

Policy Guide & Instructors' Manual

GateWay Community College Policies and Procedures Community Education Revised 2019

From the Community Education Staff

GateWay Community College

Community Education

108 N 40th Street Phoenix, AZ 85034

Phone 602-286-8090 Email: CommunityEd@gatewaycc.edu

Website: <https://www.gatewaycc.edu/community-ed>

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This handbook provides information about policies, procedures, and expectations for Community Education (referred to as CE) instructors.

This handbook attempts to anticipate some of your questions, explain operating requirements, and focus on some areas that affect instructor and student success. You are welcome to ask additional questions and to share your ideas about how we can provide assistance to instructors.

Please encourage students who have administrative questions (e.g. refunds, charges, dropping workshops) to call the CE office. Students need correct information, and instructors are not expected to have college-wide knowledge of procedures and resources.

CE is an integral part of the educational services that GateWay provides for our community. You represent GateWay Community College in the room and your knowledge, skill, and dedication form the backbone of CE. Your efforts are appreciated by your students, the college and community, and the CE staff.

We thank you!

Please be certain the CE office has your most recent address, phone, and email information. In addition, please make the CE supervisor aware if your adjunct or employment status with the Maricopa Community College District has changed.

Director		Phone		Email
Jeanne Ratliff		602-238-4325		Jeanne.Ratliff@gatewaycc.edu
Supervisor				
Maureen Hannon		602-238-4323		Maureen.Hannon@gatewaycc.edu
Administrative Specialist				
Cathy Davis		602-238-4333		Cathy.Davis@gatewaycc.edu
Classroom Aide				
Kevin Brown		602-214-8823		Kevin.Brown@gatewaycc.edu
Community Education		602-286-8090		Communityed@gatewaycc.edu
			Web:	https://www.gatewaycc.edu/community-ed

Office Location

The CE office is located at The GateWay Central City Campus, 1245 E Buckeye Rd. Phoenix, AZ 85034.

Office Hours

The CE Office hours are Monday-Friday 8AM-5PM and Monday-Thursday 7AM-6PM during the summer.

Campus Locations

GateWay Community College offers Community Education at three campuses: The Washington campus located at 108 N 40th St, Phoenix, the Central City Campus, located at 1245 E Buckeye Rd, Phoenix, and the Deer Valley Campus, located at 2931 W. Bell Rd. Phoenix.

Parking

Parking is free and plentiful at all campuses. Please avoid parking in any spots designated as reserved, requiring a decal, or employee parking without the required green parking decal.

Assigned Rooms & Locations

Your workshop is assigned a room. Please do not move into another room without first clearing it through CE. Also, check with the department to schedule make-up or extra workshop sessions.

Students Fees and Refunds

Student fees are assessed for most workshops to create a budget to purchase consumable items (e.g. printed materials) for the workshop. Contact your Program supervisor for any purchasing needs. The Refund Policy states: Once a participant has paid to attend a Community Education workshop, no refunds will be issued. Registrants may not transfer their workshop enrollment to another party. Only registrants who appear on the roster will be admitted to workshops.

In the event a workshop is canceled due to insufficient enrollment, participants will be notified and entitled to a refund, minus processing fees.

Workshop Information & Registration

Registration

All workshops are pre-registered. It is your responsibility to make sure everyone in your workshop is registered. **Check your workshop roster to ensure that persons who are attending your workshop are registered.** If students are not registered, they must leave the workshop.

Registration may be done online: <https://www.gatewaycc.edu/community-ed/workshops> or in person by visiting the Cashier's Office at the Washington or Central City campuses.

Contact the CE Supervisor with any questions regarding registration or workshop rosters: 602-238-4323.

Workshop Size and Cancelled Workshops

Always assume your workshop is on and attend the first meeting if you have not heard from the CE supervisor. Your CE supervisor will notify you if a workshop is going to cancel due to insufficient enrollment. Please feel free to contact the supervisor with any questions regarding the workshop(s) you are teaching.

Student Confidentiality

As an employee of GateWay Community College you must be aware of the Family Educational Rights and Privacy Act of 1974 (FERPA). You may review Maricopa County Community College District's (MCCCD) policies regarding FERPA on-line at: <https://district.maricopa.edu/consumer-information/family-educational-rights-privacy-act-ferpa>. Federal law (FERPA) prohibits any representative of the college from sharing confidential information about

students with any person. Confidential information includes names, addresses, phone numbers, student ID numbers, and information about attendance. Refer student records inquiries to your supervisor.

School Closures/Inclement Weather

Routine school closures occur during holidays and term breaks. (See academic calendar:

<https://district.maricopa.edu/regulations/admin-regs/section-2/academic-calendars>)
Weather may also force closure of school and the cancellation or postponement of workshops. Rain may very occasionally force the closure of the campuses. In that event, you will be notified as soon as possible, and the CE supervisor will notify CE workshop participants.

Workshop hours missed because of closure or Instructor's absence must be made up.

Contact your CE program supervisor to schedule a room and time for make-ups. The CE staff will inform students of the arrangements.

Awards of Completion

In relevant programs, participants may earn Awards of Completion. It is the responsibility of the participant to retain this Award as proof of successfully completing the program.

Repeated Offerings

In general, CE will continue to offer your course as long as it is successful in terms of enrollment, and meets current market needs. Instructors are hired on a term-by-term basis only. CE reserves the right to stop offering the workshop at any time.

CE Services & Support

Access to Workspace and Computers

In general, a workspace is available for instructor use in each classroom. It is equipped with a computer, overhead projector, screen, and space for preparation of workshop materials.

Advertisement of CE Workshops

CE workshops are advertised on the GateWay's website: <https://www.gatewaycc.edu/community-ed>, on various printed materials distributed throughout the campus and local community as well as through college end district newsletters to employee, alumni, student, and other affinity groups.

Marketing CE Workshops

Instructors are partners in promoting their workshops and work in consultation with their program supervisor with regards to flyers and other advertising. GateWay's social media posts should be shared with your communities and every effort should be made to encourage enrollment for your workshops.

Audio/Visual (AV) Equipment and Materials

Standard A/V equipment and materials are usually available in each classroom. In order to ensure AV is available when needed, equipment must be requested when your workshop is first scheduled. Your classroom aide will assist you with the AV equipment, if needed.

All A/V (or any other) equipment you find in your classroom should be left there; please do not move it to another room.

Printing and Copyright Clearance

GateWay has facilities to duplicate materials for classroom use. Printing for workshop use must be requested through the CE office at least 48 hours before the date it is needed.

Textbooks

In the event textbooks are required for a workshop, they will be provided by the CE office.

Instructor & Classroom Conduct Classroom Problems

Any and all problems or questions that may develop in a workshop—from either instructors or students—should be referred to the CE supervisor.

Classroom Sales and Promotions

Instructors will not engage in sales of any materials or services in the classroom during instruction. Instructors shall not promote any commercial business in the classroom. Instructors may not recruit students for personal gain or use the workshop as a forum for personal gain in any way.

Disability Resources

GateWay promotes equal educational opportunity for students with disabilities in accordance with the Americans with Disabilities Act (ADA). Participants may contact (602) 286-8171 if they need reasonable ADA accommodations to participate in a workshop.

Emergencies

Emergencies should be handled by GateWay security. Small, blue Public Safety cards are distributed to all instructors with their badges and include the Emergency (480-784-0911), Non-Emergency (480-487-0900) and Public Safety Email address (Safety@gatewayc.edu) on them. The CE classroom aide is also available to assist with contacting Campus Police.

Food and drink

Food is not permitted in the classrooms, sealed water bottles are permitted.

Housekeeping

Following each workshop session, your classroom should be left orderly and as you found it. This means cleaning up any mess, erasing boards, replacing classroom furniture in original locations, etc. Most classrooms receive heavy use, and workshops or classes following yours should find the room in good order. The classroom aide will also assist in cleanup and returning supplies to the supply closet.

Illness/Absence

Students have paid for a block of time. They are entitled to receive instruction for the full amount of scheduled time, less breaks. If for any reason you will miss a workshop session, you must notify the CE supervisor.

If you will miss a workshop due to illness, notify CE supervisor as soon as possible. The CE staff will notify students.

If it is necessary to cancel a workshop session, the missed session must be made up. This will require rescheduling a classroom in most instances, and must be done through CE supervisor.

Instructor Evaluations

Instructors and programs are evaluated on a routine basis. Findings are shared with instructors in an effort to improve the learning experience for students. Instructors are encouraged to include a brief opportunity for student feedback in each workshop session.

Instructor Performance and Image

Instructors must:

- Be on time for your workshop.

- Be prepared to teach (including the first workshop session), and conduct each workshop for the full scheduled period.

- Behave in an appropriate manner and be neat and clean.

- Refrain from using offensive language or behavior or discriminating against any individual or group.

Safety

Instructors are required to adhere to all applicable safety requirements and practices.

Smoking

The Maricopa County Community College District is dedicated to providing a healthy, comfortable, and educationally productive environment for students, employees, and visitors. In order to promote a healthy learning and work environment, the Chancellor has directed that the Maricopa County Community College District serve as a total smoke free and tobacco free environment, effective July 1, 2012. Smoking (including the use of "e-cigs") and all uses of tobacco shall be prohibited from all District owned and leased property and facilities, including but not limited to parking lots, rooftops, courtyards, plazas, entrance and exit ways, vehicles, sidewalks, common areas, grounds, athletic facilities, and libraries.

Communication between Coordinator and Instructor

Given the large number of instructors employed every term, CE communicates with instructors frequently by email or phone. Email is the preferred method of contact. CE staff contact instructors when scheduling workshops for the upcoming term. You will be contacted each term by

email, or phone to update your workshop information. Please be prompt in responding. Failure to do so frequently prevents workshops from being advertised in the workshop schedule or leads to preventable errors.

Hiring & Payroll Information

Hiring Process

CE Instructors may indicate their interest in teaching for Community Education by submitting a Proposal to Teach, which can be found [here](https://www.gatewaycc.edu/community-ed/teach): <https://www.gatewaycc.edu/community-ed/teach>. If your proposal is accepted, you will be directed to apply for a CE instructor position in the Human Capital Management system.

The hiring process consists of an application, submission to a background check (mandatory for all new MCCCDC employees), acceptance of electronic job offer, and signing of Human Resource paperwork at the Washington Campus HR office.

Payroll & Salary Determination and Distribution

CE instructors are members of our community who wish to teach an interest or specialty. Instructors for CE are considered **contract** employees of the college and are employed a term at a time with no promise of continued employment past the current term. For payroll questions or concerns contact CE supervisor.

The contract pay rate is pay for workshop instruction. It is expected that workshop preparation will occur on your own time unless other arrangements are made in advance with your program supervisor.

Contract hours will be entered upon completion of all workshops hours for a given section. **Pay will be distributed the**

first pay period AFTER the completion of all workshop hours.

Instructor Information

Provide CE with your home and work phone number(s), e-mail address, and mailing address. Notify CE immediately of changes.