I. MISSION

Mission of the University of West Georgia

The mission of the University of West Georgia (UWG) is to enable students, faculty, and staff to realize their full potential through academic engagement, supportive services, professional development, and a caring, student-centered community. UWG is committed to academic excellence and to community engagement, offering high-quality undergraduate, graduate, and community programs on-campus, off-campus, and online. UWG, a charter member of the University System of Georgia (USG), is a comprehensive, SACSCOC level VI, public university, based in West Georgia with multiple instructional sites and a strong virtual presence. UWG supports students in their efforts to complete degrees in relevant programs, valuing liberal arts and professional preparation. Through effective and innovative teaching, experiential learning, scholarship, research, creative endeavor, and public service, UWG equips graduates to engage with and discover knowledge. UWG is dedicated to building on existing strengths and developing distinctive academic, research, and co-curricular programs and services that respond to economic development and identified regional, state and global needs, thus empowering alumni to contribute responsibly and creatively to a complex 21st society.

The University of West Georgia, a charter member of the University System of Georgia, is a selectively-focused, comprehensive institution providing undergraduate and graduate public higher education in arts and sciences, business, and education.

Mission of the Department of Continuing Education/Public Service

Continuing Education and Public Services have emerged as a non-degree extension of the traditional learning process. The Department of Continuing Education is responsible for the assessment, development, and implementation of non-degree programs for those who wish to improve their job skills or otherwise enhance their personal development. This includes the coordination of community educational programs, institutes, workshops, conferences, and specialized training programs which serve as a catalyst for economic development.

University System of Georgia Charge

“Public service and outreach is the deliberate effort of University System institutions to deliver and share resources and expertise to the general population, business and industry, associations, governmental groups, and other entities for the purpose of enhancing the intellectual capital of all those in need of development and lifelong learning.”

In 2002 the Board reconfirmed its commitment by revising its Policy Manual to assert in
Section 502 that “Lifelong Education, which encompasses continuing education, provides educational offerings both for upgrading knowledge and skills needed to progress in occupations and for personal enrichment options important to more meaningful and happier lives, which is a separate function from the offering of traditional college degrees.”

In 2013 the Board adopted a new Strategic Plan, the implementation of which will be greatly assisted by vibrant lifelong education opportunities. Among the goals related to continuing education:

Strategic Goal Two anticipates the need to expand the capacity of the System to serve an additional 100,000 students by 2020. Clearly there is a need for new strategies and collaborations among both credit and non-credit to help meet this need.

Strategic Goal Three addresses the need for improved economic development activities to assist the state in a globally competitive environment. Providing coursework and programs to assist Georgians to upgrade their skills to meet competitive needs, an historic central mission of continuing education, is becoming more critical to the state’s well being.

Strategic Goal Six calls on System units to increase efficiency while increasing quality of its programs and outcomes, based on the establishment of accountability metrics for the System.

The full USG Strategic Plan, years 2013-2018, can be found here:
http://www.usg.edu/strategicplan

II. ORGANIZATIONAL STRUCTURE

The Department of Continuing Education is organizationally part of UWG Extended Learning, which is part of the Division of Academic Affairs. The director of continuing education reports to the executive director/dean of extended learning and USG eCore.

UWG adheres to the policies and procedures of the USG BOR. The policies and procedures can be located in full here:

Administrative Criteria as Defined by USG BOR
The following infrastructure and procedures must be in place in order to issue CEUs under the Board of Regents of the University System of Georgia’s authority:
1. The institution has an identifiable continuing education office or division with designated professional staff having the authority to administer and coordinate an organized schedule of continuing education programs, maintain documentation and monitor program quality consistent with CEU category.
2. The institution arranges for appropriate educational facilities, library or reference materials, instructional aids, and equipment consistent with the purpose, design, and intended learning outcomes of each learning experience.
3. The institution provides a system for identifying participants who meet the requirements for CEU categories, as required, for satisfactory completion of continuing education programs.
4. The institution maintains a permanent record of participation for each individual to whom CEUs are awarded and provides a transcript to the individual upon request.
5. The chief administrator for continuing education activities in each institution must determine in advance the appropriate CEU category in which to classify a given program and the number of CEUs to be awarded. There should be clear administrative procedures and channels for this approval. The chief administrator may choose to designate a qualified person to perform this task.
6. The chief administrator for continuing education is responsible for maintaining permanent records of an individual’s involvement in continuing education activities and should be prepared to issue, upon request, a cumulative CEU record for each individual who successfully participated in approved Category I or II programs.
7. The chief administrator is responsible for making and/or certifying reports of CEU activities.
8. Persons who participate in a Category I and II program must be individually registered and CEUs will be awarded for participation. A file of program materials, including a summary of evaluations, for each Category I and II activity will be maintained by the public service unit having that responsibility.
9. The activity is of an instructional nature and is sponsored or approved by an academic or administrative unit of the institution in coordination with the continuing education administrator.
10. All Category I and II face-to-face classes require a minimum of 80 percent attendance to receive CEUs.
11. All Category I online classes require satisfactory completion of assessment of learning objectives.
12. All Category II online classes require satisfactory course completion.
13. Determination of the number of CEUs for an online course may be determined by: 1) benchmark contact hours from similar courses at other institutions; 2) teach the course face to face once to determine hours; 3) teach online to a pilot group of students and determine the average number of hours to complete the course; 4) use faculty to determine the reasonable number of hours.
III. Continuing Education Units - CEUs

Definition and Utilization of the CEU
The International Association of Continuing Education and Training, today’s parent body for the CEU, defines the CEU as:

Ten contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction and qualified instruction.

As the nationally recognized unit for measuring participation in noncredit continuing education, the CEU’s major value is to the individual who needs or desires to document continuing education involvement in programs that meet nationally agreed upon criteria ensuring program quality. It is also a convenient unit of measurement for collecting, storing, analyzing, and presenting institutional and/or national data concerning continuing education activity.

The CEU relates only to the continuing education programs that make up part of UWG’s public service activity. The CEU alone is not a complete measure of total institutional effort or productivity in public service and outreach.

CEUs may be awarded for any qualified program that is at least one hour in length. Often learning experiences scheduled for relatively short periods of time are not adequately planned to meet the criteria.

CEUs awarded by UWG may be transferred to other measurement units for continuing education, such as Professional Development Hours (PDH), Professional Learning Units (PLU), etc. as appropriate. (USG Continuing Education Policy and Procedures, 2012).

Category I CEUs
For non-credit education programs to be eligible for awarding Category I CEUs to participants, the following criteria must be satisfied:
1. The program or activity is planned in response to the identified needs of a target audience.
2. The institution has clear and concise written statements of intended learning outcomes for each continuing education program or activity.
3. Qualified instructional personnel are involved in planning and conducting the learning experience, including determining program purpose, developing and assessing intended learning outcomes. Documented qualifications for instructional personnel must be on file.
4. The content and instructional methodologies selected are consistent with stated learning outcomes, sequenced to facilitate learning, and structured to permit opportunities for the learner to participate and receive feedback.
5. Requirements for satisfactory completion of the program are established for each planned learning experience. Best practice indicates that these requirements are communicated to the participants prior to the beginning of the program.

6. Procedures established during program planning are used to measure the achievement of intended learning outcomes specified for the program activity as they relate to changes in learners’ knowledge, skills, understandings, or attitudes. Assessment is the responsibility of the instructor.

7. During the course of planning, a process is established to evaluate major aspects of the continuing education experience. Best practices would include client organizational input and/or student input into the design, content, content level and operation, and the extent to which intended learning outcomes were achieved.

8. **To be designated a Category I program, the program must meet all preceding administrative and program criteria.**

The following statements assist in interpreting the criteria to determine if a program should be classified as a Category I program and award CEUs to individuals.

1. The program is designed to upgrade existing career, professional or occupational skills.
2. The program is designed to assist participants in preparing for new careers, professions, or occupations.
3. The program is designed to enable participants to function effectively in the community or workplace.
4. The program is designed to inform participants about important community or societal issues.
5. The program is designed to enable participants to deal more effectively with community or societal problems.
6. The program is designed in cooperation with a professional or citizens’ advisory group to meet a specific need.
7. The program requires physical resources such as scientific laboratories, field stations, libraries or computer centers of an institution of higher learning.

**Category II Program Criteria**

For non-credit education programs to be eligible for awarding Category II CEUs to participants, the following criteria must be satisfied:

1. The program or activity is planned in response to the identified needs of a target audience.
2. The institution must have written statements of intended learning outcomes for each continuing education program or activity, but assessment of these learning outcomes is not required.
3. Qualified instructional personnel are involved in planning and conducting the learning experience. Documented qualifications for instructional personnel must be on file.
4. The content and instructional methodologies selected are consistent with the course purpose, sequenced to facilitate learning, and structured to permit opportunities for the learner to participate and receive feedback.
5. Requirements for satisfactory completion of the program are established for each planned learning experience. Best practice indicates that these requirements are communicated to the participants prior to the beginning of the program.

Category III Program Criteria
The University System Board of Regents recognizes that its institutions are engaged in a wide range of noncredit programs and that many of them do not offer CEUs to individuals. These programs do, however, meet important needs of many constituent groups and contribute to the service mission of both the institution and the University System. They frequently represent a substantial investment of time and educational resources of the institution, and therefore need to be recorded and reported. Such programs and the level of institutional effort—in which institutional resources such as personnel, facilities, and equipment—demonstrates internal and external community engagement and are counted in Category III.

Summary of CEU Categories

<table>
<thead>
<tr>
<th>Type CEU</th>
<th>Institution knows content</th>
<th>CEU awarded</th>
<th>Assessment of learning objectives</th>
<th>Evaluation of program</th>
<th>Permanent record maintained</th>
</tr>
</thead>
<tbody>
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<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
</tbody>
</table>

Category I
Awarding institution knows the content; grants CEUs; assesses learning objectives; evaluates program; maintains permanent record.

Category II
Awarding institution knows the content, grants CEUs, learning objectives are not assessed, the program is evaluated and a permanent record is maintained

Category III
Institutional resources are used in substantial activities organized through agencies or organizations outside the institutional continuing education department. These organizations are responsible for program development and/or delivery, the awarding of any CEUs, any assessment or evaluation and the maintenance of records. Examples are: CE facility usage for groups, CE personnel or equipment usage for planned activities (lectures and cultural events), or leasing facilities to a conference provider.
Certificate Programs

Certificate of Program Completion are defined in the following manner:
1. Content composed only of Category I CEU courses. As such, each course must have measurable written program objectives for certificates.
2. Provides a coherent body of knowledge to the student. Certificates are expected to be from multiple courses covering a body of knowledge but could be a single extensive course covering multiple modules.
3. Must contain a minimum of 24 student learning hours (2.4 CEUs)
4. The utilization of experiential learning, with assessment, towards these hours is acceptable (e.g., mentored internships) so long as these activities are documented for each student earning Certificates of Program Completion.
5. Each institution will have the ability to review and accept courses from other universities towards Certificates of Program Completion, whereby the majority of hours taken by the student for the program certificate must come from the granting university (i.e., articulation agreements).
6. The document awarded to students when completing a course will be called “Recognition of Course Completion” and list the number of CEUs awarded. When a student successfully completes a series of related courses, they are awarded with a “Certificate of Program Completion.”
7. Student hours participating in an internship could be utilized towards a program certificate if the internship meets the other criteria for CEU awards (e.g., assessments of what was learned, appropriate instruction/supervision, etc.)
8. Delivery modes should be flexible to allow for new technologies. CEUs can be awarded for such certificates delivered in appropriate pedagogical formats as long as the quality is present and there is an assessment of student learning.

UWG CE Certificate Program descriptions can be located here:
https://docs.google.com/a/westga.edu/document/d/15QS7JmUxDT0LCzr3i01I4YXqegR7iKs9LMDUajdFQ/edit

Accounting for the CEU
Calculation of contact hours involved in a continuing education program may include the following elements:
1. Classroom or “learning” time with direct or supervised participation between the learner and instructor or leader is converted directly to contact hours (one 60 minute classroom hour equals one tenth, .1, CEU).
2. Activities that use methods of instruction such as supervised independent study, directed reading, or project-based assignments may be awarded the CEU. In such cases, the contact hours to be awarded may be determined after field-testing has shown the average amount of time, in hours, required to complete the learning activity.
3. Field trips (minus travel and other administrative time) and other experiential
course activities may be awarded CEUs. Usually these hours are calculated on a basis of at least two experiential hours being required for each contact hour of instruction.

4. CEUs are normally expressed in tenths of a CEU. However, institutions may use hundredths to express one-quarter hour increments and not any other fraction of an hour. For example, a program of two and one-half hours may be expressed as 2.5 hours, or .25 CEU.

The following and similar activities are not included when calculating the number of instructional contact hours for any continuing education program.

1. Time for study and other activities outside the classroom or meeting schedule not outlined in Section 5.0.2.
2. Meeting time devoted to business or committee activities.
3. Meeting time devoted to announcements, welcoming speeches, or organizational reports.
4. Time allocated to social activities, refreshment breaks, luncheons, receptions dinners, and so forth. NOTE: Time devoted to a luncheon or dinner presentation integral to the continuing education experience may be included in calculating instructional contact hours.

**Reporting Procedures for CEUs**

CEUs are to be reported to the Board of Regents **four times during the year** using Service form A on the Web. The reporting periods provide the mechanism for collecting data both for fiscal year activity and for the state budgeting process. Activities in the four reporting periods should be submitted as follows:

1. April, May, June - Due July 31
2. July, August September - Due October 31
3. October, November, December - Due January 31
4. January, February, March - Due April 30

Activities should be reported in the reporting period in which they are completed. The cumulative annual report is automatically calculated by the computer program of the web site. Once a report is submitted, the institution is responsible for notifying and/or printing and distributing copies of the report to appropriate internal institution personnel.

The data for each reporting period is to be submitted using Form A at the Web site: https://app.usg.edu/SIRS/login_ceu

Each institution has been assigned an id and password and those have been communicated to the Continuing Education director of each institution.

In using Form A, the enrollment figures for courses having CEUs are to be recorded in column 3a and 3b. For Category I courses, the enrollment of those individuals whose
registration was complete and who successfully completed the requirements of the program are to be recorded in column 3a. The enrollment of those individuals whose registration was incomplete or who did not successfully complete the requirements stated for Category I programs they attended is to be recorded in column 3b. All enrollments in Category II courses are to be recorded in column 3b. The CEU equivalents for Category I and II in column 5 on Form A are automatically calculated by dividing each of the corresponding entries in column 4 by 10.

Category III activities are to be reported on the same schedule as reporting Category I and II.

Award of CEUs

Because participants in continuing education programs may not recognize the potential value of earning CEUs and having a permanent record of their participation, the decision to award and record CEUs is not left to the individual participant. The institution makes the determination to award CEUs and maintains a permanent record for all participants who successfully complete the program. In other words, registering only participants indicating an interest in CEUs is not permissible.

IV. Non-Credit Program Procedures

Development, Approval and Management of CEUs and Certificate Programs

Using the criteria outlined above, the Director of Continuing Education completes the CEU analysis portion of the Program Planning Form to determine the classification of the CEU or program and number of hours, as applicable. The form is located: https://docs.google.com/a/westga.edu/document/d/1RY38t4H7IFu_9pbeulrnVNld3CwYSAB1qVdpAjAml60/edit

Any faculty or staff member of the University of West Georgia, community residents, various civic or governmental leaders, and the staff of the Continuing Education Department may submit non-credit ideas. A course proposal form is available in the under the forms tab located: https://docs.google.com/a/westga.edu/document/d/1LCn3xuL3BMqKa7RVU-yU4alo5U0112GO3W1bgjSoQtQ/edit

Ideas for programs and services shall be coordinated through the Director of the Department of Continuing Education who will assist in planning activities and evaluating programs for awarding Continuing Education Units.

The staff member or director should obtain the necessary information and do the appropriate calculations which will provide a complete financial picture of the proposed activity and should
complete the budget planning portion of the form, and discuss any concerns about the budget planning sheet with the director or dean.

When a program appears potentially successful the coordinator should complete the remaining portions of the Program Planning Form, which includes budget information. These forms will be used as the basis for the program file. The file will assure program auditors that the program meets accreditation standards. Staff will enter information in the computer.

When a program is offered jointly with another school, a Cooperative Program Agreement located in the USG procedures and policies should be initiated by the Director and signed by both parties.


The Director shall approve instructional staff for non-credit courses based on the evidence of competence in subject areas, approval of department chairmen, and their ability to make courses interesting, involving, and meaningful to the participants through effective communication and instructional design.

The program coordinator may cancel classes if minimum enrollment is not attained or if unforeseen circumstances prevent the execution of the class.

Books, materials, supplies, and individual course requirements will be included in the fee for each course or explicitly stated as an additional fee.

Fees, salaries, and other costs resulting from a short course are established on a fiscal year basis (July 1 - June 30). Obligations, expenses, or salaries will not be held beyond the fiscal year.

Inter-institutional Cooperation

The University System of Georgia encourages cooperative programming among System institutions. When two or more institutions cooperate to develop noncredit educational programs, certain courtesies are encouraged and certain procedures should be used as a result of any cooperative agreement.

The unit primarily responsible for developing a program will be called the Originating Institution. The unit housing the program will be called the Host Institution. Prior to engaging in open enrollment continuing education program at locations other than the home campus, the Director of Continuing Education (or their designee) of the home institution should inform any other University System institution(s) located in closer geographic proximity to the site proposed for the program. Courses and programs sought by industry, government, associations or other groups to be taught at their facilities may
be conducted by each unit as deemed appropriate. Courses delivered through distance learning may have such a wide geographic distribution that providing information at the local level is inherently exempt.

1. The host institution will normally be given the option of reporting to the University System Board of Regents the data on CEUs. Where the host institution does exercise this option, the originating institution will report the data as required in Column 6 of Service Report Form A. (See Appendix for sample.)

2. As prescribed by University System of Georgia policy, the institution reporting CEUs in Column 3a for Service Report Form A must also maintain the records necessary for issuing transcripts, make University System of Georgia reports, and meet audit requirements.

3. Nothing in this procedure will preclude the originating institution’s filing with the University System of Georgia a report of its total continuing education effort, including its role in stimulating, initiating, and conducting cooperative programs with other University System institutions.

4. Articulation and collaboration efforts such that courses taken at one institution may be used towards certificates at other institutions, with the approval of the accepting unit.

5. Where programs offered cooperatively are elements of larger curricula which lead to certification or licensing of individuals in occupational areas, the originating institution will continue to maintain the records, report the CEUs in Service Report Form A, and report other data required in Service Report Form A.

6. If the originating institution wishes to file a separate report with the Board of Regents, the originating institution should ask the host institution to provide copy of the registration records.

7. As a matter of good business practices, a letter of agreement should be signed by both institutions.

**Records Management and Transcripts**

The registration and records keeping process must satisfy the University System of Georgia and Southern Association of Colleges and Schools requirements since the Division’s program records are audited each year and the Division wishes to comply with applicable criteria. The Program Specialist is charged with overseeing the implementation of a smooth and orderly registration process, and the Director is responsible for monitoring registration.

The Program Specialist is responsible for receiving phone, online and walk-in registrations. Additional help for registration is provided by all other CE staff as needed.

The Departmental Associate is responsible for the Division’s record keeping function. However, the preparation of the program file for permanent records is the responsibility of the Coordinator of Business Training and the Program Specialist.

Continuing Education maintains a folder for each program which includes, at a minimum:
1. Program planning form/CEU determination
2. The learning outcomes for each program
3. The instructor credentials referenced in CE credentials binder
4. Instructor background check/self-report referenced in binder
5. The program evaluation summary
6. Any applicable contracts
7. Instructor MOU
8. Course Roster with attendance
9. CEU Reporting Form

When the file contains all necessary information it should be forwarded to the Program Specialist for completion. The Program Specialist will tabulate CEU information for each course. The Coordinator of Business Training or Program Specialist will review the file for completion, sign, and then submit Request for final payment to Departmental Associate.

Course information is also maintained electronically through the Aceware system, including CEUs, financials, course descriptions, rosters and instructor information. CEUs are reported quarterly by the Departmental Associate to the University System of Georgia via website.

Transcript Request

CE student will request a transcript by completing our transcript request form located: https://docs.google.com/a/westga.edu/document/d/1z58_HWfWpvS-s0qvTPAbJzl6qgpSomAVNT6KIFCHG_A/edit. The student may return the form to our department via email, US postal service or in person. There is no fee for the initial transcript request. The Departmental Associate will issue the transcript through our system (Aceware) and provide it to the Director for signature within 5 business days. Transcripts may be requested to be held in the office for pick up or mailed to the address indicated on the request form. Transcripts requested to be held will remain in the office for 60 days. After 60 days, a new request is required and a fee of $5 will be charged to the student. After two transcripts have been issued, a charge of $5 will be applied for each additional transcript request unless new courses have been completed. In accordance with FERPA, a student signature is required before a transcript will be issued. Students may designate another person to pick up the transcript but that designation must be provided in writing.

Program Planning

Each program coordinator is responsible for planning the essential elements of a course prior to opening the course for registration. Essential elements are included in the program planning form are: 1) Needs analysis, 2) Budget, 3) Course Content/Learning outcomes 4) CEU awards, 5) Risk Management Assessment. Program Planning form and Risk
Management Assessment is located in the Appendix of the CE Policies and Procedures Handbook.

Registration

Registration for courses may be accepted by telephone, by mail, in person, by fax, or via the internet.

Registration information entered into the computer network is used to produce class rosters, mailing address labels, confirmation labels, and the Quarterly Registrar's Report of CEU's for Cat I participants.

Fees are due at the time of registration. For selected courses, payment schedules may be provided but all fees in those cases are due by the first day of class.

If a company or organization wishes to be invoiced, they can provide Continuing Education with a purchase order number, or with a letter on company letterhead assuring payment according to the Continuing Education invoicing procedure.

Acceptable methods of payment are cash, check, MasterCard or Visa, Money Order, Cashier's Check or Company Purchase Orders.

The Departmental Associate posts all fees from course registrations and balances accounts with the Business Office daily.

The Program Specialist provides the Departmental Associate with a daily listing of all payments received. The Departmental Associate is responsible for confirming the payment of course fees and registrations, and providing a receipt to the participant. A computerized receipt of all payments received is maintained.

Withdrawal Policies/Refund Policies

All programs will have a published payment deadline and refund date set specifically for that program, and approved by the director. A full refund is given if CE/PS is notified by the published registration/refund deadline, unless there is a specific refund policy published for an individual course.

Although the following information is not included in publications, office personnel should be aware of exceptions. When there are mitigating circumstances, a full or partial refund may be granted by the coordinator with the concurrence of the director or dean. Please see Section V Fiscal Operations for specific policies regarding how a refund may be obtained.
Instructors

Instructors are asked to submit proof of credentials for teaching a specific course. Resumes or other supporting documents are to be maintained in the *Instructor Credential Binder*. Instructors may be asked to update the information annually.

When verbally offered the opportunity to teach a course with Continuing Education, instructors are directed to read the Instructor Handbook. The Instructor Handbook, also a part of the UWG CE Policies and Procedures, expands on the important information necessary for UWG CE instructors to function effectively. When signing the agreement to teach a course, instructors will sign a line attesting to the fact that they have read the handbook. A copy of the Instructor Handbook is located in the Appendix and located: [https://docs.google.com/a/westga.edu/document/d/1aWkTibpUzDkpeoTGu1I9-GLNpyjlokSQBT9e29I7Gos/edit](https://docs.google.com/a/westga.edu/document/d/1aWkTibpUzDkpeoTGu1I9-GLNpyjlokSQBT9e29I7Gos/edit).

Instructors must submit signed class roll of attendance, and written participants' evaluations of the course in order to receive payment for teaching. Occasionally, CE staff will administer and collect participant evaluations, in which case, the instructor is not required to submit the evaluations.

In accordance with UWG policy, background checks will be conducted in the manner noted by UWG. The policy is located here: [http://www.westga.edu/hrpay/index_13857.php](http://www.westga.edu/hrpay/index_13857.php). Additionally, CE requires background checks are for all camp and children’s activity workers. A self-reporting form, located here: [https://docs.google.com/a/westga.edu/document/d/1SJ_XOH96DdDoqJzXyl-c8UuPkSg9i3DkRm8fLJ1ccJs/edit](https://docs.google.com/a/westga.edu/document/d/1SJ_XOH96DdDoqJzXyl-c8UuPkSg9i3DkRm8fLJ1ccJs/edit) will be completed annually by all instructors in preparation for the updated university guidelines to be released soon. Background checks conducted for other university purposes will suffice (for example students who are enrolled in UWG COE field experience, employees who possess a UWG P-Card, or employees who are newly hired). Additionally, camp workers with a current teaching certificate will suffice as having current background checks. Certified teachers must provide proof of certification or proof of employment as a certified teacher. Annual Continuing Education self-reporting forms are still required of all instructors, regardless of the location in which their background checks occur.

Instructors must conduct themselves as representatives of the University of West Georgia and as such, appropriate, professional behavior is expected. Instructors should display a positive attitude. No harsh or foul language will be tolerated in the classroom by the instructor or participants. Strict confidentiality regarding student progress and records should be maintained. Should the instructor or participants identify problems that cannot be solved among themselves, he/she should contact the Program Coordinator and/or the Director of Continuing Education for support and assistance.
Instructors may expect Continuing Education participants to adhere to the UWG Honor Code: At the University of West Georgia we believe that academic and personal integrity are based upon honesty, trust, fairness, respect and responsibility. Students at West Georgia assume responsibility for upholding the honor code. West Georgia students pledge to refrain from engaging in acts that do not maintain academic and personal integrity. These include, but are not limited to, plagiarism*, cheating*, fabrication*, aid of academic dishonesty, lying, bribery or threats, and stealing.

Violation of the honor code can result in immediate removal with no refund.

Student/Instructor disputes should first be directed to the program coordinator. If one of the parties is not satisfied with the resolution or if the program coordinator deems the situation to be especially sensitive, the Director of Continuing Education will be involved in the resolution.

**Access to Murphy Building for Instructors**

Prior to 5 PM, the Murphy building front doors will remain open. After 5 PM, Campus Police is responsible for allowing access to Instructors when they are teaching a class. It is the responsibility of the Program Coordinator or Director in charge to inform Campus Police of the course schedule in order to make sure the Instructor has appropriate access. Instructors should be provided with the telephone number of Campus Police 678-839-6000 or from a campus phone 96000 so that they may call should Campus Police fail to open the building on time.

Special request for keys to inside doors (such as the Certified Nurses Aid Lab) may be made to the building manager. An email from the Director or Coordinator to the Building Manager seeking approval should be sent prior to issuing a key.

**Youth Registration**

All participants under the age of eighteen must have a current Physical Condition Certification and Waiver Statement on file in CE. A current waiver is valid for twelve (12) after the signature date. Upon registration, the waiver forms will be e-mailed as an attachment and can also be downloaded from the website link: [http://http://www.westga.edu/assetsDept/conted/UWG_Summer_Camps_2013_Waiver3.pdf](http://http://www.westga.edu/assetsDept/conted/UWG_Summer_Camps_2013_Waiver3.pdf). The participant's parent/guardian should complete one set of waiver forms per child/participant and return to UWG Continuing Education, 1601 Maple Street, Murphy 230, Carrollton, GA 30118 or to conted@westga.edu no later than the first day of camp. Continuing Education will provide copies of participant waivers that will remain on-site at the camp location. All information containing sensitive information that must be maintained within the files will be in a locked cabinet located in a locked or manned office.
Child Protection

All individuals who are engaged in child-related activities with UWG Continuing Education will complete training related to child abuse prevention in accordance with state law. This practice applies to paid employees, subcontractors, volunteers, and others in close proximity to programs with children in attendance. All individuals will be screened using a National Criminal Background Check for their suitability for working with children, and will complete a 2-hour training which meets the requirements of OCGA § 19-7-5. Reports by physicians, treating personnel, institutions and others as to child abuse; failure to report suspected child abuse.

The preferred training is the Darkness to Light training (online or face-to-face). An alternate training may be utilized with the approval of both the director of continuing education and the executive director/dean.

Should any person associated with the Continuing Education offerings, both working and in close proximity, suspect that a child is being abused, he/she should immediately report the information to the Director of Continuing Education or his/her designee, in accordance with Georgia State Law. and the instructor should call the Georgia Child Abuse line 1-855-GACHILD. The Director will follow the oral report with a written report of the incident on the Child Abuse Report Form located here: https://docs.google.com/a/westga.edu/document/d/1H83l9F71OVyR3q5_oStOd3KPevYNyttVNKQZSNT75w/edit. Should photographic evidence be necessary, the Director, along with a witness will take photographs to include with the written report. At no time should the incident be discussed with individuals other than the staff members who must be directly involved with the incident.

Children will be checked into programs, signed in, and escorted by a trained individual. Children will be checked out of Continuing Education programs only by parents or designated (in writing) to pick up. All visitors must be admitted by a staff member and sign in at the front desk upon arrival, and sign out when they leave. Children will only be released to those adults whose names are listed on the release section of the Registration Form. A child cannot be released to an unauthorized person. Families are asked to keep their list updated if changes need to be made to their child’s pickup list. Please alert those designated and authorized to pick up your child that a picture I.D. will be required. The Continuing Education staff reserve the right to refuse to release a child to anyone who appears to be in an impaired state that could endanger the child. UWG Campus police will be called to assess the situation and help determine next steps for safe transportation for the child.

Adult/Child Interaction

No adult will be in a closed room alone with a child at any time. Although there may be instances when a class is divided and instructions occur in different locations in small
groups, the instructors should always maintain access to the surrounding adults for the protection of the children and themselves by keeping doors open. Adults will interact with children using appropriate, positive language. No harsh or foul language will be tolerated in Continuing Education courses by adults or children. No physical discipline will be used in a Continuing Education course. Adults should be mindful of any affectionate gestures that may be misinterpreted. Violation of adult/child interaction policy can result in immediate dismissal.

**Illness**

Sick children will not be allowed to attend Continuing Education offerings. Allowing a child to come to camp when he/she is sick puts other children and our teachers at risk for infection. We understand that parents may have other obligations while their children participate in our courses. However, if a child attends when they are ill, and that child infects other children or staff, many families are placed at risk.

Continuing Education follows the recommendations of Children’s Healthcare of Atlanta regarding the exclusion of children who have infectious conditions in order to protect the health of children and minimize the inconvenience to families. Additional information can be found on the chart from Children’s Healthcare of Atlanta, 2008 edition, “Childhood Infectious Illnesses”:


**Medications**

Whenever possible, families are encouraged to arrange to give needed medications at home. If a child requires medication that needs to be kept on hand for emergencies, such as an epi-pen for allergies or an inhaler for asthma, Continuing Education requires an order from the child’s health provider with specific instructions regarding when it should be used, as well as the dosage to be given. Permission from parent/guardian is also required. Parents should complete the medication consent form, complete with the signature of the Health Care Provider for prescription medications located here:

https://docs.google.com/a/westga.edu/document/d/1OYvi0_0UgO38QBT0CPhG6vsFgddGoi7lokBZ4_NEotY/edit

Staff will complete a medication administration form when administering medication to the child located here:

https://docs.google.com/a/westga.edu/document/d/1pIxhxw6dtzEaXBPoS-aixZgLgL1wtUTTEeq9eZJWk8/edit

Non-prescription medication (including sunscreen) must be labeled with the child’s name and the date the medication was brought to the camp. Non-prescription medication must be administered according to label directions, unless other instructions are approved in writing by the child’s physician. Parents/Guardians must complete a signed medication form. Healthcare Provider signature is required where applicable.

All medication will be stored in a locked container out of reach of children.
Alternative forms may be used with the approval of the Director of Continuing Education. Example of such a substitution is the Wolves Camp which utilizes staff who work in a NAEYC accredited facility. NAEYC accredited policies, procedures, and forms are appropriate for camp and more familiar to the staff.

Medical Emergencies

In the case of emergencies (illness or accident) involving a child, an instructor will contact the Director and/or other staff member. The instructor or staff assistant will then attempt to contact the parents/guardians, or designated emergency contact person. It is vital that contact and emergency information is accurate. If parents/guardians or designated person cannot be reached within 10 minutes and the emergency appears serious, Campus Police in consultation with the CE Director or her designee will determine whether the child should be taken to the Emergency Room. Transport will be made by Campus Police or ambulance. Emergency treatment may be provided in accordance to the wishes of the parents/guardians as expressed in the Authorization for Emergency Medical Treatment found in the child's folder. If parents/guardians or designated person cannot be located, the instructor or an adult person to the child, will accompany the child for emergency treatment.

For offering involving minors, 50% of the staff hired is required to be current in CPR certification and one staff member who is certified in CPR must be on-site at all times that there are children present, in accordance with GA law.

Insurance

While attending the camp, parents/guardians are responsible for health and accident insurance that would cover any sickness or accident the child might incur while attending the camp.

Precautions and Waivers

For many programs, there is an inherent risk factor for exertion and/or bodily injury. The Division is concerned for the welfare of coordinators, instructors, and participants in all of its programs. Therefore, every precaution should be taken to insure the safety and well being of the participants and to protect the coordinator, instructor(s), the Division and the College from negligence. Those who are involved in the delivery of Continuing Education services should demonstrate precaution and constant care for detail.

Participants are responsible to assure that they are physically able to participate in an activity, and to assume responsibility for their own safety. Also coach lines, hotels, restaurants, amusement parks, theaters, and assembly halls are responsible for safety when these
facilities are used by the division in a program. Nevertheless, it is advisable to require participants to sign a release and waiver of liability form (Appendix) to inform them of possible risks in these recreational activities.

A covenant not to sue is also contained in the document. (The University of West Georgia and Board of Regents are immune from suit, but individuals such as the instructor or coordinator can be sued personally.) This form simply is the participant's pledge not to sue. Basically, it is only a promise, gentleman's agreement, and whether the promise is kept in cases of injury, depends on the participant. The best protection is caution and good judgment in planning and implementing each activity.

http://www.westga.edu/assetsDept/conted/UWG_Summer_Camps_2013_Waiver3.pdf

Alcohol

CE will adhere to the University of West Georgia alcohol policy located: http://www.westga.edu/alcohol/. Should CE hold an event at which alcohol will be served, both the Program Coordinator and the Director will ensure that the proper approval steps have been followed. Additionally, the Director will secure the appropriate liability insurance for the event and create an appropriate risk management plan for the event.

Smoking

CE staff and instructors will adhere to the UWG smoking policy located: http://www.westga.edu/policy/index_3742.php

Program Evaluation

The evaluation process is an essential element of any program. An effective evaluation process can indicate the weak spots and help to improve the quality and substance of Continuing Education/Public Services programs. Therefore, each program should implement an evaluation mechanism during the planning process. Program analysis should focus on areas such as: instructional effectiveness, course content, facilities/equipment, operations of the department (customer service, ease of registration), effectiveness of marketing strategies, demographics of current participants. Results of program evaluations for offerings will be discussed during course closing meetings and documented using the Close of Course or Close of Conference/Event forms located in the Appendix.

The Department has a standard Participant Course Evaluation form (Appendix); however, it is acceptable to develop unique and more useful evaluation instruments. Alternative evaluations must be approved by the Director of Continuing Education in order to assure some consistency among the data gathered.

As stated under the instructor information, The instructor must submit evaluation forms to the Coordinator at the end of the program unless evaluation forms are to be collected
electronically or by a CE staff member. A summary of the evaluation results will be provided to the instructor by the Program Coordinator.

Evaluation forms will be maintained by the Department for 7 years.

**Compliance with Laws, Regulations and Best Practices**

The Department of Continuing Education will maintain an inventory of current laws and best practices which govern and inform the Policies and Procedures of the Department. In January and July of each year, the Director and Coordinators will review all laws, standards and best practices relating to the current programming. Areas that are to be considered (but not limited to): Recent state and federal legislation, recent policy changes within the Ga Board of Regents and the University of West Georgia, Certification standards relating to individual programs (for example, the Certified Nurse Aide - CNA program) and information gained at conferences and meetings.

All staff will be trained as direct by the University of West Georgia. Additionally, staff will attend annual refresher courses as applicable to their job descriptions. All staff members will monitor courses offered by the UWG Center for Business Excellence in order to insure effective and compliant practices within the Department. The form UWG Work Area Training form (located in the Appendix) will document the training each year for each staff member. This form will be stored with the hard copy of the Continuing Education Policies and Procedures.

**V. FISCAL OPERATIONS**

**Budgets**

The Continuing Education Division operates out of several accounts which are maintained in the business office. There are three major categories of budgets: Educational and General, Sales and Service, and Foundation,

**E & G Accounts**

Educational and General Accounts are funds appropriated by the General Assembly through the Board of Regents, or funds generated by the separate institutions as part of the revenue applied to the on-going operation of the institution. These accounts are budgeted on a yearly basis, and funds remaining at the end of a fiscal year revert to the surplus accounts of the State of Georgia.

This Division develops budgets for two E and G Accounts: Continuing Education and Short Courses. Continuing Education is the account which budgets institutional Continuing Education/Public Service operations funding from the State of Georgia. Salaries for most of
the personnel in the Division, much of their operating expense e.g., telephone, travel, supplies, equipment, repairs and maintenance, and membership fees are paid from the Continuing Education E and G Account. The Short Course account is budgeted on the basis of anticipated revenue from projects created or implemented through the Continuing Education/Public Services Division. Revenue from the several short courses, workshops, seminars, conferences, and other programs is budgeted and deposited for use by the particular programs. The instructional costs, supplies and materials, and travel of instructors and consultants for a given program are paid from the Short Course account.

Sales and Service

The Departmental Sales and Services (Short Courses) account - 14000 1011201 11300 40000 441000 serves as the operating account for Continuing Education. At the beginning of each fiscal year, the university determines an amount for spending authority based upon the average of the previous 2 year’s revenues. Revenues are collected into the account in the form of registration fees. Operating expenses, both for individual courses and the department as a whole are paid using the Departmental Sales and Services account. Profit at the end of the fiscal year is transferred into our Reserve Account- 14000 1011201 11300 40000 499000

Foundation

Continuing Education has two accounts at the University of West Georgia Foundation:

General CE Account 10600 F0568 127188 Funds for the foundation account are collected through contributions from employees and outside individuals. CE Account funds are used by the department for general purposes. Examples of such activities are support continuing education development, fundraising, or support group activities. Foundation funds roll over from year to year.

2. Lamar Plunkett Scholarship
Lamar Plunkett established a endowment to provide annual funds for the benefit of the local government employees. The donor specified that the funds should be used to provide professional development opportunities in the form of classes and lectures with the request that Lamar Plunkett Lecture Series be indicated in print material. The initial endowment remains intact and the annual interest is available to support Continuing Education funding in order to support local government employees. Funding for such endeavors is obtained via request through the UWG Foundation.

Refund policy
Refund requests for a course paid by credit card will be returned to the credit card used less any applicable administrative fee. All other forms of payment will be returned via check less any applicable administrative fees. Please see the specific course refund policy for the amount of administrative fee.
Instructions For Credit Card Payments Made On-Site or By Phone

1. The Program Specialist or Departmental Associate (in absence of PS), will lookup the participant name in AceWare.

2. The PS will click on either the “Add Registration” or “Edit Registration” tab to locate the participant’s course registration and balance. If the course has not been added, the PS will add the course to the participant’s account.
3. On the Course Screen, the PS will click on the “Payments” button.
4. The PS will select the “Payment Type” from the drop-down menu and review the Payor Name and Address.

5. Once the information match is confirmed, the PS will click on “Payment Gateway” which initiates Touchnet for Credit Card processing.
6. The PS will select the Credit Card Type from the drop-down menu. The PS then enters the Credit Card Account Number, Expiration Date and Security Code and clicks the “Continue” button.
7. After a few seconds, a screen will appear to advise if the Credit Card payment was successful/processed or unsuccessful/not processed.

*In the event, either the AceWare or Touchnet systems are unavailable, the Credit Card information will be hand-written by the PS or DA and stored in a locked, secure drawer until it can be processed. Immediately upon processing, the Credit Card information will be destroyed in a cross-cut shredder.*
Instructions for Online Registration and Credit Card Payments

1. Go to the Continuing Education website www.westga.edu/conted

2. Click on the “On-Site Courses” link on the left-hand side.

3. Click on the “Register Now!” button.
4. Click on the course title of interest.
5. Select the “Enroll Yourself” or “Enroll Someone Else” button.
6. Log on… You will need an account to enroll yourself or others in courses.

**Returning Students:** Use the “Returning?” section if you have taken previous courses and already have an account. Log on by entering your Email address and Password.

**First-Time Students:** Use the “New” section if you have never taken courses with us and click on “Sign Up” to create an account.
7. Once your selected course is in your Enrollment Cart, click on “Proceed to Checkout.”
8. Review the Enrollment Cart entries and Credit Card holder information. The name and address on the Registration Transaction should match your credit card. We accept Visa and MasterCard payments. Once you confirm that your information is correct, click on “Payment Service.”
9. Select the Credit Card Type from the drop-down menu. Enter the Credit Card Account Number, Expiration Date and Security Code then click the “Continue” button.
10. After a few seconds, a screen will appear to advise if the Credit Card payment was successful/processed or unsuccessful/not processed.

Procedure for credit card refund:
The participant requests the refund in person, via phone or by email on/prior to the specified refund deadline. The request is forwarded to the Departmental Associate. The Departmental Associate will send a request to the Accounting Associate-Financial Reporting in the Controller’s Office. The request will include the following information: Touchnet date, Deposit number, a copy of the Touchnet report with the transaction highlighted. The Departmental Associate will indicate the amount of administrative fee that is to be deducted from the original deposit. The Controller’s office will provide the Departmental Associate with a copy of the refund transaction. The Departmental Associate will adjust the data in Aceware software to reflect the refund amount.
Procedure for check/cash refund:
The participant requests the refund in person, via phone or by email on/prior to the specified refund deadline. The request is forwarded to the Departmental Associate. Departmental Associate will process a check request less administrative fee for the particular course. The check request will be sent to UWG's Accounts Payable Department for completion. The refund will be issued to the payer of the original registration fee. The check will be mailed to address listed on participant's registration page. Please allow at least 10 business days for check to be written. The Departmental Associate will adjust the data in Aceware software to reflect the refund amount.

Cash Handling Procedures

Checks and cash are received via U. S. Postal service or in person by the Program Specialist. Credit card charges are received via internet, telephone, or in person. All check and cash payments are placed in a locked bag, within a locked drawer, and behind a locked office door for security purposes. The electronic systems used by CE are AceWare and Touchnet. Touchnet is the credit card processing system. All other electronic activities are managed by AceWare.

The Program Specialist (PS) posts the amount electronically within AceWare.

For cash and checks, PS will print a Cash Box form and provide the payments and the form to Departmental Associate (DA).

The DA prints a Daily Listing form from the electronic system and verifies the amounts indicated. The following criteria will be followed:

- The DA will send an email to the Bursar's Office requesting a cash pick up from Campus Police if the total amount of checks and cash is $100 or more. For checks and cash totaling less than $100, an employee of Continuing Education will deliver the deposit to the Bursar's Office.
- Checks for less than $50 may be held for up to 5 business days. Checks for more than $50 must be deposited on the date of remittance.

The DA prepares an Excel Spreadsheet entitled Daily Deposit indicating the amounts of the deposit as well as directing funds to the appropriate accounts. The Daily Deposit form must balance with the Daily Listing form.

The DA will stamp the checks with the current date and indication of deposit only. A total of all checks to be deposited for the day must be summarized and a copy of the adding machine tape will be attached to the group of checks.
For cash, a receipt will be completed by PS and attached to the cash deposit. For more than one cash payment received, the DA will summarize the receipts and an adding machine tape will be attached to the group of receipts. Cash will be combined for deposit.

Deposit will be delivered to the Bursar’s Office by the appropriate person as stated above. The Bursar will return a receipt, usually within one business day.

**For credit card payments**, the DA prints uPay Revenue Report from the Touchnet system. The DA creates an Excel Spreadsheet entitled Daily Deposit indicating the amounts and which accounts to direct the funds. The uPay Revenue Report must balance with the Daily Deposit. The DA will email the reports to the Controller’s office. An e-mail from the Controller’s Office is received as verification that they have received our deposit. If one of the designated employees is absent, the other employee performs all of the steps and presents it to the Director or designee for signature.

**Petty Cash**  CE will maintain no more than $100 in petty cash located in a locked cash bag, within a locked drawer behind a locked door in the Program Specialist’s office. CE employees may request to use the petty cash for the purposes of Continuing Education. No personal uses of petty cash for any reason. The employee must return an initialed receipt to the PS within one business day.

The receipt is submitted to the DA to process a petty cash receipt form located on the Budget Services website with the appropriate account # to charge. The form will be submitted to the Director of CE for their approval. CE staff will take the pc receipt form along with the original receipt to the Cashier’s Office for reimbursement to the petty cash.

(revised: August, 2012)

**Accounts Receivable/ Invoicing**

The following are procedures to be followed by the UWG Department of Continuing Education (CE) regarding invoicing in order to adhere to both the University of West Georgia (UWG) and Georgia Board of Regents (GA BOR) policies:

A company or organization provides CE with a written request to allow a participant to attend a CE offering and have the company or organization invoiced for the fees. Written requests may be made via email, fax, or regular mail. The written request must contain contact information, names of participants, and the specific offerings that the participants are asked to attend. The participant may then register for the class. Verbal requests by a company or organization must be followed up by a written request within 3 business days. If the written request is not received, the Departmental Associate (DA) will contact the company via email indicating that the participant will be removed from the CE offering. No individuals will be issued invoices.
The Departmental Associate (DA) indicates “Billing” as the form of payment within the electronic system.

Invoices are generated electronically on a monthly basis on the final business day using a remittance address of “University of West Georgia Office of the Controller.” For telephone credit card payments, the customers are directed to call the Department of Continuing Education.

The DA mails the original invoice to the company or organization, sends a copy of invoice to Controller’s Office, and retains a copy in CE files until payment has been received on the date the invoice is generated.

When Accounts Receivable receives payment, a staff member an email immediately to the Departmental Associate (DA) and copy the Program Specialist (PS).

For credit card payments, customers will contact via the Office of Continuing Education via telephone for processing through the credit card payment system.
   a. The Program Specialist (PS) will post the payment electronically and then provide notification to the DA for final processing.
   b. The DA will send the payment to the Cashier’s Office along with an External Billing Deposit form and banner account # to complete the transaction.

On the last business day of each month, the DA reviews the outstanding invoices. For payment not received:
   (Rebecca… need help integrating the rest of the policy you sent.- This policy was audited by the internal auditors. Will changing it be a problem after their stamp of approval?)

**Actions Required to be Taken**

<table>
<thead>
<tr>
<th>Activity</th>
<th>2nd Billing (Copy of Original)</th>
<th>3rd Billing (Past Due Stamp)</th>
<th>Dunning Letter (Fourth Notice)</th>
<th>Stronger Dunning Letter (Final Notice)</th>
<th>Referral to Collection Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days since Payment Due</td>
<td>30 days</td>
<td>60 days</td>
<td>90 days</td>
<td>120 days</td>
<td>180 days</td>
</tr>
</tbody>
</table>

| Amount of Bill | Up to $100 | X | X |

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The Department of Continuing Education processes invoices electronically using Aceware and Touchnet.

**Instructor Payment Processes**

Board of Regents policy directs that all non-degree Continuing Education/Public Service activities must be financially self-sufficient. Therefore, extra compensation considers the revenue from the activity and the expenses of providing the program.

An instructional hour is defined as the actual scheduled time in class. The rate of pay is per instructional hour rather than per instructor. Instructor compensation considers the demand for courses, preparation time and other variables. Consultants (Independent Contractors) will be paid on a per course basis.

Remuneration for coordination (planning and/or teaching) for conferences, workshops, seminars, camps, clinics, and institutes is a daily rate determined by the budget for each activity. The budget shall include all expenses including promotion, facilities and other institutional resources. Consultants will be paid on a per event basis. Instructional coordination includes planning and participatory instruction.

Instructors for non-degree courses will sign a Letter of Agreement and will be paid according to the University of West Georgia's Extra Compensation Policy or Contract Amendment. Faculty members must satisfy all four criteria established by the Board of Regents in order to be eligible for extra compensation, and must attest that they have the approval of their department head or supervisor. Also, full time faculty and staff of the University of West Georgia and other state or federal agencies are not eligible for extra compensation for activities taught at times which conflict with scheduled classroom instruction hours and published office hours.

The director will verify that a signed letter of agreement from the instructor is in the program file prior to requesting instructor compensation or releasing the final compensation check to the instructor.

1. Extra compensation may be paid when all four of the following conditions exist:
2. The work is carried in addition to a normal full load.
3. No qualified person is available to carry the work as part of his normal load.
4. The work produces sufficient income to be self-supporting.
5. The additional duties must not be so heavy so as to interfere with the performance of regular teaching duties.

Pricing Structures

In most cases, Continuing Education courses should be self-supporting, covering all expenses and a percentage retained for Continuing Education overhead. The Director of Continuing Education will work with the program organizer to estimate a budget, and set a fee and minimum number of attendees for the course in an amount sufficient to recover the costs for providing the course.

Course fees should be clear, and may contain various structures for time of registration. For example, conference meetings may have an “early bird” registration fee structure that is lower than regular registration. If discounts are to be offered to certain groups, such as students or speakers, this will be publicized and available to all participants in that category.

Faculty/staff members of the University of West Georgia may be permitted to enroll in job-related non-credit programs on a space available basis at a discounted rate of 5%. Departments may reimburse employees, subject to prior approval by their supervisor, for expenses of participation in job-related continuing education programs conducted by the University of West Georgia. The following procedure shall be employed:

The faculty/staff member/student worker (some departments have requested) should request his/her supervisor to write to Director, Department of Continuing Education/Public Services requesting that he/she be admitted to the non-credit program and certifying that the program is job related. Should the requesting department wish to pay the registration fee via memo transfer, a chart string should be included in the requesting email.

If the employee chooses to pay the fee and request reimbursement, the employee should contact Continuing Education to request the employee discount. The staff assistant will verify employment and allow the participant to register with the employee discount.

Authorizations and Signatures

The Department of Continuing Education will comply with the current purchasing processes located on the UWG Purchasing Web site. The Director of Continuing Education will maintain current contract compliance training as listed on the Purchasing Department web site, located here: http://www.westga.edu/purchasing/index_14355.php. The Director of Continuing Education will submit contracts through the appropriate channels, seeking assistance from the GCPA, Contract Administrator in Purchasing or the University attorney, as appropriate. The
Department of Continuing Education will follow the Delegation of Authority matrix before entering into contractual agreements.

Following the negotiation phase of the contract, the Director of Continuing Education will submit the contract to the appropriate reviewer based upon the type of contract. Once returned, further negotiation may be necessary. When final terms are agreed upon, the contract will be submitted to the office of the VPAA/Provost for review or signed by the appropriate personnel in accordance with the matrix.

**Effectiveness Evaluation and Continuous Improvement Processes**

Planning and assessment are a continual component of the Continuing Education operation.

The annual report provides not only for an evaluation summary of the year's service, but an assessment of effectiveness in planning and an additional opportunity for further goal setting. Program planning is evidenced in the program planning and budget forms. Evaluation is directed toward four broad goals.

Goal 1: Business and professional development

Expansion of business and professional development is assessed by analyzing how many new industries/businesses are served, how many classes are held and how many learners are served. Assessment of the relevance and quality of the courses is determined by participant surveys and other feedback (meetings, phone conversations, email), test pass rates (where applicable), requests for additional training, collaboration with new partners via group meetings, individual interviews, phone conversations, and email regarding quality of current courses and the future training needs.

Goal 2: Community-Based programs

Expansion of community-based programs is assessed by the number of new and repeated courses offered and number of learners served. Assessment of the relevance and quality of the courses is determined by participant surveys, test pass rates (when applicable), requests for additional programs, collaboration with new partners via group meetings, individual interviews, phone conversations, and email regarding quality of current courses and the future training needs.

Goal 3: Enhanced Awareness

Assessed by numbers of advertisements and other media appearances such as mentions in human interest articles and radio announcements, participant self-reports regarding how they learned of our courses, electronic advertisements such as number of group emails, and modifying the website.
Goal 4: Budget

Assessed through budget reports and projections.

Goal 5: New Collaborations

Contacts with prospective partners, requests for new courses, course feedback from collaborative partners via group meetings, individual interviews, phone conversations, and email regarding quality of current courses and the future training needs.

The Director of Continuing Education holds responsibility for compiling and interpreting the results of evaluations of ongoing results and improvements made. These are provided on a quarterly basis to the dean, and annually as part of the annual report.

Appendix
Continuing Education Personnel

DIRECTOR, DEPARTMENT OF CONTINUING EDUCATION

1. Proactively and regularly meet and maintain strong liaisons with campus and community leaders to develop key professional development and community programs that serve regional needs and enable a self-sustaining organization. Teach a minimum of one substantive course per year.
2. In consultation with the executive director and dean of extended learning, approve program plans, set priorities, and generally oversee the long range planning, program development, course staffing, and contractual arrangements.
3. Develop, coordinate and deliver innovative programming, including online programs and conferences for new markets.
4. Oversee the selection and ensure the high performance of all Continuing Education/Public Services staff.
5. Manage the financial affairs of Continuing Education/Public Services including development and control of the budgets for community education, short courses, travel, conferences, and sponsored programs.
6. Be responsible for Quarterly CEU reports and for permanent CEU records.
7. Serve as sole point of accountability for understanding of, updating, and adherence to policies and procedures which govern the Continuing Education function.
8. Conduct continuous assessment and review as outlined in CE procedures, documenting improvements, and preparing monthly, quarterly and annual reports.
9. Write grant proposals for funding support.
10. Serve on University and University System Committees as assigned.
11. Report to the Dean of Extended Learning and perform other duties as assigned.

COORDINATOR OF BUSINESS TRAINING

1. Plan and market occupational and allied health programs.
2. Develop in-plant training programs with business and industry.
3. Survey target groups annually regarding program needs.
4. Develop programs and submit budgets for approval by the director.
5. Maintain programs files according to CEU reporting specifications.
6. Other duties as assigned by director or dean.
PROGRAM SPECIALIST

1. Develop and plan personal, social, cultural, recreational short courses that enhance the lives of area citizens.
2. Promote CE services and programs through social media and other marketing vehicles.
3. Process registrations and handle inquiries
4. Maintain liaisons with representatives of target groups.
5. Provide assistance with major conferences, including registration and marketing.
6. Reserve meeting space for CE campus events.
7. Other duties as assigned by director or dean.

DEPARTMENTAL ASSOCIATE

1. Maintain program files and class rosters in support of non-credit programs, including paper and electronic.
2. Maintain accounting of all departmental budgets and expenses, including reconciliation and monthly summaries.
4. Audit CEU records and prepare quarterly CEU report for university system and registrar.
5. Assist with telephone and registration coverage.
6. Maintain listing of departmental equipment inventory.
7. Other duties as assigned by director or dean.
Introduction

The purpose of the UWG Continuing Education Instructor Handbook is to inform instructors regarding the nature of their duties and expectations while working with CE. The handbook is by no means all-encompassing. Please direct any questions to any staff member in CE and we will happily find an answer for you. Also, be sure to review the other resources located online at http://www.westga.edu/conted/.

Instructor Agreement

The Instructor Agreement (IA) becomes your contract with Continuing Education (CE) once it is signed and returned to our office. The IA must be signed and on file with CE before your class begins.
When you receive your IA each semester:
1. Read it carefully for day/time/location of your class(es). Notify us immediately if there is a discrepancy.
2. Note the pay method and amount to ensure they are correct.
3. Sign one copy, and return it to CE in the provided envelope as quickly as possible
4. Keep a second copy for your records

Employees must adhere to the UWG background check policy located: http://www.westga.edu/hrpay/index_13857.php. Additionally, annual criminal self-reporting forms are located: https://docs.google.com/a/westga.edu/document/d/1SJ_XOH96DdDogJzXyl-c8UuPkSg9i3DkRm8fLJ1ccJs/edit

Instructors will be asked to sign a statement attesting to having read and understood the contents of the UWG CE Instructor Handbook.

Important:
In order to maintain an ethical and impartial learning environment, you agree that you will not promote any specific product, service or resource in the classroom nor solicit contact information from the students.

If you plan to deviate from the published class description and/or class syllabus, please speak to your Program Coordinator or the Director. The college’s reputation is at stake when our students do not receive the instructions/materials they expect.
Compensation

Payments are processed by Continuing Education through the UWG Accounting Department. Instructors will be paid according to the Instructor Agreement. For instructors who are already employed with UWG, payment will be included in their normal paycheck according to the university payroll schedule. Taxes are taken out in the same manner as their regular taxes. For instructors who are not UWG employees, checks are issued monthly according to the university payroll schedule. Taxes are not taken out for non-UWG Employees. The employee will receive a 1099 at the end of the year.

Class Cancellation

The most common reason for a class to be cancelled is low enrollment. Your Program Coordinator or Director monitors enrollment to determine whether or not a class can/should run. There may be a variety of factors involved in their decision, including (but not limited to): instructor compensation, class supplies and marketing. Ultimately, our department has a financial responsibility to the university that must be met for us to continue operating, and we attempt to balance that responsibility with the community’s expectation of us to provide high quality programs/services semester after semester.

Experience has shown that many students wait until the last minute to register, and because we want to give our classes the best possible chance to run, we typically make cancellation decisions 24-48 hours prior to a class start. There may be other circumstances involved that cause us to cancel earlier (or later), especially if it affects the students’ chances of transferring into other classes. The CE office will contact all registered students to notify them of the cancellation and will post a cancellation sign on the classroom door (for students who may not have received our message/email).

Important: If your class is cancelled, you will be notified by your Program Coordinator via email unless another type of arrangement has been made. If you ever need a cancellation decision made more than 24-48 hours prior to a class start, please contact your Program Coordinator. You (and your students) will only be notified if your class has been cancelled—otherwise, you can assume that the class is going to run.

Substitute Teachers

Notify CE at least twenty-four hours prior to any anticipated class absence. In case of an emergency, notification should be made as soon as possible. It is the instructor’s responsibility to locate or assist in locating a suitable substitute. Substitute instructors must be approved by your Program Coordinator or Director and must be a current employee of CE.* UWG CE will pay the sub for their services and that amount will be deducted from the regular instructor’s pay. If we are not able to secure a substitute, and class is cancelled for that day/evening, the regular instructor will not be paid for the class unless an approved
makeup class is held. All class cancellations and make-ups must be approved by the Program Coordinator. Instructors are expected to communicate any class changes to the Program Coordinator as well as to their students.

**Make-up Classes**

Due to liability and class capacity issues, students will not be allowed to make up a class that they have missed due to their own scheduling conflict or illness. In other words, students are not allowed to attend any class they are not officially registered for. However, if a class session is cancelled due to an instructor illness, official college closing or other emergency, we will make every attempt to schedule a make-up. It is expected that you teach the total number of classes agreed to in your Letter of Intent in order for you to receive full compensation.

**Late Arrival**

In the rare instance that you are going to arrive late for class (due to traffic, car trouble, weather, etc.), please notify Campus Police at 678-839-6000. An officer can go to your classroom and inform the students of the situation. This will hopefully prevent many of the phone calls our officers receive from students in the evenings or on the weekends. It will also let our students know that we care about keeping them informed.

**Breaks**

While not mandatory, a 5-10 minute break is acceptable for classes meeting two (2) or more hours. However, please do not take a break at an inappropriate time (e.g., end of class). For classes less than two (2) hours in length (e.g., physical fitness), breaks should not be taken unless absolutely necessary. It is very important for classes to start/end at the published start/end time listed in CE promotional pieces and in your Instructor Agreement.

**Standard Syllabus**

Using a standard syllabus can help set the tone of a class and clearly establish the expectations you have of the students. CE has created a Syllabus Form template located: https://docs.google.com/a/westga.edu/document/d/1bukk2aQokEu5ixtCYIsW_f-3AerFZoWHiHEizLyMj_o/edit.

The following areas are to be updated by you prior to handing the syllabus out to your students: 1) instructor name and contact information, 2) class title, CEUS and Section #, 3) class dates/times/ location(s), 4) textbook information, and 5) class specific information (safety rules, class outline, reading assignments, etc.). The sections to be updated are printed in blue. All other areas of the syllabus should not be changed, as they represent
current CE policies/procedures — many of which are also addressed in our student FAQs found online at: https://docs.google.com/a/westga.edu/document/d/14dbS64oaND3ZFvvr133yCbnE6JAc49m77ef5Za8uCek/edit. It is strongly recommended that you review these student FAQs so that you are prepared to answer questions during class.

Textbooks

Inform your Program Coordinator of any textbook(s) you’d like us to order for your students. Once textbooks have been ordered, they will be available for pick up at the Department of Continuing Education. If you (or your students) have any issues with textbooks, please contact your Program Coordinator or Director.

Supplies

If you would like supplies for your class, you must have them pre-approved by your Program Coordinator or Director. Be sure to discuss the purchase and method of delivery with your Program Coordinator or Director. If it is agreed that you will purchase the supplies, make sure to submit the original receipt(s) to the Departmental Associate before the end of the semester. A check for reimbursement will be mailed to you within three weeks from submittal of the receipt(s). NOTE: Reimbursement will not be made to instructors for unauthorized purchases.

Making Copies

CE staff is happy to assist with your copying needs. Please submit your copying request via email or in person to your Program Coordinator. Please allow at least two business days for small jobs (e.g., class handouts or exams). Larger projects (e.g., page layout/design or presentations) will require more notice. Services are restricted solely to materials used in conjunction with CE classes and to printing in black and white only. You may either pick up your copies from the CE department or make arrangements with your Program Coordinator as to how the copies will be sent to you.

Note: Vendors are responsible for supplying their own class materials/copies.

Mailboxes

There are no mailboxes available for individual instructors, but you can use the CE Department to drop off and pick up materials for/from students.
University Email

CE instructors do not receive university-issued email addresses. If you are not employed by UWG in another capacity, we suggest that you establish an email address (Hotmail, Gmail, etc.) that is solely used for student-instructor communication as opposed to giving out your private/personal email address.

Class Rosters

A copy of your roster will be provided by your Program Coordinator. It is imperative that you have your roster before class begins. The roster is your record of students who have officially enrolled, and you will need to use this roster to submit attendance/grades.

Your rosters will include any/all contact information (e.g., name, phone, email address) that the students provided during registration. You may use this contact information for class purposes only — do not contact students for Continuing Education matters.

Student Rosters

For liability and class capacity reasons (and because it is unfair to all of the other students in the class), no one is allowed to attend a class he/she is not registered for. If you have a student in your class whose name does not appear on the class roster, please do the following:

1. Ask the student for proof of registration. If the student is unable to show you proof, go to Step 2.
2. Between the hours of 8 am and 5 pm Monday- Friday, ask the student to go to the Murphy Building to CE and request a copy of their registration. If the student returns to the classroom and is still unable to show you proof, go to Step 3.
3. Write down their name, phone number(s) and email address, inform them that they are not able to attend class that day, but that the Program Coordinator or Director will contact them before the next class to sort things out. Immediately after class, send the student’s contact information to the Program Coordinator.
4. Before the next class, request a new roster from your Program Coordinator to ensure that the student is officially registered.

Note: For One-Day Classes — if a student is unable to show you proof, he/she must complete registration and provide payment to the instructor before class begins. The instructor should then contact Campus Security Police at 678-839-6000, who will pick up the registration form and payment and take it to the Cashier’s Office. If, by chance, a student insists that they have already registered for the class, please tell them that we will be sure to shred the new registration form
Assigning Grades

If your course has an evaluation component, please make sure you submit all grades and supporting documentation to your Program Coordinator within one week after the last class.

Parking

CE instructors and students may park in all legal areas of the campus (no red zones or handicapped zones). UWG employees and students must park in their designated areas. Instructors and students who are not already employed by UWG may obtain a temporary parking permit from CE.

Classrooms & Labs

If your room is locked or has facilities problems, call 678-839-6000 from a cell phone, or dial 96000 from any campus phone to connect you to Campus Police (unless a note on the classroom door instructs you to call a different number). Tell them that you are a CE instructor and ask them to open the room for you, or explain the problem. For persistent room issues, please contact your Program Coordinator or the Director.

We make every effort to place your class in a room that meets your needs. Please do not change classrooms without consulting CE doing so can result in a domino effect of misplaced classes and dissatisfied students. We want to ensure that there will be no future conflicts with other classes and events. Please be considerate of the classes occurring before and after yours that are using the same classroom by entering/exiting the room at your published class start/end times.

Classroom & Lab Equipment

Most classrooms are equipped with a computer station, and pull-down projection screen, ceiling-mounted data projector If you would like to use other equipment such as hand-held remote controls for voting/polling, laser pointers, wireless microphones, etc. they may be available. Please note that there are costs associated with certain types of equipment, so be sure to discuss any media needs with the Program Coordinator. For problems with equipment, call the number posted next to the classroom telephone.

For internet or software issues, call our Information Services Department at 678-839-6587 or dial 96587 from any campus phone. For all other issues, call Campus Police at 678-839-6000. More often than not, technicians are available to help — the most important thing to remember is CALL IMMEDIATELY. If you have repeat problems, please let your Program Coordinator or the Director know.
Disruptive Students

Occasionally a student will behave in the classroom in a way that disrupts the class and makes teaching very difficult. You should consult with your Program Coordinator and/or Director for advice on how to handle these situations. The purpose of this web site http://www.westga.edu/vpsa/index_4721.php is to describe other resources on campus that can help you deal with these difficult situations, to give you information which will increase your chances for successfully managing these situations, to give you information which will increase your likelihood of success if you choose to use the student disciplinary process, and to make you aware of resources which could help students exhibiting distressed behaviors.

Disruptive Behavior in the Classroom

The Student Conduct Code, section 3.00 (Appendix A in the Student Handbook) prohibits disruptive behavior on campus, defined as “interfering with normal university sponsored activities, including, but not limited to, studying, teaching, research, university administration, disciplinary or public service activities, or fire, police or emergency services.” While it is true that some students are simply disrespectful of the classroom environment, there are other reasons why a student may be disrupting class – s/he may not understand the behavioral expectations in your class (because different faculty have different standards of conduct, or because this is his/her first experience of a college campus), s/he may not understand the consequences of violating expectations, or s/he may have a psychological problem. Depending on the situation, there are campus resources to help you and the student. Following are recommendations for how to decrease the chances of disruptive behavior, and for how to handle disruptive behavior when it occurs.

- Clearly communicate reasonable expectations of acceptable classroom behavior at the beginning of the semester. Examples of such expectations may include policies about cell phone use, eating in class, talking while the instructor is talking, coming late or leaving early, sleeping, etc.
- Helpful links from other campuses about how to establish a classroom climate to minimize disruptive behavior:
  - http://oregonstate.edu/deanofstudents/disrupt.html
  - http://www.teachtech.ilstu.edu/additional/tips/disBehav.php
  - http://fdc.fullerton.edu/teaching/learning/
  - handlingdisruptivebeh.htm
- If the student violates an expectation which has been communicated by you, or is disruptive in some other way, but does not appear to be an immediate threat, following is the recommended process for dealing with it:
  - Tell the student to stop the behavior.
  - If the student refuses to stop the behavior, dismiss her/him from class for the remainder of the class period. If the student refuses to leave, you may call
University Police (678-839-6000) for assistance. This refusal is considered a separate violation of Section 4.04 of the Student Conduct Code, Appendix A in the Student Handbook (“Interfering with, giving false name to, or failing to cooperate with properly identified university officials acting in the performance of their duties.”)

- As soon as possible after the incident, inform the student in writing that the behavior is unacceptable, and that if s/he continues to violate classroom behavior guidelines, s/he may be subject to the student disciplinary process. Send a copy of this to your department chair, dean, and the Director of Judicial Affairs. A staff member in that office will investigate the incident to determine if the student is subject to the disciplinary process. Because the student is guaranteed certain due process rights, this process may not happen as quickly as you would like; however, we will conduct the process as quickly as we can.
- If the student is disruptive in a subsequent class, dismiss her/him from class and inform her/him that s/he may not return to class until you notify him/her.
- As soon as possible after the second incident, submit a written report (e-mail is acceptable) to the Director of Judicial Affairs or by using the online reporting form at UWG Cares where it says Report and Incident or Concern. We recommend that you notify your department chair and dean as well. The report should be as specific as possible, describing the behavior of the student (for example, “the student continually interrupted other students,” not “the student was rude.”)
- If necessary, the Vice President for Student Affairs and Enrollment Management or designee may convene a disposition meeting with the instructor, department chair, and other appropriate university officials. This group will coordinate a plan to resolve the immediate problem (for example, moving the student to another section of the course) as well as a long-term response (such as counseling, referral to the student disciplinary process).
- Students may not be penalized academically until a judicial process is complete, so the instructor and department chair should make arrangements for a student to make up work in the event the student is allowed to return to the class.

- If you ever feel that you are in danger because of the behavior of a student, call University Police immediately (678-839-6000). Police officers are on duty 24 hours a day, 365 days a year. The police officer may remove the student from the class, may arrest the student (if a law has been broken), may refer the student to the student disciplinary process if a university policy has been violated, and/or may contact the Counseling and Career Development Center for consultation if the student appears to have a psychological problem.

Freedom of Expression
It is important to distinguish between disruptive behavior and offensive speech. If a student’s behavior is disrupting the learning environment for other students, the student disciplinary process is the appropriate venue for dealing with that. However, the university must exercise great caution in trying to regulate the content of students’ speech, as students have the same First Amendment rights as do faculty. As Bird, Macklin, and Schuster (2006, p. 16) recently pointed out, “. . . the First Amendment protects all voices, even those that someone may find irresponsible, defiant, or oppressive. For every person who finds a voice irresponsible, defiant, or oppressive, another will find it a rousing example of free speech.” Faculty have the authority and responsibility to effectively manage the classroom environment, and may determine the time and manner for student questions and expressions of relevant points of view in the instructional setting. If a student’s classroom behavior "materially disrupts classwork or involves substantial disorder or invasion of the rights of others," it can be regulated (Bird, Macklin, & Schuster, 2006, p. 117). Content of classroom speech which can be regulated include comments not relevant to the specific class, threats, or harassment. New faculty would do well to discuss this issue with department heads, deans, or experienced faculty to better understand how to keep discussion focused and relevant, and how to confront inappropriate students.

Other Violations of the Student Conduct Code

If you believe that a student is violating some other section of the Student Conduct Code (Appendix A of the Student Handbook), send an e-mail report documenting the situation in as much detail as possible to the Director of Judicial Affairs. Focusing on the behaviors of the student (“The student threatened me”) rather than on your interpretation of the student’s behavior (“I felt intimidated by the student.”), will increase the probability that the discipline process will be successful. A member of Trish Causey’s staff will then follow the student disciplinary process. Because the student is guaranteed certain due process rights, this process may not happen as quickly as you would like; however, we will conduct the process as quickly as we can.

If you ever feel that you are in danger because of the behavior of a student, call University Police immediately (678-839-6000). Police officers are on duty 24 hours a day, 365 days a year. The police officer may remove the student from the class, may arrest the student (if a law has been broken), may refer the student to the student disciplinary process if a university policy has been violated, and/or may contact the Counseling Career Development Center for consultation if the student appears to have a psychological problem.

UWG Cares is a resource for issues with students, staff or faculty located http://www.westga.edu/UWGCares/ This website contains UWG support contact information as well as helpful action steps to take if you encounter a distressed person on the UWG campus.

Please see the website for full information regarding disruptive and distressed students.
Instruction

Varying Skills Levels

You may encounter differing student skill or knowledge levels in one class. Here are a few strategies to help minimize the impact:

● On the first day of class, review the Class Syllabus with your students.
● Have your course description handy, in case students question the class description.
● Offer any additional instructional tools such as books, DVDs, YouTube videos, etc. that may be useful to the students outside of class.
● Remind students that you must teach to the class objectives, and that if anyone feels the class is not a good fit, to contact the CE Office and request a transfer or retake course.
● Contact your Program Coordinator for additional support and/or to discuss any potential class description changes to help prevent repeat problems

Class Surveys & Observations

Each course has a course evaluation. You will receive a packet of student surveys from your Program Coordinator. During one of the final sessions of your class, please ask the students to complete the surveys. Students are most comfortable with this process if you step outside the classroom for a few minutes. Have the students place the evaluations in an envelope and then seal the envelope in view of the students. Completed paper surveys can be delivered to the CE office by you or one of your students. A few weeks after we receive the evaluations, we will send you a summary of the data and comments collected.

On occasion, CE staff may observe classes to help us better understand our programs. These observations may either be announced or unannounced. The CE staff member will introduce himself/herself to you and show departmental identification before the start of class. The staff member will observe as unobtrusively as possible, and you will be provided with verbal and/or written feedback from the observation shortly thereafter.

Marketing

We encourage instructors to help boost enrollment by contacting the CE Program Coordinator, who collaborates with the UWG Communications Department to include our promotions in the college’s general marketing strategy. Please do not create/distribute class flyers without approval from our Program Coordinator or the Director. CE has a standard layout/format that must be adhered to in order to maintain quality and consistency in all promotional pieces and to ensure trouble-free registration. Flyer requests should be sent via email to conted@westga.edu. Include the following information in your flyer requests:
1. Class(es) to include (multiple flyer requests can be fulfilled in one email)
2. Quantity (of each flyer)
3. Date needed — please allow 2 business days to fulfill (reorders can be fulfilled in 1 business day)
4. Pick up or delivery — we will mail (if necessary) as long as the quantity is less than 100

You can also participate on our Facebook page at https://www.facebook.com/uwgcontinuinged “Like” us and begin a dialogue with past, present and future students. Note: Please use discretion when utilizing any social media outlets to communicate with students.

**New Class Ideas**

The planning process for each semester starts very early — at least 6 months in advance of the semester start. During the planning process, we contact instructors to confirm dates, times, room preferences, and textbook usage. It is important that you respond quickly to confirm your interest and teaching availability. We encourage you to explore the opportunity to create new classes. Many of our most popular classes were proposed by our outstanding instructional staff. If you have an idea for a new class:

1. Speak with your Program Coordinator or the Director about your class idea to determine the feasibility of the class, or to ensure that it won’t be a conflict of interest with other classes on campus.
2. Complete a Course Proposal Form located: https://docs.google.com/a/westga.edu/document/d/1LCn3xuL3BMqKa7RVU-yU4alo5UO112GO3W1bgjSoQtQ/edit.
3. Give some thought to the possible name/title, audience, and marketing for the class.
4. Will you need any special equipment or supplies? How many students can the class accommodate? Have you created a class objective/outline?
5. Email the completed form to conted@westga.edu.

**Checklist**

**Before Class**
- Sign and return your Instructor Agreement.
- Notify your Program Coordinator if a textbook will be needed for the class.
- Discuss possible marketing options with your Program Coordinator.
- Examine Roster provided by the Program Coordinator.
- Review the student FAQs found online at: http://www.westga.edu/conted/
- Email your Program Coordinator with any duplicating requests. Please allow a minimum of two (2) business days for processing photocopy requests.

**During Class**

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• In the event that you are unable to teach (family emergency, illness, etc.), contact CE at 678-839-6611 and email your Program Coordinator. Discuss all available options for making up the class time with your Program Coordinator. Note: If the CE office is closed, and your class is about to begin, please contact Campus Security Police at 678-839-6000.
• If you have any questions/concerns about your assigned classroom, please contact CE.
• Report name and phone number (and/or email) of any students who are attending the class, but not on the roster. If one-day class, have student fill out registration form, and have Campus Security Police pick up the registration form (with payment).

After Class

• For classes offering assessments, please deliver the grades to the CE department within one week of the class end date.
• Return the student evaluation surveys to the CE office.

University Closings

In the event a person is injured or has taken ill while on campus, contact Campus Security Police at 678-839-6000, or dial 96000 from any campus phone.

BE PREPARED TO GIVE THE FOLLOWING INFORMATION:
1) Nature of the emergency (e.g., injury, sickness, fire, crime)
2) Exact location of the problem (building and room number)
3) Best way for responding personnel to get to location
In the event that a Campus Police officer is not available, any employee of the college is authorized to call 911 for emergency medical services. The person who called for emergency medical services must also file a report with Campus Police as soon as possible.

Working with Children

For safety reasons as noted above, UWG CE ensures that there are criminal background checks on all personnel working with children. Additionally, all are trained as state-mandated reporters. CE offers Darkness to Light training several times each year in order to meet this requirement. Additionally, there is an online version located at:
http://www.d2l.org/site/c.4dICIJOkGclSE/b.6069339/k.C2F7/Login/apps/kb/home/login.asp

Should any person associated with the Continuing Education offerings, both working and in close proximity, suspect that a child is being abused, he/she should immediately report the information to the Director of Continuing Education or his/her designee, in accordance with Georgia State Law. The reporter or the Director or his/her designee will call the Georgia Child Abuse line 1-855-GACHILD within 24 hours of the notification. The Director will follow the oral
report with a written report of the incident on the Child Abuse Report Form located: https://docs.google.com/a/westga.edu/document/d/14dbS64oaND3ZFvvr133vCbNE6JAc49mn7ef5Za8uCek/edit. Should photographic evidence be necessary, the Director, along with a witness will take photographs to include with the written report. At no time should the incident be discussed with individuals other than the staff members who must be directly involved with the incident.

It is imperative that instructors are in the classroom to meet students as they arrive. You should plan to be in the classroom a few minutes before and after the assigned class time. Instructors should not leave students alone in class at any time. If it is necessary that you leave the students for a brief time, call the CE Office (ext. 96611) to arrange for temporary coverage of your class. Please contact CE at 678-839-6611 immediately if you cannot meet your class on time. If you cannot reach a CE staff person, please call our Campus Security Police Department at 678-839-6000. If parents have not arrived within 5-10 minutes after the scheduled class end time, please contact Campus Security Police at 678-839-6000, or dial 96000 from any campus phone. Please stay with the student(s) until the officer arrives, and be sure to report the late pick-up to the CE office if it becomes a persistent problem. Do not leave the classroom until all students have been picked up (or until a Campus Security Police Officer relieves you). When working in labs, it is important that you observe and communicate proper safety precautions.

Field trips with children must be pre-approved by your Program Coordinator. The appropriate parent permissions, release and emergency information must be on file with CE prior to the trip. Contact your Program Coordinator to arrange a field trip and receive consent forms far in advance of the proposed trip date.

Children will be checked in to programs, signed in, and escorted by a trained individual. Children will be checked out of Continuing Education programs only by parents or designated (in writing) to pick up. All visitors must be admitted by a staff member and sign in at the front desk upon arrival, and sign out when they leave. Children will only be released to those adults whose names are listed on the release section of the Registration Form. A child cannot be released to an unauthorized person. Families are asked to keep their list updated if changes need to be made to their child’s pickup list. Please alert those designated and authorized to pick up your child that a picture I.D. will be required. The Continuing Education staff reserve the right to refuse to release a child to anyone who appears to be in an impaired state that could endanger the child. UWG Campus police will be called to assess the situation and help determine next steps for safe transportation for the child.

**Adult/Child Interaction**

No adult will be in a closed room alone with a child at any time. Although there may be instances when a class is divided and instructions occurs in different locations in small groups, the instructors should always maintain access to the surrounding adults for the protection of the children and themselves by keeping doors open. Adults will interact with
children using appropriate, positive language. No harsh or foul language will be tolerated in Continuing Education courses by adults or children. No physical discipline will be used in a Continuing Education course. Adults should be mindful of any affectionate gestures that may be misinterpreted. Violation of adult/child interaction policy can result in immediate dismissal.

Illness

Sick children will not be allowed to attend Continuing Education offerings. Allowing a child to come to camp when he/she is sick puts other children and our teachers at risk for infection. We understand that parents may have other obligations while their children participate in our courses. However, if a child attends when they are ill, and that child infects other children or staff, many families are placed at risk.

Continuing Education follows the recommendations of Children’s Healthcare of Atlanta regarding the exclusion of children who have infectious conditions in order to protect the health of children and minimize the inconvenience to families. Additional information can be found on the chart from Children’s Healthcare of Atlanta, 2008 edition, “Childhood Infectious Illnesses”:

Medications

Whenever possible, families are encouraged to arrange to give needed medications at home. If a child requires medication that needs to be kept on hand for emergencies, such as an epi-pen for allergies or an inhaler for asthma, Continuing Education requires an order from the child’s health provider with specific instructions regarding when it should be used, as well as the dosage to be given. Permission from parent/guardian is also required. Parents should complete the medication consent form, complete with the signature of the Health Care Provider for prescription medications. Staff will complete a medication administration form when administering medication to the child.

Non-prescription medication (including sunscreen) must be labeled with the child’s name and the date the medication was brought to the camp. Non-prescription medication must be administered according to label directions, unless other instructions are approved in writing by the child’s physician. Parents/Guardians must complete a signed medication form.

All medication will be stored in a locked container out of reach of children. Medical forms are below and can be located online at:
Medication Consent form:
https://docs.google.com/a/westga.edu/document/d/14dbS64oaND3ZFvvr133vCbNE6JAc49m
n7ef5Za8uCeK/edit and
Medication Administration for:
https://docs.google.com/a/westga.edu/document/d/1plxhwx6dtzEaXBPoS-aixZqILg1wTJ_TTE
eq9eZJWk8/edit

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MEDICATION CONSENT FORM- Must be maintained in the Continuing Education Files

Name of child: ____________________________________________________________
Name of medication: ______________________________________________________

Please one of the following: Prescription: _____ Oral/Non-Prescription: ____
Unanticipated Non-Prescription for mild symptoms____
Topical Non-Prescription (applied to open wound/ broken skin)____

My child has previously taken this medication____
My child has not previously taken this medication, but this is an emergency medication and
I give permission for staff to give this medication to my child in accordance with his/her
individual health care plan____

Dosage: ___________________________________________________________________

Date(s) medication to be given: ________________________________

Times medication to be given: ________________________________

Reasons for medication: ____________________________________________

Possible side effects: ____________________________________________

Directions for storage: ____________________________________________

Name and phone number of the prescribing health care practitioner: ________________
______________________________________________

____ Child’s Health Care Practitioner Signature
______________Date______________

I, ____________________________, (parent or guardian) gives permission
(print name)
to authorize educator(s) to administer medication to my child as indicated above.

Parent/Guardian Signature ____________________________Date______________

For topical, non-prescription NOT applied to open wound / broken skin (parent signature only)
MEDICATION ADMINISTRATION RECORD
(This record must be maintained in the Continuing Education file when completed)

Who trained the staff? ____________________________________________

Has the Medication Consent form been completed? _____

Have the “5 rights” been addressed? _____

Is the medication in a safety cap container? ___

Is the original prescription label on the medication container? ___

Is the name of the child given below on the container? ___

Is the date on the prescription current (within the month for antibiotics and within the expiration date for medications which are so labeled; within the year otherwise? ___

Is the dose, name of drugs, frequency of administration given on the label consistent with parental instructions? ___

Medication can be administered only if the answers to all questions above are “Yes”

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<tr>
<th>CHILD’S NAME</th>
<th>TIME</th>
<th>MEDICATION</th>
<th>DOSAGE</th>
<th>ROUTE</th>
<th>STAFF SIGNATURE</th>
<th>MISDOSE ERRORS</th>
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Did you check the label 3 times_______

If the child refused, what was the reason?

________________________________________________________________________
Medical Emergencies

In the case of emergencies (illness or accident) involving a child, an instructor will contact the Director and/or other staff member. The instructor or staff assistant will then attempt to contact the parents/guardians, or designated emergency contact person. It is vital that contact and emergency information is accurate. If parents/guardians or designated person cannot be reached within 10 minutes and the emergency appears serious, Campus Police in consultation with the CE Director or her designee will determine whether the child should be taken to the Emergency Room. Transport will be made by Campus Police or ambulance. Emergency treatment may be provided in accordance to the wishes of the parents/guardians as expressed in the Authorization for Emergency Medical Treatment found in the child’s folder. If parents/guardians or designated person cannot be located, the instructor or an adult person to the child, will accompany the child for emergency treatment.

Insurance for Minors

While attending the camp, parents/guardians are responsible for health and accident insurance that would cover any sickness or accident the child might incur while attending the camp.

Insurance for Instructors

Instructors will be covered under the UWG professional liability insurance and workers’ compensation policy. Vendors contracted by the university will not be covered under the university’s professional liability insurance and workers’ compensation policy.

Privacy Rights for Students

The Family Education Rights and Privacy Act of 1974 (FERPA) grants students the right not to have personal information contained in their college records released to any individual, agency, or organization not included in the specified list of exceptions without the written consent of the student.

Health Insurance Portability and Accountability Act (HIPPA) was enacted in 1996 to, among other things, improve the efficiency and effectiveness of the health care system through the establishment of national standards and requirements for electronic health care transactions and to protect the privacy and security of individually identifiable health information. (Joint Guidance on the Application of the Family Educational Rights and Privacy Act (FERPA) And
Code of Conduct

Ethics

Every member of our community is required to adhere to the *USG Statement of Core Values* that assures each student, faculty member and staff member is treated respectfully and under laws and guidelines required by state and federal law.

*Promotion/Sales*—In order to maintain an ethical and impartial learning environment, it is agreed that you will not promote any specific product, service, or source in the classroom. CE will adhere to the UWG policy located at [http://www.westga.edu/policy/index_3722.php](http://www.westga.edu/policy/index_3722.php) regarding advertising, sales, promotions and solicitations.

*Nondiscrimination* — The University of West Georgia endorses all of the state and federal legislation that prohibits discrimination in employment and in the use of educational facilities. Discrimination includes harassment and offensive conduct against any person, student, or staff member on the basis of race, creed, color, sex, age, marital status, handicap, and/or national origin. Title IX of the Educational Amendments of 1972 prohibits discrimination on the basis of sex; Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin; Section 504 of the Rehabilitation Act of 1973 prohibits discrimination based on handicap; the Americans with Disabilities Act of 1990 requires reasonable accommodation for people with disabilities. CE affirms its desire to create a work and study environment for all individuals that is fair and responsible. The environment shall support, nurture, and reward career and educational goals on the basis of relevant factors such as ability and work performance. CE believes that harassment is inconsistent with a supportive environment.

*Personal Problems* — Instructors should avoid bringing their personal problems into the classroom. Instructors should not discuss professional, family, or financial matters in the class. This statement is not meant to exclude anecdotal information pertaining to the instructor's personal life. If a student expresses problems of a personal nature, the student may be referred to appropriate services.

*Personal Relationships* — Relationships between instructors and students should be professional. Such relationships cannot be used to coerce or influence others for personal advantage. Unwelcome sexual advances, requests for sexual favors, and sexually explicit language are prohibited. Sexual relationships between an instructor and any student currently
enrolled in the instructor’s class or under the supervision or direction of the instructor are prohibited

**Drugs, narcotics and Alcohol**
While on the campus of the University of West Georgia, all persons must comply with all policies of the Board of Regents of the University System of Georgia and the University of West Georgia, and all federal, state, and local laws governing the use, possession, manufacture, distribution, dispensation, and sale of alcoholic beverages. For more information regarding the UWG alcohol policy, please see [http://www.westga.edu/alcohol/](http://www.westga.edu/alcohol/)

CE will adhere to the university policies and procedures. For events which include alcohol, a risk management plan will be put into place and all necessary steps taken to ensure the safety of our participants

**Smoking**
UWG CE adheres to the university smoking policy located: [http://www.westga.edu/policy/index_3742.php](http://www.westga.edu/policy/index_3742.php)

**Miscellaneous**
The Department of Continuing Education has published this Handbook for informational purposes only and its contents shall not constitute a contract between this institution and prospective or current employees. The information contained in this publication reflects generally the current curricula policies and regulations of this university and department. However, these are subject to change at any time by action of the USG or the UWG Administration.
Continuing Education
Course Planning

Name of Proposed Course/Program_________________________________________________
Program Developer/Lead Contact__________________________________________________

GENERAL
Type of Program ( ) Conference ( ) Professional Development Course ( ) Personal
Enrichment
( ) Certificate Program ( ) Customized for Industry ( ) Other
Dates of Program or Course________________________________________________________
Offered one-time or how often?____________________________________________________

NEEDS ANALYSIS
Who is the potential audience?_____________________________________________________
What kind of competition exists for this program?____________________________________
Why will people attend?____________________________________________________________
What is its primary purpose?_______________________________________________________

PLANNING AND BUDGET
Services to be provided by Continuing Education:
( ) Program planning
( ) Registration
( ) On-Site Check In
( ) Website
( ) Food & Beverage Planning
( ) Hotel contract negotiation
( ) Marketing
( ) Graphic Design & Publication of Program Materials, Programs
( ) Other
Percentage of registration retained by Continuing Education ______________
Expected number of participants ______________
Proposed Course Fee ________
Other Fee Structures or Discounts__________________________________________________

Program Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Estimated</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Books, Supplies</td>
<td></td>
<td></td>
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<tr>
<td>Instructor</td>
<td></td>
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<tr>
<td>Other speakers</td>
<td></td>
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<tr>
<td>Description</td>
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<tr>
<td>Printing</td>
<td></td>
<td></td>
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<tr>
<td>Advertising</td>
<td></td>
<td></td>
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<tr>
<td>Food &amp; Beverage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CE %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting Space</td>
<td></td>
<td></td>
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<tr>
<td>Lodging</td>
<td></td>
<td></td>
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<tr>
<td>Equipment</td>
<td></td>
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<tr>
<td>Accessibility (to other locations in the area)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special needs/handicap accommodations</td>
<td></td>
<td></td>
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<tr>
<td>Travel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excursion planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name tags</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchasing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conference bags/hospitality gifts/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
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</tbody>
</table>

Program Revenues:

<table>
<thead>
<tr>
<th>Description</th>
<th>Estimated</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Course Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How many participants are required to break even?____________________________

CEU ANALYSIS

<table>
<thead>
<tr>
<th>Identified Need of Target Audience</th>
<th>Class I</th>
<th>Class 2</th>
<th>Class 3</th>
<th>This program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear, concise written statements of learning outcomes</td>
<td>X</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Qualified instructional personnel develop and conduct</td>
<td>X</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requirement</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>-----------------------------------------------------------------------------</td>
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<td></td>
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<tr>
<td>Learning experience, develop and assess learning outcomes. Qualifications, documented must be on file.</td>
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<td></td>
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</tr>
<tr>
<td>Content and instructional methodologies consistent with learning outcomes, sequenced to facilitate learning, structured to permit learner to participate and receive feedback</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Published requirements for satisfactory completion of program.</td>
<td>X</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>Procedures used to measure achievement of learning outcomes as they relate to changes in learner knowledge and skill. Assessment is responsibility of instructor.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Has process to evaluating major aspects of experience including client input into design and content, and extent to which learning outcomes were met.</td>
<td>X</td>
<td></td>
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<tr>
<td>Institution knows content</td>
<td>X</td>
<td>X</td>
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</tbody>
</table>
Classification of this Program_______________________________________________________
Number of Learning Hours___________________ CEUs______________________________
Is this a certificate program?________________________________________________________
If so, does it have Class 1 status and a minimum of 24 learning hours (2.4 CEUs)_________
Are the following on file?
(   ) Instructor credentials
(   ) Learning outcomes
(   ) Planned learning outcomes assessments
(   ) Evaluation instruments
(   ) Risk Management Assessment
Approval of Program (CE Director or Dean)___________________________________________
Date____________________________________________________________
CONTINUING EDUCATION
COURSE PROPOSAL FORM

Please complete all applicable sections and submit to conted@westga.edu.

<table>
<thead>
<tr>
<th>Syllabus Prepared By:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Biography:</td>
<td>Please provide information on your background as it relates to the class you are proposing. Please also provide a résumé.</td>
</tr>
<tr>
<td>Suggested Class Title:</td>
<td></td>
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<tr>
<td>Prerequisite/Skills Required:</td>
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<tr>
<td>Total Class Hours:</td>
<td></td>
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<tr>
<td>Maximum Enrollment:</td>
<td></td>
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<tr>
<td>Type of Supplies:</td>
<td></td>
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<tr>
<td>Supply Fee: $</td>
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<tr>
<td>Class Highlights (We will use this to create a class description. If there is copy that should not be changed, please indicate.)</td>
<td></td>
</tr>
<tr>
<td>Type of Classroom &amp; Equipment Required</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Textbook(s):</th>
<th>Required</th>
<th>Optional</th>
<th>Handout Material</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Book Title, Author, Publisher</strong></td>
<td><img src="image-url" alt="Image" /></td>
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<tr>
<td><strong>Comments:</strong></td>
<td><img src="image-url" alt="Image" /></td>
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</table>

**TARGET AUDIENCE:**
This class is designed for:

**COMPETITION:**
(Where else is this class or a similar class being offered?)

**MARKETING SUGGESTIONS:**
(Professional associations, specific publications etc.)

**COMPETENCIES:**
(Use numbers to list objectives & periods at the end of the objectives. Example: 1. Understand the basic functions of a computer.)

A successful student should be able to do the following at the end of this class:
(These competencies must be related to class outline.)
LEARNING ACTIVITIES:
(Use numbers to list activities & periods at the end of the activities. Example: 1. Lecture.)
The class will have the following distinct activities:

METHODS OF EVALUATION:
(Use numbers to list evaluation methods & periods at the end of evaluation methods. Example: 1. Attendance.)
In addition to attendance and participation the following criteria may be used:

FOR OFFICE USE ONLY

Course reviewed by:
CEU designation assigned:
Internal Approval Form attached:

CLASS OUTLINE (Please indicate projected time devoted to each content area.)
(Capitalize the first word of each division. Use Roman numerals with periods, then capital letters with periods, numbers with periods, and finally lowercase letters with periods if necessary. Please use lowercase
hour abbreviation and decimal time notation.)
### Work Area
### Training Record

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Training Description</th>
<th>Date</th>
<th>Employee Initials</th>
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</thead>
<tbody>
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