



# Academic Management Manual

## Section 0

Corporate & Continuing Education

Academic  
Affairs  
2009-10

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## Introduction

This manual contains the policies and procedures for Corporate & Continuing Education at Palm Beach Community College for the 2009-10 Academic Year.

This guide can serve as a reference tool to help you understand approved college policy and procedures as to the items referenced in the table of contents. The policies and procedures and all forms are also found on-line at <http://www.pbcc.edu/x13055.xml>.

This manual is current as July 2009. Updates will appear on-line as needed.

## Definitions

**Avocational** means courses that are self-supporting and do not generate fundable FTE for the college.

**Campus Academic Dean** means a campus dean who manages academic or career programs.

**Campus Student Services Dean** means a campus dean who manages student services for a campus.

**CCE** means Corporate and Continuing Education and includes courses funded by the state through CWE (continuing workforce education).

**Closed Enrollment** – A class that is offered to a specific audience and is paid for through third-party billing. It generates FTE and CEUs.

**Contract Training** - An activity using a canned curriculum where there is no application, registration or CEUs earned. There is no FTE.

**Customized Training** - An activity using a custom-developed curriculum where there is no application, registration or CEUs earned. There is no FTE.

**Customized Training/Closed Enrollment** – A class that is not open to the public and has a custom-developed curriculum where students have to apply, be registered and CEUs are awarded. Class must be tagged with “FF” special designator so that the FTE is not reported to the state as fundable FTE.

**CWE** – State name for courses under this funding category – known as CCE at PBCC.

**IRM** – Instructor Resource Management – The system for reporting payroll for instructors in connection with classes.

**Open Enrollment Classes** – A class that appears on the printed schedule that is a canned curriculum. It generates FTE and CEUs.

## **Campus Staff Responsibilities – Classes and Instructors**

### **Course Scheduling/Cancellations**

- If a course needs to be scheduled after the window for loading has closed, it should be addressed with the Support Staff Campus Liaison on the campus where the course is being held. The Support Staff Campus Liaison will follow the process for that campus to secure space.
- It is the responsibility of the Program Manager to see that each student is called if a class is cancelled.
- The Support Staff Campus Liaison will post notices on classroom doors regarding class cancellation (if registration took place), change of room location, etc. Be sure to remove signs the next day.

### **Class Rosters/Instructional Materials**

- Adjunct instructors are to print their own rosters. Instructors can go to <http://www.pbcc.edu/employeeweb/> to view and print their class rosters. Log in is required. Choose class rosters & grading to view and print.
- If necessary, the Program Manager/Program Specialist will instruct the support staff to give the instructor updated attendance sheets as drops and/or adds occur, updated attendance sheets for longer classes and deliver evaluation forms/certificates if not available at first class meeting.
- Instructor materials should be sent to the instructor by the Program Manager or Program Specialist prior to the class starting.

### **Instructor/Student Concerns**

- Instructor/student concerns should be submitted to the Program Specialist or Program Manager.

**CCE Responsibilities – College-wide**

The following areas are to be scheduled by the designated person as listed in the chart.

Area of Responsibility	Designee	Marketing of Area of Responsibility	Reporting to External Agency
Language Institute, Command Spanish, American Sign Language	Kim Ardila-Morgan	X	X
Corrections/Law Enforcement Advanced Training (Trust fund and non-trust fund)	Jill Reiter	X	X
Health/Allied Health/Dental – all mandatory health courses, massage therapy, Palm Beach Gardens health CCE, CE Broker	Karen Horowitz	X	X
Real Estate, Insurance, Mortgage Broker	Gwen Nicholson	X	X
Fire, EMS, American Heart Association, ITLS, BLS, ACLS, PALS, CERT, First Aid for Child Care	Liz Carracher	X	X
Trade & Industry, Cosmetology, Construction, Welding, HVAC, Pilot, Machining, Automotive, Plumbing, Electrical, Drafting	Sandi Barrett	X	X
Children First- Online and face-to-face, review of brochures, phone calls	Eileen Robinson	X	X
Teacher Education	Dianne Bressner	X	X
Child Care/Early Care/Pre-Kindergarten	Sheila Scott-Lubin	X	X

**Class Request Process – Campus Initiated**

1. Campus requests course(s) in one of the above areas.
2. Designee schedules classes, secures faculty to teach the class.
3. Campus assists with room scheduling, equipment.

**Class Request Process – Designee Initiated**

1. Designee works with campus to secure room and equipment for the class.
2. Designee load class and secures faculty.

**Note:**

The FTE is credited to the campus on which the class is held.

## Corporate & Continuing Education Courses

### Types of Courses

The term “continuing education” has several, closely related meanings. Continuing education can alternatively mean: coursework that does or does not carry academic credit applicable toward a degree; courses, programs or organized learning experiences to enhance personal or professional goals; and courses required by certain professions to retain licensure (nurses, real estate brokers, insurance, etc.).

**Florida Statute 1004.02 defines continuing workforce education as follows:**

**"Continuing workforce education"** means instruction that does not result in a technical certificate, diploma, associate in applied science degree, or associate in science degree. Continuing workforce education is for:

- (a) Individuals who are required to have training for licensure renewal or certification renewal by a regulatory agency or credentialing body;
- (b) New or expanding businesses as described in chapter 288;
- (c) Business, industry, and government agencies whose products or services are changing so that retraining of employees is necessary or whose employees need training in specific skills to increase efficiency and productivity;
- or
- (d) Individuals who are enhancing occupational skills necessary to maintain current employment, to cross train, or to upgrade employment.

The success and growth of continuing education programs is a result of not only the quality of the education, but the flexibility it offers students and faculty. For anyone furthering their education for professional or personal reasons through continuing workforce education courses, there is a wide range of educational opportunities that can be found through open enrollment, contract and online offerings.

### Open Enrollment Courses

At PBCC, Continuing Education open enrollment courses are offered to the public, held at one of the four campus locations or off-site and conducted during a scheduled time. These offerings are advertised to the public through the Corporate & Continuing Education schedule which is published three times per year (fall, spring and summer) and other media. Benefits of Open Enrollment Courses are as follows:

- Skill Enhancement
- Industry Expertise
- Professional Networking
- Conducive Learning Environment

Also, open enrollment continuing education courses generally result in FTE for the college.

### Avocational Courses

Also known at the state level as recreational and leisure courses, this type of instruction is fully self-supporting and is not included in the enrollment calculations of the colleges for state funding purposes. These courses include Summer Youth College, afternoon activities, and other noncredit courses that are not related to job training or skills (i.e. Children First, Test Prep). This is also known as “learning unlimited.”

**Contract Training**

An activity using a canned curriculum where there is no application, registration or CEUs earned. There is no FTE

**Customized Training**

An activity using a custom-developed curriculum where there is no application, registration or CEUs earned. There is no FTE.

**Customized Training/Closed Enrollment**

A class that is not open to the public and has a custom-developed curriculum where students have to apply, be registered and CEUs are awarded. Class must be tagged with “FF” special designator so that the FTE is not reported to the state as fundable FTE.

**Online Courses**

Most people take continuing education courses online because they want the flexibility to take classes around their schedules, both on a daily basis and around vacations, and other events. Continuing education courses vary in when the courses are offered, how long the courses are (1 day, 2 weeks, 6 weeks, etc.), what sort of involvement is required (how many days per week you need to 'login' to the class), whether conference calls are required, and so on.

All activities, including registration, ordering books, posting assignments, interacting with classmates, receiving feedback from instructors, etc. can be done completely online.

### Procedures to Create and Load Open Enrollment Classes

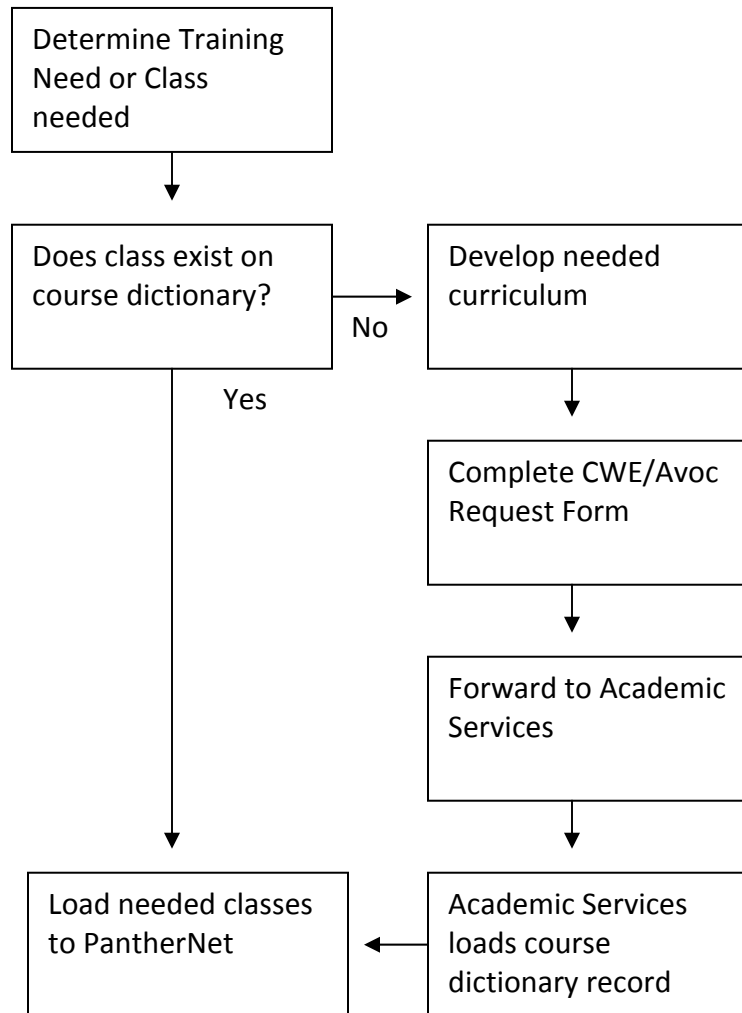
Course development includes all steps involved in getting the course into the college system for offering. These steps include:

- How to Develop a Course
- Course Loading Process
- Textbook Procedures
- How to Request Space

Courses developed in Corporate & Continuing Education should follow the procedure outlined below:

1. Determine if the course is an existing course by reviewing the course dictionary online in PantherNet. If the course already exists, follow steps above to get the course into the college system for offering.
2. If this is a new course, it is developed is by the program manager/specialist.
3. Using the CWE/Avocational Form (located at [http://www.pbcc.edu/documents/Academic\\_Services/CWE\\_Form.doc](http://www.pbcc.edu/documents/Academic_Services/CWE_Form.doc), the details of the course are listed, including a course title, description, course objectives and a calculation of any required special course fees.
4. Form is submitted and approved by the Campus Academic Dean for CCE, Contract Training and Avocational. The completed and approved form is sent to [newcourses@pbcc.edu](mailto:newcourses@pbcc.edu) for loading into PantherNet course dictionary.

Figure 1 – Course and Class Loading Process



## Creating a New Course

The Course Dictionary Request Form ([http://www.pbcc.edu/documents/Academic\\_Services/CWE\\_Form.doc](http://www.pbcc.edu/documents/Academic_Services/CWE_Form.doc)) is used for loading CCE and Avocational Courses courses. This form contains all the information needed to request that a new course dictionary be loaded by Academic Services, including the course title, description, outline and special fees. No other forms are required.

**For CCE/Contract Training courses:** Form must be approved by the Campus Academic Dean or Provost.

**For Avocational courses:** Form must be approved by the Campus Academic Dean or Provost.

Once the form has been approved, please email the completed form to [newcourses@pbcc.edu](mailto:newcourses@pbcc.edu).

Forms not completed correctly or incomplete will be returned.

**Course Type Chart**  
**Open Enrollment, Closed Enrollment, Contract Training, Customized Training, Customized Training Closed Enrollment**

	Open Enrollment	Closed Enrollment	Contract Training	Customized Training	Customized - Closed Enrollment	Definitions
<b>Curriculum/Class</b>						
Curriculum must be developed	N	N	N	Y	Y	<b>Open Enrollment</b> A class that appears on the printed schedule that is a canned curriculum. It generates FTE and CEUs.
Materials/manuals must be developed	N	N	N	Y	Y	
Standard Curriculum - "Canned"	Y	Y	Y	N	N	
Course dictionary request required	Y	Y	N	N	Y	
Special Fees for Unusual Costs	Y	Y	Y	Y	Y	
Faculty Credentialing	Y	Y	N	N	Y	
Class is created	Y	Y	N	N	Y	<b>Closed Enrollment</b> A class that is offered to a specific audience and is paid for through third-party billing. It generates FTE and CEUs.
Class/Activity can be on-campus	Y	Y	Y	Y	Y	
Class/Activity can be off-campus	Y	Y	Y	Y	Y	
<b>Registration</b>						
Class listed on printed schedule	Y	N	N	N	N	<b>Contract Training</b> An activity using a canned curriculum where there is no application, registration or CEU's earned. There is no FTE.
Students complete application	Y	Y	N	N	Y	
Students are Self-registered	Y	N	N	N	N	
Students are Batch-registered	Y	Y	N	N	Y	
Students are graded	Y	Y	N	N	Y	
Transcripts are produced	Y	Y	N	N	Y	
CEUs are awarded	Y	Y	N	N	Y	
FTE earning	Y	Y	N	N	N	
Open populations	Y	N	N	N	N	
Limited access populations	Y	Y	Y	Y	Y	
<b>Management/Scheduling</b>						<b>Customized Training</b> An activity using a custom developed curriculum where there is no application, registration or CEU's earned. There is no FTE.
Class loading - Responsible	Prog Man	Prog Man	NA	NA	Prog Man	
Room Booking - Responsible	Prog Man	Prog Man	B&I Spec	B&I Spec	Prog Man	
Special Designator to class for no FTE (FF)	NA	NA	NA	NA	Prog Man	
<b>Billing/Cost Model</b>						<b>Customized Training - Closed Enrollment</b> A class that is not open to the public and has a custom developed curriculum where students have to apply, be registered and CEUs are awarded. Class must be tagged with "FF" special designator so that the FTE is not reported to the state as fundable FTE.
Student paid	Y	N	N	N	N	
Third Party Billing	Y	Y	N	N	Y	
Purchase Order from Customer	N	N	Y	Y	N	
Pricing Model Used	\$4/Hour+ SF	\$4/Hour+SF	\$8/Hour+SF	Per CCE Manual	Per CCE Manual	
30% Markup on Material Costs	N	N	N	Y	Y	
<b>Instructor Payments</b>						
PAF	N	N	Y	Y	N	
Payroll through IRM	Y	Y	N	N	Y	
Vendor (1099)	Y	Y	Y	Y	Y	

**Notes:**

Avocational and CCE rates will be paid as indicated in the Salary Schedule.

Requests for higher hourly rates (market demand) are reviewed by Human Resources.

Customized/Closed Enrollment classes are to be marked with the "FF" (flat fee) designation so they are reported as not collecting fundable FTE.

A person cannot be a 1099 vendor and a payroll employee in the same calendar year.

Avocational courses do not credit CEUs to the students's transcript

## Course Pricing Policies and Examples

### 1. Open Enrollment Course

**Open Enrollment** - A class that appears on the printed schedule that is a canned curriculum. It generates FTE and CEUs.

All open enrollment courses are priced based on the College's predetermined CCE rate. For 2009-10, the PBCC CCE Rate will be \$4.32 per instructional hour. Special fees totaling \$5 or less are not to be assessed. All special fees are to be rounded up to the next dollar. Special fees are added under the following circumstances:

- Consumables used in the classroom
- Special Equipment (i.e. software, supplies, instruments, kits)
- Books
- Materials (hand outs)
- Vendor fees
- Rental, Security

Open enrollment program course fees (special fees excluded) must cover 50% of the direct cost of instruction. **It is not appropriate to add a special fee to a course so that the price calculates to an even dollar amount.**

#### Formula

$$\text{Course Hours} \times \$4.32 = \text{price of course} + \text{special fee (if any)}$$

**Example:** *Computer Basics course 12 instructor contact hours, no special fee*

$$12 \times \$4.32 = \$51.84 \text{ course price}$$

If additional circumstances exist which are approved items for special fees, add as special fees.

- ### 2. Closed Enrollment
- A class that is offered to a specific audience and is paid for through third-party billing. It generates FTE and CEUs.

All closed enrollment courses are priced based on the College's predetermined CCE rate. For 2009-10, the PBCC CCE Rate will be \$4.32 per instructional hour. Special fees totaling \$5 or less are not to be assessed. All special fees are to be rounded up to the next dollar. Special fees are added under the following circumstances:

- Consumables used in the classroom
- Special Equipment (i.e. software, supplies, instruments, kits)
- Books
- Materials (hand outs)
- Vendor fees
- Rental, Security

Closed enrollment program course fees (special fees excluded) must cover 50% of the direct cost of instruction.

**Formula**

$$\text{Course Hours} \times \$4.32 = \text{price of course} + \text{special fee (if any)}$$

**Example:** *Customer Service Basics course 16 instructor contact hours + \$10 special fee for materials*

$$16 \times \$4.32 = \$69.12 + \$10 \text{ special fee} = \$79.12 \text{ course price}$$

If additional circumstances exist which are approved items for special fees, add as special fees.

**3. Contract Training** - An activity using a canned curriculum where there is no application, registration or CEUs earned. There is no FTE.

All contract training activities are priced based on the customer paying 100% of the cost of direct instruction, as the college is not collecting any FTE for the activity. For 2009-10, the PBCC Contract Training Rate will be \$8.64 per instructional hour. Special fees totaling \$5 or less are not to be assessed. All special fees are to be rounded up to the next dollar. Special fees are added under the following circumstances:

- Consumables used in the classroom
- Special Equipment (i.e. software, supplies, instruments, kits)
- Books
- Materials (hand outs)
- Vendor fees
- Rental, Security

There is no “markup” on the special fee assessment. Contract Training enrollment program course fees (special fees excluded) must cover 100% of the direct cost of instruction.

**Formula**

$$\text{Course Hours} \times \$8.64 = \text{price of course} + \text{special fee (if any)}$$

**Example:** *Communication Skills course 10 instructor contact hours*

$$10 \times \$8.64 = \$86.40 \text{ course price}$$

**4. Customized Training** - An activity using a custom-developed curriculum where there is no application, registration or CEUs earned. There is no FTE.

Custom Training and Contract Training is a function of the Business and Industry Development Specialist. Contracts are usually created to address the needs of custom topics, flexibility issues, express delivery, etc.

The following procedures outline the contract process:

1. Identify client needs
2. Determine parameters of project to include:
  - a. Course Curriculum
  - b. Dates and times of training
  - c. Location of training
  - d. Special needs (equipment)
  - e. Instructor
  - f. Materials
  - g. Number of anticipated participants
  - h. Other
3. Determine the price (*see contract price structure on the next page*)
4. Prepare a contract
5. Send the contract to CCE specialist's direct supervisor for approval with cover sheet (see example)
6. Send to the client for signature.
7. Once signed by the client, contracts will be sent or faxed to Beryl Mancuso for final review by the Vice President of Administration and Business Services (VPABS). If possible, a three week turn-around time is preferred.
8. Once approved by VPABS, the contract is sent to Accounts Receivable by VPABS for invoicing. (Please allow 5 business days for processing)
9. A PBCC signed copy will be sent to the client by VPABS contract office.
10. Prepare a monthly report on contract activities and send to the associate dean, dean and provost at your campus (positions depends on your campus structure).

**Customized Training Pricing Structure**

Number of Employees	Number of Hours	Base Cost
1-15 employees	4 hours	\$800.00
1-15 employees	5 hours	\$1,000.00
1-15 employees	6 hours	\$1,200.00
1-15 employees	7 hours	\$1,400.00
1-15 employees	8 hours	\$1,500.00

**Notes:**

For training of 9 hours or greater, add \$200.00 per hour  
 Add \$49.00 per person for 16 or more employees

Add 30% to any added-on items (classified as materials dispensed to students or other consumables; development costs such as consultants, etc.)

Any exceptions to this pricing will require prior approval from the Campus Dean of Academic Affairs

**Examples:**

A 5-hour training session for 17 employees with workbooks and consultant fees:

Base Cost	\$1,000.00
0 Additional Hours @ 200.00 per hour	\$0.00
2 additional employees @ 49.00 each	\$98.00
Add-in - Workbooks - 500.00+30%	\$650.00
Add-in - Consultant Fees – 300.00 + 30%	\$390.00
<b>TOTAL COST TO CLIENT</b>	<b>\$2,138.00</b>

A 10-hour training session for 22 employees with a training manual:

Base Cost	\$1,500.00
2 Additional Hours @ 200.00 per hour	\$400.00
7 additional employees @ 49.00 each	\$343.00
Add-in – Training Manuals – 440.00 + 30%	\$572.00
<b>TOTAL COST TO CLIENT</b>	<b>\$2,815.00</b>

Sample Form: Form can be downloaded from:  
[http://www.pbcc.edu/documents/academic\\_services/contractcover.doc](http://www.pbcc.edu/documents/academic_services/contractcover.doc)

**Contract Approval**

Date:

Business Specialist:

Client/Vendor name:

**Purpose of Contract**

- Provide custom training
- Partnership arrangement
- Other – specify:

Comments:

**Benefit to PBCC (revenue or FTE - explain)**

Benefit:

Brief description of the training activity:

Please provide a revenue statement for the contract

Base Cost	
Additional Hours @ 200.00 per hour	
Additional employees @ 49.00 each	
Add-in -	
Add-in -	
Add-in -	
Add-in -	
Add-in -	
<b>TOTAL COST TO CLIENT</b>	

**Special Concerns if applicable:**

**Deposit funds to:**

10000000-00-40140	Contract Revenue Account	\$ _____
68226000-822006-10	Food Revenue – Lake Worth	\$ _____
68226000-822006-20	Food Revenue – Palm Beach Gardens	\$ _____
68226000-822006-30	Food Revenue – Belle Glade	\$ _____
68226000-822006-50	Food Revenue – Boca Raton	\$ _____

Approved/Date:

\_\_\_\_\_ B&I Supervisor  
Manager

Please forward form to Beryl Mancuso

Date: \_\_\_\_\_ Program  
Date: \_\_\_\_\_

## 5. Customized Training/Closed Enrollment

Same process as for customized training, pages O-18 through O-20. The Business & Industry Specialist must work with the client on guiding their employees/clients through the PBCC admissions and registration process.

## 6. Avocational Course Pricing

Avocational courses do not generate any fundable FTE for the college. Therefore, the total price charged should cover the full direct cost of instruction, including materials and instructional costs. For this type of courses, PantherNet charges .01¢ per hour, so the majority of cost is collected through special fees.

**Process:** Determine the cost per student including instructor costs and instructional materials.

### Formula

$$\text{Course Hours} \times .01\text{¢} = \text{price of course} + \text{special fees}$$

**Example:** A class with an expected enrollment of 10 students.

Instructor costs – 12 hours times \$20.62 per hour -	\$247.44
Material costs – learning materials	\$250.00
<b>Total Cost</b>	<b>\$497.44</b>

Divided by the expected enrollment of 10 students - \$49.74 – round to the nearest dollar - \$50.00

Fee Breakdown per student: 12 hours = .12 cents+ \$49.88 special fee = \$50.00.

### **Class Loading Process**

Each campus has designated staff members for class loading. These staff members have received the necessary training on the IRM system for class loading. For your course loading, use the class loader at your campus for loading your classes.

### **How to Request Classroom Space**

The process to Request Classroom Space for each PBCC Campus varies with each campus. Please contact the Provost's office at each campus for the exact process.

### Textbook Procedures

#### How to order textbooks for classes:

- Complete a Course Adoption Information Form for each class. Forms are available at the Bookstore. The form should be sent to the campus where the class is offered. Belle Glade class requests go to Lake Worth. The Follett bookstore also offers an “E-doption” process where textbooks may be ordered online - <http://www.efollett.com/CategoryDisplay/10001-9607-10051-1?demoKey=d>

#### Campus Codes:

Lake Worth – 0769  
Palm Beach Gardens – 0770  
Belle Glade – 0769  
Boca Raton - 0772

- Books SHOULD NOT be ordered with 600 account money then “sold” to students through a special fee.
- The following are approximate deadline dates for submitting textbooks requests:

February  
April  
October

Summer Term  
Fall Term  
Spring Term

The following are Bookstore Contacts:

CAMPUS	CONTACT PERSON	CONTACT NUMBER	FAX NUMBER	EMAIL ADDRESS/ MAIL STATION
<b>Palm Beach Gardens</b>  3160 PGA Blvd P Bch Gdns FL 33410	Penny Foster	207-5660	207-5662	<a href="mailto:0770mgr@fheg.follett.com">0770mgr@fheg.follett.com</a> Mail station: 45
<b>Lake Worth</b>  4200 Congress Av Lk Wth FL 33461	Kim Ali	868-3288 or 868-3282	868-3286	<a href="mailto:0769mgr@fheg.follett.com">0769mgr@fheg.follett.com</a> Mail station: 01
<b>Boca Raton</b>  3000 St. Lucie Av Boca Raton, FL 33431	Angie Dunn	862-4361	347-0250	<a href="mailto:0772mgr@fheg.follett.com">0772mgr@fheg.follett.com</a> Mail station: 44
<b>Belle Glade</b>  1977 College Drive Belle Glade FL 33430	Kim Ali	868-3288	868-3286	<a href="mailto:0769mgr@fheg.follett.com">0769mgr@fheg.follett.com</a> Mail station: 01

### Credentialing Faculty

[http://www.pbcc.edu/documents/academic\\_services/sectionb.pdf](http://www.pbcc.edu/documents/academic_services/sectionb.pdf)

When hiring an instructor to teach a course, the Program Manager/Specialist must follow the guidelines of the Faculty Credentialing Process for each class where a faculty member is to be assigned. The Instructional Credentialing Criteria Manual outlines the credentialing criteria as used by Palm Beach Community College in determining the qualifications for faculty to teach in each discipline. Faculty credentialing tools including the Instructional Credentialing Criteria Manual can be viewed at the above website.

The Program Specialist/Manager must complete the Faculty Roster and submit the roster to their Dean, or Associate Dean prior to the hiring of the instructor so that the credentialing process can be completed. Once the instructor has been credentialed, the instructor can be hired. This must be done in a timely manner taking into consideration the timeline of the course and other variables so that the instructor can be processed prior to the start of the course.

**CCE Faculty and Avocational Faculty** – Approved by the Dean managing the area. These **are not** sent to the full Deans' Council for approval.

## IRM (Instructor Resource Management)

[http://www.pbcc.edu/documents/academic\\_services/sectione.pdf](http://www.pbcc.edu/documents/academic_services/sectione.pdf)

### Overview

The Instructor Resource Management System (IRM) is the PantherNet system that allows the user to manage an instructor's activities and assignments, and report assignments for payment. These functions include:

1. Instructor credentials (courses the instructor is qualified to teach)
2. Instructor class schedule
3. Instructor load value (points)
4. Instructor reassignments (release time for full-time instructors)
5. Instructor office hours

Determining faculty load is a complex process that requires the user to have expert level knowledge on classes and class scheduling, and a good working knowledge of account numbers, classes and faculty load.

### Purpose

The IRM system allows the College to track and maintain this instructor information in the PantherNet system. This is important since IRM interacts with the Human Resource system. Therefore, this information is used to:

1. Create reports that are sent to the state (accurate reporting is vital to state funding)
2. Maintain instructor's hours and schedule
3. Maintain credentialing information for each instructor
4. Satisfy SACS requirements regarding credentialing and instructor hours
5. Be an information source to the College

### Process

Before an instructor can be assigned to a class, the instructor must first be credentialed and approved by the dean (CCE and Avocational Courses) PSAV courses must be approved by the full Deans' Council. The process of credentialing is the institution's guarantee that the instructor has met all the necessary requirements to teach a class. This process differs depending on whether the instructor is teaching a non-credit class, or a credit class.

### Payroll Procedures for Adjunct Payroll

[http://www.pbcc.edu/documents/Human\\_Resources/salarieschedule.pdf](http://www.pbcc.edu/documents/Human_Resources/salarieschedule.pdf)

The following is an excerpt from Palm Beach Community College’s Salary Schedule regarding Non-Credit Adjunct Pay Rates (PSAV, CCE):

Non-credit adjuncts who teach Post Secondary Adult Vocational (PSAV), Corporate & Continuing Education (CCE) courses may teach no more than 30 hours per week or 480 contact hours in each Fall and Spring Term and no more than 480 contact hours for Summer A, B and C. Effective according to the Fall academic calendar of the current fiscal year.

#### 2009-10 Pay Methods Chart and Rates of Pay

CATEGORY	PAY METHOD	DESCRIPTION	CALCULATION	DOCTORATE	MASTERS	MINIMUM		
CREDIT ADJUNCT	<b>AM</b>	Applied Music Per Student Enrolled	# of Students Enrolled x Crs Contact Hrs	33.19	30.08	26.96		
	<b>DL</b>	Dental & Nursing Credit/Non Credit	As reported on Time & Attendance	39.64	35.92	32.21		
	<b>IS</b>	Independent Studies/Practicums Cr	.30 x # Students Enrolled x 5.62	LE or LA	LE or LA	LE or LA		
	<b>NL</b>	Nursing Lab Credit/Non Credit Salar	Crs Dictionary Lab/Clinical Contact Hrs	39.64	35.92	32.21		
	<b>PL</b>	Paramedic/EMT Clinical Credit Hou	As reported on Time & Attendance	30.08	30.08	28.36		
	<b>HL</b>	Lecture Credit Hourly	As reported on Time & Attendance	39.64	35.92	32.21		
	<b>SL</b>	Lecture Credit Salary	Crs Dictionary Lecture Contact Hrs*3	39.64	35.92	32.21		
	<b>HB</b>	Lab Credit Hourly	As reported on Time & Attendance	33.19	30.08	26.96		
	<b>SB</b>	Lab Credit Salary	Crs Dictionary Lab Contact Hrs*3	33.19	30.08	26.96		
	<b>SL/SLB</b>	Lecture Lab Combination Credit Sal	Crs Dictionary Lec Cnt Hrs+Lab Cnt Hrs	LE or LA	LE or LA	LE or LA		
NON-CREDIT ADJUNCT	<b>PAY METHOD</b>	<b>DESCRIPTION</b>	<b>CALCULATION</b>	<b>DOCTORATE</b>	<b>MASTERS</b>	<b>BACHELORS</b>	<b>MINIMUM</b>	
	<b>HA</b>	Auxiliary/Lab Non Credit Hourly	As reported on Time & Attendance	25.51	25.51	25.51	25.51	
	<b>HV</b>	Avocational Non Credit Hourly	As reported on Time & Attendance	25.51	25.51	25.51	20.62	
	<b>SV</b>	Avocational Non Credit Salary	Crs Dictionary Contact (Clock) Hrs	25.51	25.51	25.51	20.62	
	<b>IN</b>	Independent Studies Non Credit	.30 x # Students Enrolled x 5.62	31.95	31.95	31.95	29.22	
	<b>HN</b>	Non Credit Hourly	As reported on Time & Attendance	31.95	31.95	31.95	29.22	
	<b>SC</b>	Non Credit Salary	Crs Dictionary Contact (Clock) Hrs	31.95	31.95	31.95	29.22	
	<b>SN</b>	PSAV Non Credit + Orientation Sala	Crs Dictionary Contact (Clock) Hrs *3	31.95	31.95	31.95	29.22	
OTHER INSTRUCTI ON	<b>PAY METHOD</b>	<b>DESCRIPTION</b>	<b>Classes That Do Not Link To Work Assignments Or Do Not Result In Payment Through Work Assignments</b>					
	<b>CI</b>	Contract Instructor	Instructor is paid through accounts payable					
	<b>NP</b>	Non Paid	Instructor donates services or paid through another funding source					
	<b>PI</b>	Professional Instructor	Full-time personnel (i.e. PSAV Instructor) who teach as part of regular job duties					
FULL-TIME FACULTY	<b>PAY METHOD</b>	<b>DESCRIPTION</b>	<b>CALCULATION</b>	<b>ASST PROF</b>	<b>ASSOC PROF</b>	<b>PROF I</b>	<b>PROF II</b>	<b>PROF III</b>
	<b>IL</b>	Faculty In-Load Classes		IL	IL	IL	IL	IL
	<b>OC</b>	Faculty Credit Class Overload	Course Dictionary Load Points x 5.62	36.10	38.49	40.42	43.30	45.73
	<b>ON</b>	Faculty Non-Credit Class Overload	Course Dictionary Standard Hours	28.99	30.46	31.90	34.81	36.25

All CCE courses will use regular adjuncts to teach the courses and pay them at the adjunct instructor rate established for 2009-2010. CCE courses using vendors/consultants for instructional purposes must receive the approval of the Academic Dean or Provost (depending upon campus procedure) before the course is advertised if an instructional payment is at a higher rate than the established adjunct pay as outlined in pricing structure guidelines.

Requests for Exceptions to these rates because the facilitator need special skills or certification required for instruction to be paid at a higher rate needs to be approved. The Request for Exception to Adjunct Salary Rate Form ([http://www.pbcc.edu/documents/academic\\_services/rate\\_exception.doc](http://www.pbcc.edu/documents/academic_services/rate_exception.doc)) must be completed and submitted to the Campus Dean for review/approval. The form will then be submitted to the Provost and the Director of Human Resources for their review/approval.

**Rates are subject to change.**

## Instructional Support Procedures

Reproduction services are available for printed materials, syllabus, handouts and test banks. Request must be submitted 2 – 3 days in advance, or in peak periods may require 7 – 10 days processing time. Electronically submitted documents must be in Microsoft Products or a PDF file. The procedures for each campus are as follows:

### **LAKE WORTH – LL 103**

Hours: Monday – Thursday 7:30AM – 6:00PM  
Friday 7:30AM – 4:00PM (summer) 7:30AM – 12:00 Noon

Phone: 561-868-3178

Contact: Susan Goehring ([isccentral@pbcc.edu](mailto:isccentral@pbcc.edu))

Self-copies: We will provide code number and the ISC will instruct on usage of copier.

### **BELLE GLADE**

Please contact Berkley Finley for details on Belle Glade procedures.

### **BOCA RATON – AD 106**

Hours: Monday – Thursday 7:30AM – 7:00PM  
Friday 7:30AM – 4:00PM (summer) 7:30AM – 12:00 Noon

Phone: 561-862-4302

Contact: Francine Russo

Self-copies: Instructor can use copier in BT 110 or CB 203 to make up to 50 copies, but use the heavy duty copier in Instructional Support Center (AD 106) for multiple copies. The code numbers to use when copying are the last four digits of your Social Security number. Transparencies are to be made in the Media Center. If sending an attachment please allow 24 hours, advise the number of copies, date required and e-mail to [iscsouth@pbcc.edu](mailto:iscsouth@pbcc.edu).

Media Instruction: Instructor submits on-line request for Media Training.

### **PALM BEACH GARDENS – AA 127**

Hours: Monday – Thursday 7:30AM – 6:00PM  
Friday 7:30AM – 4:00PM (summer) 7:30AM – 12:00 Noon

Phone: 561-207-5000

Contact: Kelsey Dawson ([iscnorth@pbcc.edu](mailto:iscnorth@pbcc.edu))

Self-copies: Faculty workrooms are in AA 129, BB 201.5 and LC 126. The door code for these rooms is 3512. Large number of copies should be made in the Support Center.

Media Instruction: Call 868-5815 to schedule training session. Keys for video equipment may be returned to drop boxes in AA Building, BB Building, LC Building or LLRC Building.

## Corporate & Continuing Education Course Syllabus

A Continuing Education course meeting two or more times should have a syllabus created by the instructor and distributed to the students on the first day of class. The syllabus should contain the course content, objectives, learning outcomes, assignments, course requirements, and grading/attendance procedures.

The form is available for download at: [http://www.pbcc.edu/documents/academic\\_services/CCE\\_syllabus.doc](http://www.pbcc.edu/documents/academic_services/CCE_syllabus.doc).

### Grading Process

For Corporate & Continuing Education courses, the grades used are S = Satisfactory and U = Unsatisfactory. As part of the duties of teaching a Corporate & Continuing Education class, the instructor is responsible for entering the final course grades using the PBCC web grading system through the Employee Web System at <http://www.pbcc.edu/employeeweb.xml>. The instructor of the class is the person who has responsibility for issuing the grades in a timely manner. Each Program Manager/Specialist should oversee this process for Corporate & Continuing Education courses which are managed by them.

### **The general timelines for submission of final course grades are as follows:**

1. The grading window opens one day after the withdrawal period of the class has expired (e.g. if the last day for withdrawal is 10/24/06; grading window would open 10/25/06).
2. Generally, the instructor has five business days to submit the grades once the last class day has passed as recorded on the PantherNet system. The exception to this is for a class that ends less than five days BEFORE the end of the term – in this case, the last day of the term is the last date to submit grades for the class. For example, the last class day is 12/13/06 and the term ends 12/16/06 – since this class ends three days before the end of the term, the grades are due at the end of the term 12/16/06.
3. The last possible time/date to submit grades would be the last day of a term at 4:00 PM.

**Please see the current Academic Calendar for actual term dates - <http://www.pbcc.edu/x328.xml>**

### **Late Grade Processing**

For Corporate & Continuing Education classes that miss the deadline for grading, late grades will automatically be issued by the PantherNet system. Late grades could cause students to not be able to sit for state exams, or receive CEUs needed for employment.

It is the responsibility of the associate dean to ensure that all late grades are followed up on as soon as possible with each instructor. Once a late grade has been issued, the instructor must indicate on a printed class roster the actual grade to be issued. This form must be signed by the Dean or Associate Dean before Student Services will update the PantherNet system with the correct grade.

**For detail on the process of web grading, please see the web page at <http://www.pbcc.edu/x4649.xml>**

## Corporate & Continuing Education Class Schedule Process

The process of gathering information for the Corporate & Continuing Education Class Schedule begins months prior to the start of the term. Classes should be loaded on the PantherNet system and appropriate information will be automatically downloaded from the PantherNet system in preparation for submission to College Relations & Marketing.

### CCE Class Schedule Process

Activity	Fall 2010-1	Fall 2010-2	Summer 2010-3
Schedule Loading Deadline for all classes to PantherNet	3/31/2009	TBD	TBD
Registrar's office submits draft to Campus staff for review	4/9/2009	TBD	TBD
Draft is returned with corrections to Registrar's office	4/18/2009 5PM	TBD	TBD
Final Schedule is submitted to CRM	4/18/2009	TBD	TBD
Submitted to Printer	5/19/2009	TBD	TBD
Delivery of Printed Schedules	6/6/2009	TBD	TBD

### Methods of Registration and Payment

Registration	Payment	PAF / IRM / Purchase Order
1. Registered, enrolled - regular <u>open</u> enrollment, FTE generated (CCE)	Adjunct per salary schedule	• IRM
	<u>Option</u> : Contract at adjunct rate	• Contract - Purchase Requisition
2. Registered, enrolled, open enrollment Non-funded FTE (Avocational)	Invoice billing Based on contract	N/A
<u>Examples</u> :	College Receives: (examples)	
Dearborn	<u>Vendor payment \$15-\$122.43 per student</u>	
360 Training	<u>Vendor payment \$13.50-\$93.00 per student</u>	
Online	<u>Vendor payment \$14.00-\$300.00 per student</u>	
Gatlin	<u>\$300 per student</u>	
3. Registered, enrolled, <u>closed</u> enrollment - may want CEUs, FTE generated	• Adjunct per salary schedule	• IRM
	• Exceptions may be approved as indicated in the salary schedule.	• Personnel Action Form (PAF)
	NOT CUSTOMIZED, Standard Course Dictionary	• Contract - salary negotiable
4. Non-registered contract w/vendor - ED to GO, No FTE (CCE)	Invoice billing based on agreed contract	N/A
5. Non-registered contract w/college (customized training), No FTE	• OPS via adjunct salary schedule. Exceptions may be approved as indicated in the salary schedule.	• PAF
	• Contract - salary negotiable, built into agreement	• Contract - Purchase Requisition
	* If instructor paid thru Grant as employee	• PAF
	* If instructor paid thru Grant as vendor	• Purchase Requisition
<p><b>NOTE:</b> If person has been paid as employee, can <u>only</u> be paid as employee for remainder of calendar year. (i.e. adjunct, OPS, full-time, PT, etc.)</p> <p>If person paid as contractor, can <u>only</u> be paid as contractor for remainder of calendar year. Must qualify as contractor.</p>		

## Open Enrollment Registration

Registration for Open Enrollment courses can be either online or in person. Registration for contract training is conducted by the program manager and submitted through the batch registration process.

For open enrolled courses, students must register and pay for each course before they attend the first class meeting. Students may register online or in-person at one of the four campus locations.

For all continuing education courses, tuition is the same for Florida residents and non-Florida residents. There is no application fee.

Students who have never attended PBCC before or applied to PBCC will need to complete an application which can also be completed online or in-person.

## Batch Registration Process

Batch registration is used to register non-credit classes for the various Corporate & Continuing Education departments.

Batch registration consists of several stages and it is used for:

1. To register students in the appropriate class
2. To assign student ID's if needed
3. To provide a class roster for the department head and the instructor
4. To insure there is coverage for payment to the College

Agencies that send employees to open enrollment courses can arrange payment to the college through Third Party Billing. The participants of the course do not pre-register for the course(s). A "batch" registration process is used to register the group and the college's finance department invoices the agency.

Once the course begins, the instructor will have the students complete a Student Registration Form and the instructor submits the forms to the Corporate & Continuing Education Program area. It is the responsibility of the Corporate & Continuing Education Program area to complete the Batch Tracking Form and Student Registration Forms and submit them to the Batch Specialist for processing.

The Batch Registration process is completed by the Batch Specialist in the Registrar's Office at Lake Worth. The Batch Specialist will notify the Corporate & Continuing Education Program Area requesting the batch via email that the batch process is completed and grades can be posted.

### Third-Party Billing Process

This procedure is used when there is a contract with a customer to provide Contract training. The procedure below details the process for Third-Party Billing for Corporate & Continuing Education courses. Each form used in the process is linked from within the procedure. The table format of the procedure and a flow chart is available at the website above.

- Customer contacts Program Manager to arrange for a Third Party Sponsored Course - **Program Manager**
- Ascertain if this is a new customer or returning customer - **Program Manager**
- For New Customers—Send out a “Billing Application” (Form A) to be completed by New Customer - **Program Manager**
- New Customer completes Billing Application (Form A) and forwards it to Erin Jordan, MS#11 who sets them up as a customer and informs the Program Manager of the customer number - **Finance Office**
- Send out Contract (Form B) and Registered/Prospect Students Listing (Form C) to the customer for completion and return - **Program Manager**
- Customer completes both forms (Form B and Form C) and returns to Program Manager. Both forms are REQUIRED to be reviews/verified by Program Manager - **Customer/Program Manager**
- Sends one set of forms (Form B and Form C) to billing and one set of forms to Registrar. If a check is received from the customer, the check should be sent in the packet sent to billing - **Program Manager**
  - If a check is received, the check will be held in billing until the day after the class begins. A class roll will be run and matched with a copy of the Registered/Prospect Students Listing (Form C) - **Finance Office**
  - Matching students to contract: if there is a match then link students to contract; If there is a mismatch, e-mail the program mangers and await resolution - **Finance Office**
  - Applying payment: After mismatch is resolved (if a check has been received) apply check and deposit - no check has been received, process bill in accordance with contract - **Finance Office**
  - To begin Batch Process, each Program Area is responsible for: Student ID checking, Completing Batch Tracking Form - **Program Manager**

Forms A, B, C and the Batch Tracking Form are available on the web at <http://www.pbcc.edu/x13055.xml>

**Financial Services Online Instructor Payment Guidelines**

Course Name	Hours Paid to the Instructor during the semester – for their being available all semester to answer any student content questions.	Vendor Name	Length the ONLINE Course Offered during a semester	Actual Classroom Hours if Lecture Course and what a lecture instructor would have been paid.
FREC 1	4	Dearborn	All Semester	63
FREC 2	4	Dearborn	All Semester	72
14 Hour CE RE	4	Dearborn	All Semester	14
45 Hour CE RE	4	Dearborn	All Semester	45
Broker Mgmt	4	Dearborn	All Semester	30
RE Investment	4	Dearborn	All Semester	30
Liens, Taxes	1	360 Training	All Semester	3
RE Finance	1	360 Training	All Semester	3
RE Math	1	360 Training	All Semester	3
Property & Casualty	4 Per Test average 2 tests per semester (8 hours)	OLT	All Semester	200
LHA Insurance	4 Per Test Average 3 tests per semester (12 hours)	OLT	All Semester	40
Life CE Ins	1	OLT	All Semester	14
Health CE Ins	1	OLT	All Semester	14
2.20 Review	1	OLT	All Semester	All Semester
2.15 Review	1	OLT	All Semester	All Semester
ACA Insurance	4 Per Test average 2 tests per semester (8 hours)	OLT	All Semester	40
RCSR Insurance	4 per Test average 2 tests per semester (8 hours)	OLT	All Semester	40
Ethics	1	OLT	All Semester	3

\*Certified instructors are not required by state or nationally.