

2.H.1 Non-credit instruction are administered under appropriate institutional policies, regulations, and procedures. Faculty are involved as appropriate in planning and evaluating non-credit programs.

I. Overview of non-credit instruction at TMCC

Non-credit instruction at TMCC is offered and administered through both the Academic Affairs and Student Services areas of the college. While very small, the Student Services area offers non-credit instruction through its Veterans Upward-bound program.

The following lists the currently known non-credit instructional activities:

- Academic Affairs – Jowel Laguerre, Vice President
 - Division of Arts and Humanities
 - None Reported
 - Division of Social Science and Business
 - Professional Business Studies - None
 - Division of Health Sciences and Safety
 - Radiologic Technology - None
 - Nursing – Train the Trainer
 - Dental Assisting - Radiography Health Safety and Placement
 - Division of Math, Sciences, Engineering, and Technology
 - Architecture – Model Building
 - Biology – None
 - Edison – Basic soldering
 - State Emissions Certification
 - Division of Workforce Development and Continuing Education
 - General Studies and Community Service
 - Edison – Auto Mechanics for Women
 - Manufacturing
 - Business and Industry
 - Adult Basic Education
 - English as Second Language (ESL)
 - EL Civics
 - Literacy
 - GED
- Student Services/Enrollment Management – Juanita Chrysanthou, Vice President
 - Veterans Upward-bound

II. Non-credit instruction administered through Academic Affairs

The vast majority of non-credit instruction offered at TMCC falls under the administration of Academic Affairs and is managed by the Division of Workforce Development and Continuing Education (WDCE). A smaller, but significant, number of non-credit courses are managed by individual departments within the academic divisions.

II. A. Division of Workforce Development and Continuing Education (WDCE)

The WDCE follows several UCCSN and TMCC procedures/policies that relate to the administration of non-credit instruction. These policies are comprehensive in scope and range from course/program development, student registration and records management, human resources, and fiscal management. In addition, the WDCE operations manual either clarifies existing UCCSN and TMCC policies or addresses policies not explicitly specified by either the UCCSN or TMCC.

The Division of Workforce Development and Continuing Education has recently developed two documents that partly address how non-credit instruction is offered and managed. The first of these documents is the “Continuing Education and Expansion Plan”. This is a planning document that was developed and approved during the 2003 – 2004 academic year. While the primary role of this document is to serve as a planning instrument, it also contains some policy/procedural language relating to the management of non-credit instruction. In this document the pricing policy is outlined along with trainer compensation guidelines.

The second document is the “Alternative Course Offering Procedure. This document was developed and distributed to Deans, directors, classified staff and department chairs in February 2003. This document outlines in fairly good detail how non-credit instruction is developed and managed through the Division of Workforce Development and Continuing Education.

WDCE student registration and records management has, in the past, been a very complicated and cumbersome due to the use of several systems. Some courses, for various reasons, used the UCCSN Student Information System mainframe database software while other courses used a PC based system called Peopleware. As a result of the difficulties involved in using and managing student records across two different systems, the WCDE has just recently implemented a new student registration/records database system that will be used for all future non-credit instruction. This should streamline the management of non-credit student information.

In addition, the WCDE complies with all UCCSN and TMCC policies and procedures relating to the release of student information.

The WCDE follows all UCCSN and TMCC policies, procedures, and regulations regarding human resources including the hiring of instructors, insuring instructor qualifications, contracts, etc...

WDCE complies with all System and campus fiscal management policies including procurement, cash handling, deposits, contract procedures, and follows published student fees, refund and cancellation policies per Regent Handbook (6/88).

II. B. Academic Divisions

We met with very little success in obtaining information on non-credit instruction offered

by the other academic divisions. The Standard 2 H committee distributed a survey to the all members of the academic leadership. The purpose of this survey was to collect information on all non-credit instruction offered by the academic divisions for the last three years. At this time only three academic departments reported non-credit program activity for the previous three years. We received responses from seven academic departments – Architecture, Architecture Engineering, Biology, Dental Assisting, Humanities, Professional Business Studies, and Radiologic Technology. Out of these seven, only three reported offering non-credit courses.

Because of the low response rate it is not clear what non-credit instruction is or has been offered by the academic divisions. As such, it can only be assumed that they follow the same UCCSN and TMCC policies regarding human resources and fiscal management. As for course/program development and student registration and records management it is unclear what, if any policies exist for them.

III. Non-credit instruction administered through Student Services

As stated above, the non-credit instruction offered through Student Services is very small and is limited to the Veterans Upward Bound program. Veterans Upward Bound is a federally funded grant and is in full compliance with and follows specific policies that include legislative requirements, federal regulations, and grant mandates. These include the Education Department General Administrative Regulations (EDGAR).

The VUB Program staff conducts intake procedures to enroll applicants for service and maintains records management. The program records extensive data, eligibility documentation, and information. The program maintains a data base and outcomes tracking system that accounts for every participant that has been served by the program since 1989 and follows each former participant's educational progress.

The program is a student service, serving a special population with specific services, designed to address their special needs. The program is mandated to serve a minimum of 120 low-income and first generation veterans per year. Information on the program is included in the Standard 3, Students report as well.

The program demonstrates high accountability with nine measurable performance objectives that are reported in an Annual Performance Report submitted to the U.S. Department of Education. A federal program officer provides oversight and monitors all grant operations and has final authorization on all permissible grant activities.

In addition, VUB complies with all UCCSN and TMCC policies relating to human resources and fiscal management.

2.H.2 The institution maintains records for audit purposes which describe the nature, level, and quantity of service provided through non-credit instruction.

Most of the college's non-credit instruction is provided by TMCC's division of Workforce Development and Continuing Education. In the past, course listings and student registrations have been collected by both the SIS system and a third party registration software system (peopleware). Effective January 2005 all course listings, student registrations, and student information will be administered using a third party registration and database management system.

The financial transactions and data collection is performed through the Advantage system for all fees and expenses. If the "self supporting" budget revenues are over 25,000 then a annual budget must be submitted to the budget office. Any budget information can be found in Advantage.

Division performance measurements (i.e, number of participants, revenues, expenses, net operating funds, by program) are maintained by the division's dean and is reported annually to the VP of Academic Affairs.

Data pertaining to records on non-credit instruction offered through the academic divisions is not available due to a lack of sufficient response from the academic community.

2.H.3 When offering courses that award Continuing Education Units (CEU), the institution follows national guidelines for awarding and recording such units which call for one CEU being equivalent to 10 hours of instruction and appropriate to the objectives of the course. (See Glossary, Continuing Education Unit, and Policy A-9 Non-creditExtension, and Continuing Education Studies.)

All non-credit instruction offered through the Division of Workforce Development and Continuing Education do follow these guidelines. However, unless it is spelled out in the WDCE operations manual, there are no policies (TMCC, UCCSN, or otherwise), that explicitly require that these national guidelines be followed.

For the academic divisions that offer non-credit instruction, there is little evidence that they award CEUs or, if they do, that they follow any national guidelines.

Conclusions and Recommendations

The Division of Workforce Development and Continuing Education coordinates the lions share of non-credit instruction, and complies with all UCCSN and TMCC policies procedures, and regulation. For those policy areas not explicitly covered by UCCSN and TMCC policies, the WDCE has an operation manual and other policy related documents to guide the administration of non-credit instruction.

As demonstrated by the lack of positive responses from the survey, there appears to be no central coordinator for the non-credit instruction offered through academic divisions. As such, we are unable to gather complete information on the number and types of noncredit

instruction offered by the academic divisions, and it can only be assumed that they do not have any policies, regulations, and procedures in place for them either.

We can only conclude that non-credit instruction offered through the academic division appears to be loosely coordinated and administered. While the WDCE handles the vast majority of non-credit instruction, the academic divisions do contribute significantly to this instructional area of the college. The lack of a centralized administration has resulted in an incomplete picture of non-credit instruction at TMCC.

Therefore, it is recommended that the college pursue policy language that requires all non-credit instruction to be managed under a single authority. The WDCE is the most logical area of the college to handle this mission.