wvu.edu. Please note that each state establishes its own criteria for CEU approval. Therefore, the number of approved courses and credit hours per session may vary from state to state. CEU registration forms for approved courses or job functions will be available at the Institute Registration Desk.

Certificate of Completion

All Institute participants will receive a Certificate of Completion. Participants must initial the participant list in the morning and afternoon for each session attended to verify attendance and be eligible for a certificate.

Cancellation Policy

Notice of cancellation is required in writing and must be received by July 25, 2003, to be eligible for a refund. A cancellation fee (20 percent of total payment) will be retained on all cancellations. No refunds will be given after July 25, 2003. Registrants canceling after July 25, 2003, and registrants who fail to attend are liable for full registration fees. Registrants who cannot attend may enroll a substitute without penalty.



Lodging

The following Morgantown hotels offer special rates for Institute attendees. (Please mention "NETCSC" when making reservations.) Institute shuttle service will be available to each of these hotels.

Clarion Hotel Morgan

127 High Street
(304) 292-8200
\$74 (double occupancy)

Register by July 12

Located four blocks from the Institute in Morgantown's downtown shopping and dining district.

Hampton Inn

1053 Van Voorhis Road
(304) 599-1200
\$68 (double occupancy)

Register by July 12

Located three blocks from two PRT stations.

Friends Inn

452 Country Club Road
(304) 599-4850
\$47 (double occupancy)

Register by July 12

Located three blocks from two PRT stations.

Econo Lodge Coliseum

3506 Monongahela Boulevard
(304) 599-8181
\$56 (double occupancy)

Register by July 5

Next to Shoney's Restaurant.