

## Reference and Citation Examples

### **Basic guidelines for formatting citations in the text**

1. Place the complete citation within parentheses.
2. Use the author's last name and year for the citation: (Smith, 2008).
3. Place the year in the citation, but do not include the month and a day.
4. Use only the *last name* of the author, and never include the first name or initials.
5. Place the name of a group author (corporations, associations, and government agencies) first when no individual author is listed in the source.
6. Use the first two or three words of the title of the work when no author is listed: (Writing Executive Summaries, 2007). Capitalize all major words of the title.
7. Include the page or paragraph number for a direct quotation: p. or pp. for page numbers, para. or ¶ for paragraph numbers.
8. Place any necessary punctuation *after* the final parenthesis of the citation unless it is a block quote.
9. Never use a URL address in the citation.

### **Basic guidelines for formatting the References page**

1. Place the references in alphabetical order. (Do not number references.)
2. Use periods to separate each major element in the reference: Name, A. (Year). Article title. *Journal Title*, 24(4), 13-16.
3. Include the author's last name and first and middle *initials*: Smith, G. Q. (Always *use initials* instead of authors' first/middle names.)
4. Place the year in parentheses after the author's name: Smith, G. Q. (2008). If no year is available, put (n.d.) in parentheses.
5. Place the title of a book or article first when no author is listed in the source.
6. Place the name of a group author (corporations, associations, and government agencies) first when no individual author is listed in the source.
7. Capitalize the following elements of the *first title* (e.g., article titles, chapters from a book) listed in the reference: first word, proper nouns, and the first word after a colon or a dash.
8. Capitalize all major words of the *second title* (e.g., journal titles, newspaper titles, book titles) listed.
9. Use *italics* instead of quotation marks for titles of books, journals, newspapers, and movies.
10. Never use quotation marks or italics for article titles.
11. Include the retrieval date and location information for Internet sources: Retrieved May 10, 2008, from ProQuest database.
12. Never use the URL address for a source retrieved from a database.
13. Never include a source that is not mentioned in the paper.

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## Table of Contents

The following examples provide information about how to format citations in text and how to format the corresponding source on the reference page. [Note: The American Psychological Association has added a supplement to the 2001 APA Manual called \*APA Style Guide to Electronic References\*. The supplement is for purchase through <http://apastyle.apa.org> and provides example reference entries for a variety of Web sources.](#)

A book with one author.....	3
A book with two or more authors .....	4
A book with a group author .....	5
An online dictionary (New Entry!).....	5
In-Text Citation.....	5
A journal article .....	6
A journal article from an online database .....	6
A journal article from an online database—anonymous author .....	7
A journal article from an online database with an assigned DOI <sup>®</sup> (New Entry!).....	7
A newspaper article.....	8
An online newspaper article (New Entry!) .....	8
A Web site with no author .....	9
A Web site with an author .....	10
<i>Microsoft<sup>®</sup> PowerPoint<sup>®</sup></i> presentations.....	11
Personal communication.....	12
Electronic text (e-text) authored by individuals specifically for an Apollo Group subsidiary .....	13
E-text that is a compilation of pieces of other works edited by an Apollo Group subsidiary as a completely new book .....	13
E-text from an electronic database (New Entry!) .....	14
Online course materials.....	15
Online forum messages, discussion groups, and newsgroups (New Entry!).....	15
Podcasts (New Entry!).....	16
Video weblog posts (New Entry!) .....	16
Simulations .....	17
Software .....	17
Television series.....	18
Team Toolkit.....	18
Virtual Organizations.....	19

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### **A book with one author**

**A book with one author could be formatted in any of the following ways:**

#### **In-Text Citation**

**Sample 1** According to Venes (2001), three types of influenza are spreading throughout the country.

**Sample 2** Three types of influenza are spreading throughout the country (Venes, 2001).

**Sample 3** Venes (2001) stated, “The types of influenza doctors must prepare for fall into three categories” (p. 106).

[Note: Page or paragraph numbers are always included with the in-text citation when direct quotations are used.]

#### **Reference Page Citation**

Venes, D. (2001). *Taber's cyclopedic medical dictionary* (19th ed.). Philadelphia: F.A. Davis Company.

#### **In-Text Citation**

**Sample 4** Cleckley (1997) noted that diversity in the classroom prepared young Americans for work in a global society.

**Sample 5** Diversity in the classroom prepared young Americans for work in a global society was the idea presented by well-known scholar Bernard Cleckley (1997).

**Sample 6** Checkley (1997) stated, “Because youth have had experience working and playing with children of other races and cultures while growing up, they will be better able to interact with those of other cultures when working within intercultural corporations” (p. 37).

#### **Reference Page Citation**

Cleckley, B. (1997). *Strategies for promoting pluralism in education and the workplace*. Westport, CT: Praeger Publishers.

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### **A book with two or more authors**

**A book with two or more authors could be formatted in any of the following ways:**

#### **In-Text Citation**

- Sample 1** Often, people compare Caldwell and Thomason's book (2004) to *The DaVinci Code* because of the brilliant writing and historical context.
- Sample 2** *The Rule of Four* (Caldwell & Thomason, 2004) has been compared to Dan Brown's *The DaVinci Code*.
- Sample 3** The novel is described as "an encyclopedia masquerading as a novel" and as "a dissertation on everything from architecture to zoology" (Caldwell & Thomason, 2004, p. 136).

#### **Reference Page Citation**

Caldwell, I., & Thomason, D. (2004). *The rule of four*. New York: Dial Press.

#### **In-Text Citation**

- Sample 4** Mandelbrot and Hudson (2004) have combined Mandelbrot's mathematical framework with Hudson's knowledge of Wall Street to produce a must-read for any serious investor.
- Sample 5** For the individual who manages money for a living, one of the best books on the market is *The Misbehavior of Markets* by Mandelbrot and Hudson (2004).
- Sample 6** Mandelbrot & Hudson (2004) stated, "This equilibrium market clearing price is automatically interpreted as being the mean of a normal probability distribution" (p. 46).

#### **Reference Page Citation**

Mandelbrot, B., & Hudson, R. L. (2004). *The misbehavior of markets*. New York: Basic Books.

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### **A book with a group author**

**A book with a group author could be formatted in any of the following ways:**

#### **In-Text Citation**

**Sample 1**     *The 9/11 Commission Report* (National Commission on Terrorist Attacks, 2004) is one of the most important documents of this century.

**Sample 2**     A very clear mandate was expressed by The National Commission on Terrorist Attacks (2004).

**Sample 3**     The National Commission on Terrorist Attacks report stated, “Investigate the facts and circumstance relating to the terrorist attacks of 9/11 . . . and other areas as determined by the Commission” (2004, p. 14).

#### **Reference Page Citation**

National Commission on Terrorist Attacks. (2004). *The 9/11 commission report: Final report of the National Commission on Terrorist Attacks upon the United States*. New York: W.W. Norton.

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### **An online dictionary (New Entry!)**

**An online dictionary entry could be formatted in the any of the following ways:**

#### **In-Text Citation**

**Sample 1**     According to the *Oxford English Dictionary* (n.d.), a caucus is a political party meeting that occurs prior to an election and is used to further the party’s interests.

**Sample 2**     A caucus is usually a “private meeting of the leaders or representatives of a political party” (*Oxford English Dictionary*, n.d.).

#### **Reference Page Citation**

Caucus. (n.d.). In *Oxford English dictionary online*. Retrieved July 17, 2008, from <http://www.oed.com/>

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### A journal article

A journal article could be formatted in any of the following ways:

#### **In-Text Citation**

**Sample 1** Walker and Schutte (2002) believed that the five areas of team building were not inclusive of all the areas needing attention.

**Sample 2** Not everyone agrees with the five areas of team building (Walker & Schutte, 2002).

**Sample 3** According to Walker & Schutte (2002), “Given sufficient time, a team should be able to surmount any and all challenges to productive activity” (p. 52).

#### **Reference Page Citation**

Walker, J., & Schutte, K. (2002, January). Practice and process in wraparound teamwork. *Journal of Emotional and Behavioral Disorder, 12*(3), 182.

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### A journal article from an online database

A journal article from an online database could be formatted in any of the following ways:

#### **In-Text Citation**

**Sample 1** Daniels (2004) included Garden Restaurants on his list of the 50 best companies for minorities.

**Sample 2** A list of companies has been singled out as best for minority employees (Daniels, 2004).

**Sample 3** According to Daniels (2004), “At the Olive Garden and Red Lobster chains, diversity efforts are encouraged from ‘boardroom to dining room’” (¶ 5).

[Note: No page number was listed in this particular article because of the way the article is written. When no page number is available, count the paragraphs and use the paragraph number, as above. In long documents, you can count the paragraphs of a particular section and indicate that within the citation: (Daniels, 2004, Methods section, ¶ 3).]

### Reference Page Citation

Daniels, C. (2004, July 28). 50 best companies for minorities. *Fortune*, 149(13), 136-141.

Retrieved October 19, 2004, from ProQuest database.

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### A journal article from an online database—anonymous author

**An anonymous journal article from an online database could be formatted in any of the following ways:**

#### In-Text Citation

**Sample 1** In its “Corrections” section (2004), *Fortune* magazine did name the CEO of Rite-Aid who is currently in prison for fraud.

**Sample 2** *Fortune* magazine did name the CEO of Rite-Aid who is currently in prison for fraud (“Corrections,” 2004).

#### Reference Page Citation

Corrections. (2004, November 1). *Fortune*, 150(9), 32. Retrieved November 3, 2004,

from ProQuest database.

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### A journal article from an online database with an assigned DOI® ([New Entry!](#))

**DOI stands for Digital Object Identifier and is an identification record provided by the publisher. If the journal article has a DOI, use the DOI in lieu of the retrieval date, the online database name, and the URL. A journal article from an online database with an assigned DOI is not formatted any differently in the in-text citation but is formatted differently on the reference page.**

#### In-Text Citation

**Sample 1** Tzschenteke, Kirk, and Lynch (2004) studied the motivations behind why lodging owners in Scotland made the move to *green* their properties.

**Sample 2** Operational cost reduction was one reason some hotel owners opted to *green* their properties (Tzschenteke, Kirk, & Lynch, 2004).

**Sample 3** This paper “discusses the preliminary findings of a wider study on environmental decision making in the context of owner-managed lodging operations” (Tzschenteke, Kirk, & Lynch, 2004, p.116).

### Reference Page Citation

Tzschentke, N., Kirk, D., & Lynch, P. A. (2004). Reasons for going green in serviced accommodation establishments. *International Journal of Contemporary Hospitality Management*, 16(2), 116-124. doi: 10.1108/09596110410520007

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### A newspaper article

**A newspaper article could be formatted in any of the following ways:**

#### In-Text Citation

- Sample 1** Herron and Miles (1987) addressed the recent Supreme Court decision regarding promotions based on race.
- Sample 2** Efforts have been made regarding racial parity (Herron & Miles, 1987).
- Sample 3** The Supreme Court declared, “A company may decide to promote an employee on the basis of race under certain circumstances” (Herron & Miles, 1987, p. 32).

### Reference Page Citation

Herron, C. R., & Miles, M. A. (1987, March 1). Promotion based on race is upheld by Supreme Court. *The New York Times*, p. e4.

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### An online newspaper article ([New Entry!](#))

**An online newspaper article could be formatted in any of the following ways:**

#### In-Text Citation

- Sample 1** McGrath (2007) interviewed some *Oxford English Dictionary* employees about the deletion of hyphens from 16,000 dictionary entries.
- Sample 2** The recent article about the deletion of 16,000 hyphens from the *Oxford English Dictionary* explored how hyphens have become unnecessary with many words in modern usage (McGrath, 2007).
- Sample 3** McGrath (2007) stated, “The greatest hyphenator ever was Shakespeare (or Shakspeare in some contemporary spellings) because he was so busy adding new

words, many of them compounds, to English: ‘sea-change,’ ‘leap-frog,’ ‘bare-faced,’ ‘fancy-free’” (§ 8).

### Reference Page Citation

McGrath, C. (2007, October 7). Death-knell. Or death knell. *The New York Times*. Retrieved from <http://www.nytimes.com>

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### A Web site with no author

**A Web site with no author could be formatted in any of the following ways:**

#### In-Text Citation

*Sample 1* The Web site for the National Osteoporosis Foundation (2004) has many interesting facts about this debilitating disease.

*Sample 2* Osteoporosis is a highly preventable disease (National Osteoporosis Foundation, 2004).

*Sample 3* The National Osteoporosis Foundation (2004) stated, “Eighty persons of those affected by osteoporosis are women” (§ 1).

### Reference Page Citation

National Osteoporosis Foundation. (2004). *Fast facts*. Retrieved October 15, 2004, from <http://www.nof.org>

#### In-Text Citation

*Sample 4* Subaru (2004) makes it easy to compare its Outback with similar cars.

*Sample 5* Subaru currently has five models in its lineup (Subaru, 2004).

*Sample 6* According to Subaru (2004), “All Subaru Outback models blend the rugged versatility of an SUV with the driving performance and comfort of a passenger car” (§ 1).

### Reference Page Citation

Subaru. (2004). Subaru previews all-new. Retrieved November 4, 2004, from <http://www.subaru.com>

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### **A Web site with an author**

**A Web site with an author could be formatted in any of the following ways:**

#### **In-Text Citation**

**Sample 1** According to Copeland (2003), the adaptation required when minorities enter the workplace is a two-way street.

**Sample 2** Diversity is a positive thing in the workforce (Copeland, 2003).

**Sample 3** Copeland (2003) stated, “Diversity is emerging as one of the most serious issues in the workplace today, yet most employers are not prepared to deal with it” (Managing a Multicultural Workforce, ¶ 1).

[In a long online document with no page numbers, you can list the title of the section and the paragraph number within that section.]

#### **Reference Page Citation**

Copeland, L. (2003). Managing a multicultural workforce. *California Job Journal*. Retrieved October 16, 2004, from <http://www.jobjournal.com>

#### **In-Text Citation**

**Sample 4** According to Nix (2004), no definitive national Christmas tree exists.

**Sample 5** Apparently, four trees could be the national Christmas tree in the United States (Nix, 2004).

**Sample 6** Nix (2004) mentioned that “four trees touted to be the nation’s Christmas tree” (¶ 1).

#### **Reference Page Citation**

Nix, S. (2004). The Amazon and neotropical rainforest. Retrieved November 6, 2004, from <http://forestry.about.com>

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## **Microsoft® PowerPoint® presentations**

References to Microsoft PowerPoint presentations can take two forms:

PowerPoint as a presentation

PowerPoint as an online presentation

### **PowerPoint as a presentation**

Sometimes it is necessary to reference a PowerPoint presentation you have seen, either by itself or as part of a longer presentation. If the presentation cannot be retrieved by the general reader, cite the PowerPoint as a personal communication only within the text.

#### **In-Text Citation**

*Sample 1* According to a PowerPoint presentation in the GEN 380 class (2006), the streets in Toronto are cleaner than the streets in New York.

*Sample 2* The streets in Toronto are cleaner than the streets in New York (GEN 380, personal communication, September 3, 2006.)

[Note: If the name of the presenter is known, use the first initial and last name of the presenter instead of the name of the class, as follows:  
(G. Smith, personal communication, September 3, 2006).]

*Sample 3* According to a PowerPoint presentation in the GEN 380 class, “Compared to New York City, Toronto’s streets are free of litter, graffiti, and garbage” (personal communication, September 3, 2006).

[Note: In a personal communication that is not written, do not use page or paragraph numbers with a direct quotation.]

#### **Reference Page Citation**

A personal communication is not listed in the references.

### **PowerPoint as an online presentation ([New Entry!](#))**

**An online PowerPoint presentation can be formatted in any of the following ways:**

#### **In-Text Citation**

*Sample 1* According to a PowerPoint presentation from the National Security Council (2007), the United States has succeeded in reaching many of the objectives outlined at the start of the war with Iraq, including the capture of Saddam Hussein.

**Sample 2** The United States has succeeded in reaching many of the objectives outlined at the start of the war with Iraq, including the capture of Saddam Hussein (National Security Council, 2007).

**Sample 3** According to a PowerPoint presentation from the National Security Council (2007), “Winning in Iraq will not end the War on Terror, but it will make success in the War on Terror much easier” (slide 3).

### **Reference Page Citation**

National Security Council. (2007, January). *Highlights of the Iraq strategy review*

[PowerPoint slides]. Retrieved from

<http://www.whitehouse.gov/nsc/iraq/2007/iraq-strategy011007.pdf>

### **Personal communication**

Sources that the general reader cannot access should be cited as a personal communication. This can include information from interviews, emails, newsgroups, letters, memos, lectures, and Microsoft® PowerPoint presentations.

A personal communication is cited only within the text because items in the reference list at the end of the essay are reserved for sources that can be retrieved by the reader.

### **In-Text Citation**

**Sample 1** According to Smith (personal communication, September 3, 2006), pit bulls are no more dangerous than German shepherds.

**Sample 2** Pit bulls are no more dangerous than German shepherds (G. R. Smith, personal communication, September 3, 2006.)

**Sample 3** Smith stated, “Pit bulls are no more dangerous than German shepherds” (personal communication, September 3, 2006).

[Note: In a personal communication that is not written, such as an interview, do not use page or paragraph numbers with a direct quotation.]

### **Reference Page Citation**

A personal communication is not listed in the references.

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**Electronic text (e-text) authored by individuals specifically for an Apollo Group subsidiary (e.g., University of Phoenix, Axia College, Meritus University)**

An e-text authored by individuals could be formatted in any of the following ways:

**In-Text Citation**

*Sample 1* If we create our experience (Paul & Elder, 2002), then we are responsible for our lives.

*Sample 2* We can control our experience (Paul & Elder, 2002).

*Sample 3* Paul and Elder (2002) stated, “For most people, experience is understood as something that ‘happens to them,’ not something they create for themselves” (chap. 8, p. 131).

[Note: In the e-text, you may need to include the chapter to clarify the source.]

**Reference Page Citation**

Paul, R., & Elder, L. (2002). *Critical thinking: Tools for taking charge of your professional and personal life* [University of Phoenix Custom Edition e-text]. Upper Saddle River, NJ: Prentice Hall. Retrieved November 24, 2004, from University of Phoenix, GEN480—Interdisciplinary Capstone Course Web site.

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**E-text that is a compilation of pieces of other works edited by an Apollo Group subsidiary (e.g., University of Phoenix, Axia College, Meritus University) as a completely new book**

An e-text that is a compilation of other works could be formatted in any of the following ways:

**In-Text Citation**

*Sample 1* According to the University of Phoenix textbook (2002), educators need to pay attention to the environment in which learning takes place.

*Sample 2* Environment can be an important factor in the learning process (University of Phoenix, 2002).

**Sample 3** As stated in the textbook, “Social learning theorists stress the role of environmental factors in learning, but they acknowledge the importance of cognitive factors as well” (University of Phoenix, 2002, section 3, p. 358).

### Reference Page Citation

University of Phoenix (Ed.). (2002). *Lifespan development and learning* [University of Phoenix Custom Edition e-text]. Boston: Pearson Custom Publishing. Retrieved November 26, 2003, from University of Phoenix, PSYCH/538—Lifespan Development and Learning Course Web site.

### E-text from an electronic database (New Entry!)

**An e-text could be formatted in any of the following ways:**

#### In-Text Citation

**Sample 1** According to Hlebowitsch (2005), macrocurriculum and microcurriculum are two levels of curriculum design.

**Sample 2** Curriculum design has two levels, macrocurriculum and microcurriculum (Hlebowitsch, 2005).

**Sample 3** Macrocurriculum embraces “the design of the all-school experience and concerns itself with building-level design factors, including the organization of courses across and within grade levels, school-wide mission features, and school-wide (extra-classroom) experiences” (Hlebowitsch 2005, p. 9).

**Reference Page Citation** (Note: A retrieval date is not needed. If the e-text is accessible from a site in its entirety, use “Retrieved from” and include the Web address to the book’s location. If the e-text is accessible via download, then use “Available from” and include the name of the database or the source location.)

Hlebowitsh, P. S. (2005). *Designing the school curriculum*. Available from the University of Phoenix eBook Collection database.

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## **Online course materials**

**Documents listed in online course materials could be formatted in any of the following ways:**

### **In-Text Citation**

*Sample 1* According to Axia College Week Three Supplement (2006), three major steps for analyzing sources exist.

*Sample 2* A key question to ask is “Which source is strongest?” (Axia College, 2006, Week Three Supplement).

### **Reference Page Citation**

Axia College. (2006). Week Three supplement: Appendix B. Retrieved March 13, 2008, from  
Axia College, Week Three. CRT/205—Critical Thinking Course Web site.

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## **Online forum messages, discussion groups, and newsgroups ([New Entry!](#))**

**An online forum message, discussion group message, or a newsgroup message could be formatted in any of the following ways (Note: Use caution when citing these sources in your academic work as these sources are not available to everyone, are not usually archived, and are not always academic. If a message is accessible for a limited time, then you should not consider it a reliable source.):**

### **In-Text Citation**

*Sample 1* In Boardman’s (2008) Week Two forum message, he asked the students to answer, “Why do good people do bad things?” (para. 3).

*Sample 2* As a follow-up question in the Week Two forum message, students were asked to explore the difference between effective and efficient communication for a scenario involving two scientists and their non-technical audience (Boardman, 2008).

### Reference Page Citation

Boardman, B. (2008, April 15). Week two class notes [Msg. 3]. Message posted to University of Phoenix class forum, MGT/344—Organizational Behavior and Ethical Responsibility course Web site.

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### Podcasts (New Entry!)

Podcasts could be formatted in any of the following ways:

#### In-Text Citation

*Sample 1* In Fogarty’s (2007) podcast about the differences between *who* versus *whom*, she provided tips to determine which one should be used in a question.

*Sample 2* This podcast explores the confusion of *who* versus *whom*, and the speaker reminds the listeners to use *who* when a person is the subject of the sentence (Fogarty, 2007).

### Reference Page Citation

Fogarty, M. (Writer/Speaker). (2007, March 9). Who versus whom [Episode 44]. *Grammar Girl’s Quick and Dirty Tips for Better Writing*. Podcast retrieved from <http://grammar.quickanddirtytips.com/who-versus-whom.aspx>

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### Video weblog posts (New Entry!)

A video post could be formatted in any of the following ways:

#### In-Text Citation

*Sample 1* In an Internet video, Gore (2008) stated that 68% of the American population believes that human activity is a contributing factor in global warming.

*Sample 2* This Internet video about global warming explores the urgency to “organize our response appropriately” to the climate crisis (Gore, 2008).

### Reference Page Citation

Gore, A. (2008, April). TED Talks Al Gore: New thinking on the climate crisis [Video file].

Video posted to <http://www.ted.com/talks/view/id/243>

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### Simulations

**Simulations could be formatted in any of the following ways:**

#### In-Text Citation

*Sample 1* In the University of Phoenix simulation (2004), students are allowed to apply theory to practice.

*Sample 2* A situation providing a dilemma regarding confidentiality allows us to apply theory to practice (University of Phoenix, 2004).

*Sample 3* This simulation states, “The three possible candidates all have strengths and weaknesses for this position” (University of Phoenix, 2004, para. 10).

### Reference Page Citation

University of Phoenix. (2004). Keeping information confidential [Computer Software].

Retrieved September 26, 2004, from University of Phoenix, Simulation,

COM525—Advanced Communications Management Course Web site.

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### Software

[Note: Reference entries are not needed for off-the-shelf software and programming languages. In the text, give the proper name of the software and the version number.]

Do provide reference entries for specialized software or computer programs with limited distribution.

**Software could be formatted in any of the following ways:**

#### In-Text Citation

*Sample 1* The strength of ACI (2002) as a real estate appraising software program is its ease of use.

**Sample 2** Because it is user friendly, many more real estate appraisers are using ACI (2002).

### Reference Page Citation

ACI—The appraiser’s choice. (2002). (Version 0.0) [Computer software]. Retrieved November 3, 2004, from [http://www.aciweb.com/p\\_aci.asp](http://www.aciweb.com/p_aci.asp)

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### Television series

**A television series could be formatted in any of the following ways:**

#### In-Text Citation

**Sample 1** The Seinfeld series (Ackerman, 1989) presented a major, creative breakthrough in evening sitcoms.

**Sample 2** The four main characters in Seinfeld represent people whom we all know (Ackerman, 1989).

**Sample 3** One of George’s famous sayings to Jerry is, “On some level, I have always been handicapped” (Ackerman, 1989).

#### Reference Page Citation

Ackerman, A. (Producer). (1989). *Seinfeld*. (Television series). New York: NBC.

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### Team Toolkit

**Refer to the *Learning Team Toolkit* for information about formatting specific toolkit documents. Access *References* from the homepage in the *Learning Team Toolkit* for sample citations.**

#### Reference Page Citation

University of Phoenix. (2004). Learning team toolkit. Available on the University of Phoenix student/faculty website: <http://ecampus.phoenix.edu> (Retrieved May 10, 2008).

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**Virtual Organizations**

**Please use the following format to reference information found within the Virtual Organizations:**

Apollo Group, Inc. (Latest copyright date). Virtual Organization Name. Title of Web page.

Retrieval Date. Course Number and Name. URL

**Reference Page Citation Example**

Apollo Group, Inc. (2006). Riordan Manufacturing. Finance & accounting - overview. Retrieved

March 28, 2007. CIS/319 – Computers and Information Processing.

<https://ecampus.phoenix.edu/secure/aapd/CIST/VOP/Business/Riordan/Finance/RioFand>

A001.htm