

**INSTRUCTOR HANDBOOK  
NORTH CENTRAL TEXAS COLLEGE  
DIVISION OF LIFELONG LEARNING**

**THE RATIONALE FOR AN INSTRUCTIONAL HANDBOOK**

The purpose of this handbook is to supply an overview of the Division of Lifelong Learning at North Central Texas College (NCTC) and thereby create the foundation for a rich and successful instructional experience. The handbook features explanation of operating procedures as well as general guidelines you are expected to follow as a representative of the college. It is our hope that this handbook will be a crucial resource you'll utilize for investigation and/or confirmation of questions.

This manual, however, is certainly not intended to replace the vital face-to-face communication between instructors and division personnel that fuels outstanding course outcome results.

**NORTH CENTRAL TEXAS COLLEGE ROLE SCOPE AND MISSION**

The mission of North Central Texas College is established by state statute (Texas Education Code, Section 130.003) which governs public community colleges. In accordance, North Central Texas College is a two-year institution primarily serving residents of Cooke, Denton, and Montague Counties by offering technical and academic courses for certification or associate degrees; continuing education; remedial and compensatory education consistent with open-admissions policies; and programs of counseling and guidance. The College insists on excellence in all academic areas, instruction, research and public service.

North Central Texas College seeks to fulfill its mission/purpose by providing:

1. Quality freshman and sophomore level courses in arts and sciences which parallel the lower division offerings of four-year colleges and universities.
2. Quality technical programs leading directly to careers in semi-skilled and skilled occupations, and quality technical education programs up to two years in length leading to certificates and associate degrees.

**3. Quality, flexible and responsive continuing workforce education programs, community education programs, and community service programs for occupational and entrepreneurial skills enhancement and/or cultural enrichment.**

4. Assistance to students in achieving their educational goals by making available quality student and educational support services.
5. Quality programs and services in support of adult literacy and basic skills development as a means of workforce enhancement and expanding access to higher education.
6. A systematic, broad-based planning, research, and evaluation process, the on-going pursuit of institutional effectiveness and continuous improvement among programs, services and personnel.
7. A qualified, competent faculty, staff and administration who are dedicated to carrying out the role, scope and mission of the institution as adopted by the Board.
8. Adequate physical and financial resources to accomplish the role, scope and mission of the institution.
9. A quality general education curriculum in all associate degree programs.

**NOTABLE FACTS ABOUT NCTC**

- Established in 1924;
- NCTC is the oldest continuously operating public community college in the state;
- Randolph Lee Clark was first president;
- Operated as an extension of Gainesville Independent School District until May 7, 1960;
- Names under which the college operated:  
Gainesville Junior College  
Gainesville College  
Cooke County Junior College  
North Central Texas College
- Current name was adopted in June 1994;

- In 1959, William T. Bonner donated five acres of land on which the Gainesville campus currently stands.
- The Gainesville campus now covers more than 132 acres;
- There are 13 separate buildings on the Gainesville campus;
- The college maintains a 110-acre Experimental Farm and Beef Cattle Evaluation Center;
- The Corinth campus is 75,000 square feet;
- The Bowie campus was built by the City of Bowie and NCTC rents it for \$1 a year;
- The college mascot is a lion; and the college is:
- Accredited by the Southern Association of College and Schools.

### **DIVISION OF LIFELONG LEARNING FACETS**

THE RANGE OF COURSE OPPORTUNITIES: Extending opportunities for persons of all ages (from the very young to senior citizens) to participate in a variety of educational activities at North Central Texas College (NCTC) is the primary mission of the Lifelong Learning Division. Throughout the year, courses are offered to satisfy the diverse needs and interests of the community, employers and the workforce in the college's three county service area (Cooke, Denton and Montague Counties). The nature of the topic, instructional approaches and specific needs of individuals or organizations determine course offerings, which may vary from semester to semester.

In order to effectively accomplish the purpose of the Division, the Lifelong Learning Division is organized into three departments: Community Education; Community Education and the Small Business Development Center. Each department plays a specific role in the Division's mission.

#### **Community, Cultural & Professional Education**

Courses offered through the Community, Cultural & Professional Education Department can be categorized into two areas: (1) cultural/personal enrichment programs; and, (2) professional enrichment.

A wide array of cultural/personal enrichment courses is offered each semester. These offerings include hobbies and recreation type courses

(e.g. pottery, soap making, photography, etc.) as well as personal growth and health (e.g. managing debt, sign language, etc.)

Likewise, a broad selection of professional enrichment courses designed for the general public and for licensed/certified professionals are also offered on an on-going basis throughout the year. These may include job-related courses, computer classes, approved courses for professional continuing education, and initial training for licensure or certification.

Most of the community, cultural and professional enrichment classes are conducted on weekday evenings, but many are also held during the day and on weekends. A full schedule of course offerings is distributed and available each semester.

Additionally, this department specializes some of its courses for learners age 62 or older. Some courses are also offered on-line.

### **Customized Training**

Today's business and industry environment is characterized by a demand for a highly productive and well-trained workforce. Additionally, advancing electronic technology and rapid economic development is impacting the way business and industry must operate. In this competitive and fast-moving environment, the training needs of employers can often best be met outside the traditional classroom setting. Therefore, the Customized Training Department develops and delivers specially designed training units for employers in the three county service area that are relevant, practical and flexible.

Customized courses are most often offered on-site at a company's location and at times that meet the scheduling requirements of the employer. The course content may be highly technical or more basic and/or academic, either of which can help an employee develop skills that are directly job-related. To help companies get the most of their training investment, the Customized Training Department also can help identify training needs for a company and assess the skill levels of employees.

### **GENERAL INFO REGARDING LIFELONG LEARNING**

**EASY ENROLLMENT IN LIFELONG LEARNING COURSES:** Registration for adult and community education courses is processed throughout the semester, based upon the incremental start dates of each course. Enrollment for all courses is required no later than 6 days prior to the first class meeting. Remember that early response can prevent cancellation of a class. Students may select the option of utilizing either walk-in, mail-in, fax or telephone registration to enroll in the course of their choice.

NCTC Gainesville Campus

1525 W. California Street, Gainesville, TX  
(M.J. Cox Building, Room 350)

NCTC Corinth Campus

1500 North Corinth Street, Corinth, TX  
(Room 174)

NCTC Bowie Campus

810 South Mill Street, Bowie, TX  
(Admission Office)

Your registration will be handled by the friendly NCTC staff from 8 a.m. to 4 p.m. on Monday through Thursday and 8 a.m. to 2:30 p.m. on Friday.

❖ MAIL-IN REGISTRATION

Division of Lifelong Learning  
North Central Texas College  
1525 W. California Street  
Gainesville, TX 76240

Payment **MUST** be included in the form of a check or money order. Credit card payment will not be accepted though the mail.

❖ TELEPHONE REGISTRATION

To enroll in a continuing education course on any of the NCTC Campus, you may contact a registration specialist at the respective campus from 8:30 a.m. to 4 p.m. on M-TH and 8:30 a.m. to 2:30 p.m. on Fridays. Only credit card (Visa or Master Card) payment will be accepted by telephone.

Gainesville Campus (940) 668-4272

Corinth Campus (940) 498-6270

Bowie Campus (940) 872-4002

❖ FAX REGISTRATION

You may fax your registration form at anytime (weekend or weekend) to (940) 668-6049 (Gainesville) or (940) 498-6221 (Corinth) with credit card payment. If you'd rather contact us to make certain the enrollment form was received, you may opt to supply the credit card (Visa or MasterCard) information at that time.

**CONTINUING EDUCATION UNITS (CEUS):** A CEU represents ten hours of participating in an organized educational experience and is recognized nationally as a uniform measure of attainment in a non-credit program. CEUs are awarded only upon successful completion of course requirements.

**CED CERTIFICATE OF COMPLETION & END OF COURSE:** Each person who successfully completes a Lifelong Learning course will receive the Division's CEU Certificate of Completion. Students must receive a grade of "S" grade to earn a certificate. Certificates for community and adult education courses are prepared by Department Assistants on respective campuses and forwarded to the instructor for their signature and distribution to students.

**COURSE CANCELLATION POLICY:** While every effort will be made to encourage participation in NCTC Lifelong Learning courses, a CE class will be canceled when there is insufficient enrollment. The decision to cancel a course due to low enrollment is made six days prior to the first class meeting.

**COURSE REFUND POLICY:** When NCTC cancels a class, a 100% refund is automatically processed for canceled courses. Two to three weeks should be allowed for the processing. 2) When a student opts to withdraw from a lifelong learning class: 1) If a request for withdrawal is received, IN WRITING, from the student one week (7 business days) prior to the first class meeting, 100% of tuition/fees will be refunded; 2) Tuition and fees paid directly to the institution by a sponsor, donor, employer, or scholarship shall be refunded based on the terms stipulated by the funding source;

Refunds will not be issued under the following circumstances: 1) the request for withdrawal is received after the first class meeting; 2) tickets or

other materials were required to be pre-purchased in order to deliver the course per stated learning outcomes; and 3) Tuition covers the comprehensive tuition for a long-term educational track that mandates maintenance of a minimum number of students and for which instructional salaries are covered by such tuition.

## **EMPLOYMENT OF INSTRUCTORS**

**EMPLOYMENT OF PART-TIME LIFELONG LEARNING INSTRUCTORS:** Applications for part-time teaching positions are accepted on an on-going basis for the development of a pool of qualified instructors. Job #00-0015 is reserved for part-time continuing education instructor applicants. The NCTC Human Resources Division forwards all applications to the Director of Lifelong Learning for scrutiny. Qualified part-time instructors may be recruited to teach for Lifelong Learning based upon their expertise and course content specialization. NCTC selects the best qualified persons regardless of race, color, religion, sex, age or national origin. All lifelong learning instructors are appointed by the college on a course-by-course basis.

**EMPLOYMENT PAPERWORK:** Individuals employed to teach for the Lifelong Learning Division are considered college employees. A current resume should be on file for all employees, along with any credentialing specific to their ability to teach a certain topic. Additionally, a comprehensive employment application must be completed by all part-time instructors well prior to the first day of class.

**PER COURSE/COURSE TRACK LETTER OF AGREEMENT:** A signed memorandum of understanding (MOU) between the instructor and division administrator must be in every course file.

**EMPLOYEE ACCOUNTING OF TIME WORKED:** Each instructor must complete and return a time sheet that accurately reflects the number of contact hours spent on the course – including teaching and course development time.

If the course is less than six weeks in length, payment for the course will be made at the conclusion. If the course is longer than six weeks, the instructor may opt to submit payroll monthly or at the conclusion of the assignment. It is the responsibility of the instructor to denote their option to

the division administration (in the MOU) and submit the timesheet based upon published deadlines.

**MAXIMUM ALLOWABLE WORK HOURS:** Part-time NCTC employees may work no more than 19 hours per week. Calculation of the hours worked is determined in total – not by department. For example, if someone worked 3 hours for Adult Education and 6 hours for the Customized Training, the total time worked would be 9 hours. It is very important that division administration track the number of hours part-time instructors work each week. If a part-time continuing education instructor is also teaching a credit course, then a different calculation method is used. For credit courses, the maximum number of load units a part-time instructor may teach is 9-hours (i.e. three 3-hour classes). Nine load units equals 19 hours for part-time hourly faculty. Therefore, the maximum allowable hours has been reached.

### **SUPPORT OF PART-TIME INSTRUCTORS**

The Lifelong Learning Division is committed to providing quality support to all instructors. Therefore, division staff will provide:

- A forum for fair and ethical negotiations with the instructor to determine payment for instructional services prior to the instructional assignment. Written documentation as to the pay agreement and instructional unit specifications will be provided to the instructor.
- An explanation of the instructor letter of agreement form and instructional requirements in advance of an instructor's assignment.
- An orientation to NCTC facilities, policies and expectations. If the training is being conducted at an employer's location, then an orientation to that company – possibly including a tour, will be provided.
- Coaching, guidance, direction and encouragement throughout the assignment to help the instructor be successful
- The timely provision of instructional materials and equipment to enhance the instructor's performance.
- Appropriate resource materials to use in the instructional preparation.
- Monitor the instructor's performance and to assist in the successful completion of the training unit.

### **LIFELONG LEARNING COURSE PLANNING/DEVELOPMENT**

**NEEDS ASSESSMENT:** Needs assessments will be conducted regularly by lifelong learning staff. These assessments may take on a variety of formats, including but not limited to: (1) survey of current students; (2) advisory councils; and (3) interviews of business and industry representatives.

**COURSE DEVELOPMENT:** In accordance with nationally accepted guidelines for continuing education (such as the Southern Association of Colleges & Schools, IACET), each course offered by the NCTC Division of Lifelong Learning will be planned in response to the educational needs which have been identified for a target audience. Educational needs establish the rationale for a program and represent something an individual ought to learn. An educational need is a gap between an individual's current level of competence and some desired level.

### **CURRICULUM DEVELOPMENT & OWNERSHIP**

**CURRICULUM DEVELOPMENT:** If the Division of Lifelong Learning compensates an instructor to develop curriculum for a course or training unit, then that curriculum becomes the property of NCTC. If the instructor uses curriculum that was not developed for the sole purpose of a CE course or training unit, then (1) the division will not pay the instructor for development time; and (2) the curriculum remains the property of the instructor.

As often as possible, the division will provide curriculum for courses. However, in cases where customization is required, development time may be paid to the instructor.

**CURRICULUM OWNERSHIP:** It should be clearly specified in the Memorandum of Understanding (MOU) with the instructor whether or not development time will be paid. Also, if development will be paid the MOU should specify that NCTC will retain ownership rights.

### **PRACTICAL INFORMATION FOR LIFELONG LEARNING INSTRUCTORS**

**BOOKSTORE PURCHASES:** All purchases from the NCTC Bookstore must be approved by the Director of Lifelong Learning and obtained by a member of the Lifelong Learning staff. The objective of this procedure is

establishment of adequate budget controls relating to the expense budget. Part-time personnel, including faculty, are not authorized to make bookstore charges.

**EMERGENCY PROCEDURES:** If an emergency occurs during class, the following procedures, as mandated by situation, should be followed:

**Medical Emergency:** If an emergency serious enough to require emergency medical treatment occurs, make calls in the following order:

- 911
- The Evening Administrator on duty
- The Division Director

If an injury occurs that it not an emergency situation, but is a “visible injury,” notify:

- The Evening Administrator on duty
- The Division Director

**PROPERTY DAMAGE:** Whenever any property is damaged, call 1) the Evening Administrator on duty; and 2) the Division Director. If property damage is extensive enough to cause possible injury to students, remove students from the area and immediately contact 1) the Evening Administrator on duty; and 2) the Division Director.

**SEVERE WEATHER:** Instruct students at the first class meeting to review posted safety signs in the classroom and to be familiar with tornado shelter areas.

**PROCEDURES FOR LOCKED ROOMS:** When a class is scheduled, the room should be unlocked before the starting time. If you should find your room locked or find equipment inaccessible, call Division staff (daytime) or the Evening Administrator on duty. Should there be special circumstances that require you having a key, please contact the Division of Lifelong Learning.

**REQUIREMENTS FOR TEXTBOOKS & SUPPLIES:** Division staff should be notified prior to the start of the class regarding any materials or supplies required for the course. If an instructional textbook is required, and not previously dicussed, please let staff know the title, edition, author and

publisher. Lifelong Learning staff will then order the books through the College bookstore. As a general rule, a period of 30-60 days is required to obtain textbooks.

**DUPLICATING:** Multiple copies of course materials (not to exceed in any event more than one copy per student in a course) may be made available to the instructor upon request. Unless identified in course planning, copying shall not be a substitute for the purchase of books or other course material. The master or original must be prepared or typed by the instructor. Please have all materials in the office a minimum of five working days before the duplicated material is needed.

**AUDIO-VISUAL EQUIPMENT:** Arrangements should be made through the appropriate division personnel at least five days prior to the class meeting for which equipment is required. If similar equipment is needed for each class meeting, please note such in your initial request.

**STUDENT BREAKS/EARLY RELEASE FROM CLASS:** Students are entitled to a ten-minute break for each scheduled hour of class. Instructors may set their own break schedule, preferably after discussing it with class members. Classes should meet for the entire scheduled time and not be released until the required amount of class time has been met.

**INCLEMENT WEATHER:** In case of inclement weather, the President of NCTC will make the decision as to whether classes will be held that day or evening. If classes are not cancelled by the President, then it is the expectation that instructors will meet their classes. Notification of cancelled classes is provided to area television and radio stations. You may also call the main college number – 940-668-7731.

### **LIFELONG LEARNING GUIDELINES: PROFESSIONAL CONDUCT**

**PROFESSIONAL CONDUCT:** Please remember that members of the class you are teaching look upon you as a representative of NCTC; therefore, any information, advice or directions you give should be accurate. The same is true for any guest you invite to speak to your class. Any opinions expressed are those of the instructor and do not necessarily reflect the official position of the College, the administration, or the Board of Regents. Please do not use the classroom as a forum to solicit or promote yourself or your business.

## SEXUAL HARASSMENT POLICY & PROCEDURES [DHA] (LOCAL):

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors or other sexual conduct, either verbal or physical, or any conduct or other offensive unequal treatment of an employee, student or group of employees or students that would not occur but for their sex, when:

- 1) The advances, requests, or conduct have the effect of interfering with performance of duties or studies or creating an intimidating, hostile or otherwise offensive work or academic environment; or
- 2) Submission to such advances, requests or conduct is explicitly or implicitly a term or condition of an individual's employment or academic achievement or advancement; or
- 3) Submission to or rejection of such advances, requests, or conduct is used as a basis for employment or academic decisions.

Employees shall not engage in conduct constituting sexual harassment. The District shall investigate all allegations of such harassment and shall take appropriate disciplinary action against employees found to engage in such harassment.

An employee or student who believes he or she has been or is being subjected to any form of sexual harassment as defined above shall bring the matter to the attention of the dean or immediate supervisor, in accordance with the District's grievance policy [see DGBA(L) or FLD(L)]. However, no procedure or step in that policy shall have the effect of requiring the employee or student alleging such harassment to present the matter a person who is the subject of the complaint.

**DRESS CODE:** All instructors are expected to report to the classroom dressed in a professional manner. Appropriate dress is slacks/blouse, dress, shirt/blouse or suit for women and slacks/dress shirt or a suit for men. Jeans, T-shirts, sweat suits or shorts are not allowed – unless previously approved by division administration due to the required learning outcomes and extenuating specifications of a course.

## **LIFELONG LEARNING EVALUATIONS**

**LIFELONG LEARNING EVALUATIONS:** In accordance with nationally accepted guidelines for continuing education (such as the Southern Association of Colleges & Schools, IACET), each course offered by the NCTC Division of Lifelong Learning will be evaluated for its quality and effectiveness. Evaluations are the main source of feedback. Evaluation may measure reactions of participants, the amount of learning, changes in behavior, or provide information about the planning, development, administration, instruction, and support services for a program.

Quality assurance and control in lifelong learning experiences are enhanced through long range, systematic evaluation of what is intended in relation to what actually occurs. The difference can be used as the base for whatever change is needed to ensure that intended learning outcomes are attained.

Evaluations can answer the following types of questions:

1. Did the learning experience result in individual behavioral change specific in the intended learning outcome?
2. Were the intended learning outcomes appropriate for the stated purpose of the learning experience and the intended audience?
3. Were the intended learning outcomes stated in measurable and observable terms?
4. Were the program inputs (decision making during the planning process: fiscal, physical, and instructional inputs of the provider) associated with the learning outcome?
5. Were the institution's philosophy, mission, structure, functions and other processes effective in producing the intended learning outcome?