



**NORTHWEST**  
IOWA COMMUNITY COLLEGE

*Your success is our story.*

## **Concurrent Enrollment Instructor Handbook**

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## About NCC

### **Mission Statement**

Northwest Iowa Community College is a progressive learning college rapidly responding to the global needs of our changing community.

### **Vision Statement**

We are driven to be the community college of choice for lifelong learning, personal development, and retraining.

### **History of NCC**

Northwest Iowa Community College (NCC) was the pilot project for the state's highly acclaimed community college system. The success of this pilot test in 1964-65 led the Iowa Legislature to establish a network of 15 community colleges. NCC, governed by a seven-member board of locally elected representatives from Merged Area IV, is authorized by the Code of Iowa. The college has an enrollment of approximately 1,600 students and serves an additional 17,500 persons annually who take continuing education courses.

NCC offers nationally acclaimed vocational and technical programs that are taught in modern classrooms and labs using state-of-the-art industry equipment and tools. The college maintains a close relationship with industries via advisory committees so that students are prepared to meet the needs of the industry. At the same time, NCC administration and faculty take pride in tailoring programs that meet the individual needs of the student.

Building on the foundation of excellence established in its vocational and technical programs, Northwest Iowa Community College expanded its educational opportunities in 1988 to include Associate of Arts and Associate in Science programs for citizens of the area. Today NCC is a comprehensive community college serving the global needs of its constituents.

### **Academic Programs at NCC**

A current list of programs available at NCC can be viewed on the Programs of Study page on the NCC website:

<http://www.nwicc.edu/academics/programs-of-study/>

## Concurrent Enrollment

### **National Alliance of Concurrent Enrollment Partnerships (NACEP)**

NCC's College 4 You concurrent enrollment program is accredited through NACEP, the National Alliance for Concurrent Enrollment Partnerships. More information about NACEP can be found at [www.nacep.org](http://www.nacep.org). NACEP accreditation helps to ensure that high school students participating in concurrent enrollment courses receive education of the same quality and rigor as that of college students taking courses at NCC.

NACEP fosters student success and achievement by supporting standards of excellence that promote program and professional development, accreditation, research and advocacy.

NACEP associates believe that:

- Rigorous standards ensure program quality
- NACEP accreditation affirms excellence
- NACEP membership provides vital collegial interaction and support
- Professional development enhances successful outcomes
- All high school students who demonstrate readiness should have access to college courses
- Strong partnerships foster seamless education
- Advocacy and research build sustainability and success



## 2017 NATIONAL CONCURRENT ENROLLMENT PARTNERSHIP STANDARDS

Adopted May 2017

<b>Partnership Standards</b>	
Partnership 1 (P1)	The concurrent enrollment program aligns with the college/university mission and is supported by the institution's administration and academic leadership.
Partnership 2 (P2)	The concurrent enrollment program has ongoing collaboration with secondary school partners.
<b>Faculty Standards</b>	
Faculty 1 (F1)	All concurrent enrollment instructors are approved by the appropriate college/university academic leadership and must meet the minimum qualifications for instructors teaching the course on campus.
Faculty 2 (F2)	Faculty liaisons at the college/university provide all new concurrent enrollment instructors with course-specific training in course philosophy, curriculum, pedagogy, and assessment prior to the instructor teaching the course.
Faculty 3 (F3)	Concurrent enrollment instructors participate in college/university provided annual discipline-specific professional development and ongoing collegial interaction to further enhance instructors' pedagogy and breadth of knowledge in the discipline.
Faculty 4 (F4)	The concurrent enrollment program ensures instructors are informed of and adhere to program policies and procedures.
<b>Assessment Standard</b>	
Assessment 1 (A1)	The college/university ensures concurrent enrollment students' proficiency of learning outcomes is measured using comparable grading standards and assessment methods to on campus sections.

Curriculum Standards	
Curriculum 1 (C1)	Courses administered through a concurrent enrollment program are college/university catalogued courses with the same departmental designations, course descriptions, numbers, titles, and credits.
Curriculum 2 (C2)	The college/university ensures the concurrent enrollment courses reflect the learning objectives, and the pedagogical, theoretical and philosophical orientation of the respective college/university discipline.
Curriculum 3 (C3)	Faculty liaisons conduct site visits to observe course content and delivery, student discourse and rapport to ensure the courses offered through the concurrent enrollment program are equivalent to the courses offered on campus.
Student Standards	
Student 1 (S1)	Registration and transcripting policies and practices for concurrent enrollment students are consistent with those on campus.
Student 2 (S2)	The concurrent enrollment program has a process to ensure students meet the course prerequisites of the college/university.
Student 3 (S3)	Concurrent enrollment students are advised about the benefits and implications of taking college courses, as well as the college's policies and expectations.
Student 4 (S4)	The college/university provides, in conjunction with secondary partners, concurrent enrollment students with suitable access to learning resources and student support services.
Program Evaluation Standards	
Evaluation 1 (E1)	The college/university conducts end-of-term student course evaluations for each concurrent enrollment course to provide instructors with student feedback.
Evaluation 2 (E2)	The college/university conducts and reports regular and ongoing evaluations of the concurrent enrollment program effectiveness and uses the results for continuous improvement.

**Instructor Credentials (F1)**

Concurrent enrollment (CE) instructors must have credentials equivalent to those required of instructors teaching the same course at NCC. The appropriate dean must review and approve these credentials before an instructor begins teaching a CE course. Instructors teaching transferrable classes must have a master's degree with at least 18 graduate credits in their discipline. Career and Technical instructors must hold a minimum of a Bachelor's degree in a related field or 6000 hours of employment in the field in which they are teaching.

All CE instructors must complete the NCC Adjunct Employment Application, found at: <https://nwicc.edu/employment-opportunities/adjunct-employment-application/>. In addition, official transcripts must be obtained. This documentation must be on file in the NCC Human Resources Department in order to meet accreditation requirements. The instructor will be notified if additional information or other forms are needed.

**Steps for appointing, approving, and denying Concurrent Enrollment Instructors**

**Step 1:** Superintendents may suggest and/or recommend potential concurrent enrollment instructors for appointment based on the needs of their specific school district. If a potential instructor is interested in teaching concurrent enrollment classes or has an idea for a new concurrent enrollment class, he or she should contact the superintendent of his or her high school.

Superintendents should then fill out the [NCC Course Request Form](#) with the course, term offered, instructor name and unofficial transcripts. This is a way to prescreen potential applicants. Superintendents will be notified whether or not the instructor has the necessary credentials as stated above in "Instructor Credentials".

**Step 2:** After submittal of the NCC Course Request Form, the NCC Dean will approve or deny the request and send it to the superintendent, instructor, NCC liaison and NCC staff.

**Step 3:** Once approved, potential instructors must send official transcripts to Human Resources at [humanresources@nwicc.edu](mailto:humanresources@nwicc.edu) for review. They must also fill out the employment application located on the website. They will be given the textbook information and their NCC liaison name and contact information to start preparing their class. Previously approved instructors adding a new course may be able to skip some of these processes. If denied, the form will indicate what next steps to take.

**Step 4:** The new CE Instructor will be invited to the new instructor orientation and training session.

**Adjunct Orientation (F2, F4, C2)**

New instructors are required to attend an orientation session. They are held by appointment with the Liaison and/or the Dean or the Director of Student Development, Secondary Programs, and Transitions. Continuing instructors are strongly encouraged to attend other training opportunities throughout the year. Contact the Dean's office for additional information.

**Collaboration and Site Visits (F3, F4, C1, C2, C3)**

NCC faculty are available to assist CE instructors with questions regarding curriculum, assignments, textbooks, and any other class related activities. Site visits must be conducted each time a CE course is taught by a new instructor. This is a chance for the CE instructor and Faculty Liaison to share ideas and ensure that the curriculum and rigor of the CE course matches that of the same course taught on campus. High school class observations are necessary in order for NCC to maintain NACEP accreditation for concurrent enrollment classes.

A site visit takes place in the CE instructor's school building on a regular secondary school day. The visit is defined as the time spent observing a class and conferring with the teacher. In an observation site visit, the Faculty Liaison observes the class period. During the conference, the Faculty Liaison and CE teacher discuss topics related to what was observed in the visit and any other relevant information concerning the class.

Once the initial site visit is complete, site visits must be done at least once every three years. If the liaison or the CE instructor request more visits, additional visits may be scheduled. Collaboration between site visits will be regular. CE instructors will work with their liaison on assessment yearly as well as meet with their content area group as needed.

**Site Visit Guidelines:**

- Observations should be made during the class period to gain insight on how the instructor starts, teaches, and concludes a lesson.
- Faculty Liaisons will be asked to use the Site Visit form to document their visit and conference. Both the CE instructor and Faculty Liaison will be required to sign and date the form at the conclusion of the conference after the site visit occurs.

**Professional Development (F3, C2)**

NCC is committed to providing quality professional development opportunities for CE instructors. The relationship with NCC Liaisons provides the greatest opportunity related to course content and methodology.

CE instructors are required to complete at least one professional development activity with their liaison each school year. Our assessment and content group meetings will meet this requirement. During a site visit, instructors should discuss future professional development opportunities/needs with the NCC Faculty Liaison.

The CE instructor will need to write a reflection of the professional development activity attended and may need to provide additional materials.

In addition to collaboration with NCC Liaisons, CE instructors will receive training to use Canvas, NCC's learning management system. Instructors are also invited to attend any NCC professional development days, new instructor workshops, etc.



**Assessment (A1)**

NCC has an established assessment program campus wide. Each year on campus, faculty members are asked to write an assessment plan for the upcoming year and an assessment report from the previous year for their specific program. Concurrent enrollment instructors may be asked to assist in this process by gathering data and working with on-campus faculty on the assessment report. Assessment meetings with your liaison may count toward professional development.

**Surveys (E1, E2)**

Every time a CE course is taught, the instructor is required to administer the course improvement surveys near the end of the term. The dean's office will send a link for the survey to the instructor prior to the end of the class. The instructor should then distribute the link to their students. We recommend devoting a few minutes of class time to the survey, to help ensure that students complete it. The compiled results will be provided to the instructor after the class has ended. Additionally, all CE instructors, guidance counselors, and principals will be given a survey approximately every three years discussing concurrent enrollment programming. This survey must be administered in order to meet NACEP accreditation requirements.

**Faculty Liaison Responsibilities (C2, C3, F2, F3, P2)**

A Faculty Liaison provides support to CE instructors in developing course content to ensure the curriculum and rigor of the class are consistent with the same course as taught at NCC. The Faculty Liaison will:

- Meet with new CE instructor before the start of their course(s) to discuss:
  - Course competencies
  - Textbook(s)
  - Equipment
  - Materials and supplies
  - Meet in person (site visit) with a new CE instructor the first year of the class. After the initial year, site visits must occur at least once every three years, to share information and discuss course content, confirming use of the approved course competencies, textbook, etc. (list from above).
    - Provide documentation of site visits using the proper forms provided by the Dean's office.
- Have regular contact with the instructor via phone, email, and in-person visits to ensure course and content alignment. Additional visits to the required triennial visit may be requested and/or required as needed.
- Meet with CE faculty as a group to discuss assessment and other content area concerns.

**Teaching a Concurrent Enrollment Course****Expectations**

All instructors are expected to carry out the tasks and duties assigned below. Compliance will be monitored through participation, met deadlines, student evaluations, and site visits by

Faculty Liaisons and Academic Deans. If instructors have any concerns, they may contact their Academic Dean for assistance. Instructors will be provided with resources, tools, and direction to help them improve on any unmet expectations. Please see the Noncompliance Policy for further information.

- The same course competencies and assessment methods of the on-campus course must be used in the CE course.
- Records of student progress must be maintained in Canvas by instructors for each CE class.
- The instructor must e-mail the days and times their class meets to [speterson@nwicc.edu](mailto:speterson@nwicc.edu) by the first day of class.
- Instructors must verify rosters and submit grades in the timeframe requested by the Registrar's Office at NCC. Syllabi for CE courses must be submitted to Simple Syllabus through Canvas by the start date of each semester.
- High school students may not audit a CE course. Students who take the course must earn both high school and college credit.
- High schools and CE instructors will permit NCC representatives to visit CE classes for the purpose of classroom observation.
- Professional development events/activities must be completed by instructors by the designated deadline given by the Liaison.
- Instructors are expected to attend all sessions of a concurrent enrollment class. If a CE instructor will have extended leave, please contact the high school and the college Dean immediately. Schools can work with the College to find a qualified substitute.
- In the high school setting, classes must be supervised at all times. Students are expected to remain in class for the entire allotted class time.

### **Noncompliance Policy**

In order to maintain accurate and up-to-date records, it is important that all concurrent enrollment instructors meet deadlines for submitting syllabi, turning in grades, accurate roster verification, ensuring student completion of course improvement surveys, and completing professional development activities. If the instructor does not meet these deadlines, a reminder will be sent to the instructor to submit the requested information within a specified timeline. If the instructor still does not comply with submitting the requested information, the dean of that division will contact the principal or superintendent of the high school as a follow-up. If the instructor is still negligent, the instructor will receive a failure-to-comply letter which states that if the instructor does not complete all of these activities for two consecutive years, he or she will be unable to continue teaching in the concurrent enrollment program. These activities are important as ongoing collegial discussions about curriculum, assessment, and course philosophy ensure that concurrent enrollment instructors deliver quality courses to their students.

### **Course Competencies and Syllabus**

Course competencies are used by instructors at NCC to ensure that the same content is taught in each section of a course. Changes can only be made to course competencies with the approval of the NCC Curriculum Committee.

Concurrent enrollment instructors must use Simple Syllabus in Canvas each semester. All instructors are required to include the following information on their syllabus:

- Instructor Information, including office hours and telephone number
- Units of Study
- Course Requirements/Grading Criteria
- Points Breakdown (by percentage or number of points)
- Grading Scale
  - NCC utilizes a 4-point grading scale with letter grades A, B, C, D, and F (+ / - grades are optional). CE classes are required to use this type of grading scale.
  - Example:
    - A = 90 to 100 %
    - B = 80 to 89 %
    - C = 70 to 79 %
    - D = 60 to 69 %
    - F = Below 59 %
  - The high school grading policy can be correlated with the letter grading scale. College grading policies will supersede individual high school policies.

All other information on the Simple Syllabus automatically populates and the instructor is not able to change it.

It is expected that the CE instructor will follow the policies and procedures listed in the course syllabus as given to the students.

### **Textbooks**

Concurrent enrollment courses are required to use the textbooks approved by NCC. Some courses use embedded courseware or etexts. The use of courseware in concurrent enrollment courses is not required. The Dean's office at NCC can assist with determining if embedded etexts are required or if opt out options are available so print books (of the same title and edition) can be used instead.

Instructor Resources are mostly available only through the textbook publisher's website. The Dean's office at NCC can assist with accessing resources.

### **Faculty Email**

All CE faculty are assigned an NCC email account. It is the instructor's responsibility to check their email account on a regular basis as important information from NCC is communicated this

way. Email can be accessed from any computer via My Place (myplace.nwicc.edu). If the instructor is unsure of their email address, user name and password, please contact the Dean's office or the NCC Director of Secondary Programs.

**You can set up your NCC email to forward to another email, by doing the following:**

Log into MyPlace and go to NCC email.

Click on settings symbol in upper right-hand corner.

Click on View All Outlook Settings> Mail> Forwarding

Check Box to Enable forwarding

Enter email address

Choose whether to save a copy

Save

### **Reviewing Rosters**

NCC works with high school guidance counselors to enroll students in courses each semester. Approximately two weeks after the course has begun, an NCC representative will contact instructors with a roster for their class as reviewed by the counselor and NCC. Instructors are asked to review this roster and alert NCC of any changes that need to be made. Students must follow NCC's drop and registration deadlines which are two weeks after the start of class- so it is important to know if the list is inaccurate. NCC bills high schools for the students listed on this roster after the instructor's review is completed.

### **Submitting Grades:**

CE instructors are requested to contact their counselor or NCC's Director of Secondary Programs when they have students in their class who appear to be at-risk of not successfully completing the course. Early intervention is advised so students can be informed and behaviors can be encouraged to change. Instructors should use Dropout Detective in Canvas in order to alert NCC.

It is required to submit final grades to NCC. Instructors should enter a percentage grade out of 100 in Canvas under the Final Grade column in the gradebook once the class is complete. Instructors will then use Grade Publish in Canvas to submit grades to NCC. Instructions will be provided. When entering a grade of F, the last date of attendance must also be included. Instructors who use Canvas for grading individual assignments will not need to use the Final Grade column if points are assigned to all graded assignments.

### **Library**

The NCC Library provides access to a wide variety of materials, information, and services that support the educational and general information needs of NCC students, faculty, staff and community residents. Personal assistance is available to individuals or small groups with research assignments within the library, by email, chat or telephone.

The library collection includes over 16,800 physical books, 65 print subscriptions to magazines, journals and newspapers, 605 audio books on CD, and nearly 1,300 DVDs and VHS tapes. Library users have online access to nearly 140,000 electronic books, over 20,500 streamed videos, a variety of online databases that provide thousands of full-text newspaper, journal and magazine articles, and a growing collection of e-books and audiobooks that are available for download to computers or other devices. Access to the library catalog and online resources is available to NCC students, faculty and staff from the library webpage. Registered users can reserve materials online, renew items and access their account information through the online catalog. Remote access to a majority of the online resources is available to current students, staff, and faculty; please contact the library staff for passwords and instructions.

In addition to the resources provided by the NCC Library, students may borrow books, videos, and articles from libraries throughout the state and nation by requesting interlibrary loan services.

Library services include computers, two small-group study/video viewing rooms, wireless internet access, a black & white printer, a color printer, a scanner, a fax machine and a photocopier. Students, faculty and staff may use their ID cards as their library card. Library users without a student ID may obtain a library card at the reference desk any time the library is open.

NCC CE instructors have full access to library materials.

Library website: <http://www.nwicc.edu/about/resources/library/>

Email: [librarygroup@nwicc.edu](mailto:librarygroup@nwicc.edu)

### **Learning Center**

The Learning Center is available for students who need additional help with classes, especially in the areas of Math and English. For additional information, please see the Learning Center webpage: <https://nwicc.edu/academic-support/learning-center/>. Learning Center staff are also available for other instructional needs. Please reach out to [learncenter@nwicc.edu](mailto:learncenter@nwicc.edu) with additional questions.

## **Administrative Procedures**

### **Course Drops/Additions**

Students must request from their high school counselor to be formally added or dropped from a course. Counselors will communicate the request to NCC.

All concurrent enrollment students must follow the refund and withdrawal deadlines as outlined by NCC. There are specific timelines associated with when students can drop with no penalty (refund date) and when they can drop with a “W” (withdrawal but no refund on their NCC transcript). Generally, the refund date falls within the first two weeks of the term and the

last day to withdraw and receive a “W” is the date that falls two-thirds into the class time. Because course terms vary, each counselor may consult NCC for the deadline dates which apply at his or her high school.

#### Refund Deadlines for Academic Year 2023-2024

September 3, 2023, Last day for 100% refund for fall semester classes

January 30, 2023, Last day for 100% refund for spring semester classes

The above Refund Schedule is applicable only to regular semester enrollment periods. A similar pro-rated Refund Schedule will be applied to courses with different enrollment periods (i.e. on campus courses, 8 week courses, etc.). Refund procedures, percentages, and amounts may differ for students receiving financial aid. Classes that are dropped within the refund period do NOT show on a student’s transcripts nor do they count against them when calculating their completion rate. Refunds are not provided for roster errors after the deadlines.

#### Withdrawal Deadlines for Academic Year 2023-2024

October 27, 2023, Last day for withdrawal of fall semester classes

March 20, 2023, Last day for withdrawal of spring semester classes

Classes that are dropped within the withdrawal deadline are not eligible for a financial refund. They will appear on the student’s transcripts with a grade reflected of “W.” W grades do not affect a student’s overall GPA or academic standing. However, “W” grades do count against a student when calculating their completion rate.

#### **Services for Students with Disabilities**

In accordance with the America Disabilities Act & the Vocational Rehabilitation Act, Northwest Iowa Community College is committed to providing an accessible environment which supports students with disabilities to reach their full potential. Accommodations are available for students who have visual, hearing, mobility, learning or other types of disabilities to insure equal access to educational opportunities. NCC employs an Accommodations Coordinator to work with students to develop and coordinate services based on individual student need. If you are a student with a disability, who requires reasonable accommodations to participate at NCC, follow the steps listed below:

1. Contact the Accommodations Coordinator at 800-325-4907, ext. 116 or [disabilityserv@nwicc.edu](mailto:disabilityserv@nwicc.edu) for more information or to submit an application. Information and applications can also be accessed through the College website at [nwicc.edu/academic-support/accommodations-disability](http://nwicc.edu/academic-support/accommodations-disability).
2. Submit the completed application and supporting documentation to in person, online, or via mail to: Northwest Iowa Community College, 603 West Park Street, Sheldon, IA 51201, Attn: Accommodations Coordinator. An application is required each semester.
3. Schedule a time to meet with the Accommodations Coordinator to discuss coordination of these services.
4. Contact the Accommodations Coordinator with any questions during the process.

### **Student Accessibility Statement:**

Northwest Iowa Community College believes that disability is a naturally occurring aspect of humanity's diversity and is an integral part of society and the college. Northwest Iowa Community College believes in working collaboratively with students, faculty, and staff to provide accessible and equal opportunities for all students. Students with disabilities are encouraged to connect with the Student Accessibility Services Office to begin the individualized process of determining reasonable accommodations. For further information, contact the Student Accessibility Services Coordinator, Renee Franklin, at 712-324-5061 ext. 116 or [disabilityserv@nwicc.edu](mailto:disabilityserv@nwicc.edu). Forms and additional information are available through our website at [nwicc.edu/academic-support/accommodations-disability/](http://nwicc.edu/academic-support/accommodations-disability/). Any student who believes he/she may have been unlawfully denied accommodations may report a violation to the college pursuant to the Discriminatory Harassment and Accommodations Complaint Procedures policy. The College prohibits retaliation for requesting or using disability accommodations and NCC will impose consequences up to and including termination of employment of any instructor/professor who engages in retaliation.

### **Nondiscrimination in Education**

It is the policy of Northwest Iowa Community College not to discriminate on the basis of race, color, national origin, sex, disability, age, sexual orientation, gender identity, creed, religion, and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by federal and state civil rights statutes and all other applicable federal and state laws, regulations and orders. The Board of Trustees shall monitor progress on this policy through the President's appointed Affirmative Action/Equity Coordinator(s). If you have any questions or complaints related to compliance with this policy, please contact one of the Equity Coordinators at Northwest Iowa Community College, 603 West Park Street, Sheldon, Iowa, room D403b or room A101D, email [equity@nwicc.edu](mailto:equity@nwicc.edu), phone number 712-324-5061, extension 113 or extension 137, fax 712-324-4136; or the Director of the Office for Civil Rights, U.S. Department of Education, John C. Kluczynski Federal Building, 230 S. Dearborn Street, 37th Floor, Chicago, IL 60604-7204, Telephone: (312) 730-1560, Fax: (312) 730-1576, TDD: (800) 877-8339, Email: [OCR.Chicago@ed.gov](mailto:OCR.Chicago@ed.gov).

The College's Title IX Coordinator or his/her designee ("Title IX Coordinator") coordinates the College's response to reports of sexual harassment. The Title IX Coordinator does not serve as an advocate for either the complainant or the respondent. The Title IX Coordinator will explain to both parties the informal and formal processes and the provisions of confidentiality. Where appropriate, the Title IX Coordinator will provide to both parties information on options for obtaining advocacy, medical and counseling services, and making criminal reports, and will assist with providing information on other resources. The Title IX Coordinator will coordinate with other campus officials to implement and coordinate appropriate supportive measures such as mutual no-contact orders and academic accommodations. The Title IX Coordinator is trained and knowledgeable about enforcement, compliance, communication, and implementation of the College's anti-harassment and anti-discrimination policy.

**Student Appeal:**

A formal request for reconsideration of a college policy or procedure decision. Filing an appeal is a request for the college to deviate or make an exception to established establish policy or procedure. An appeal requires evidence of an extenuating circumstance.

Student Grievance: as a written statement about the dissatisfaction with an academic, discrimination, or Title IX matter.

Extenuating Circumstance:

- 1) An extenuating circumstance is an unforeseen, uncontrollable event such as a serious health condition, illness or injury; a traumatic event such as a natural disaster; divorce; sexual assault; criminal assault; a family emergency; employment changes such as military duty or orders; and mandated work schedule changes or involuntary lay-off/ unemployment
- 2) Issues that do not meet the definition of an extenuating circumstance include lack of transportation, roommate problems, incompatibility with faculty, difficult course load, dislike of a course or textbook concerns.

If you have a Grievance or an Appeal, you may follow a step-by-step process that could include the instructor, Program Director, Academic Dean, or Registrar.

Examples of appeals include:

Request to withdraw after the withdrawal deadline

Academic Suspension status

Request a Tuition / Fee Refund

Request a Housing Refund

Request to enroll even though I have an unpaid, past due bill

Other

**LEVEL I—Instructor**

A student with an appeal should first discuss it with his/her instructor (where applicable) in an effort to resolve the problem.

**LEVEL II—Program Director**

When the appeal is not resolved at Level I, the student should discuss it with the Program Director (where applicable) with the objective of resolving the grievance informally.

**LEVEL III—Academic Dean or Registrar**

When the appeal is not resolved at Level II, the student should discuss it with his/her Academic Dean or Registrar with the objective of resolving the appeal informally. If the appeal is not resolved the student may at this point file a formal appeal. The appeal will be heard by a committee composed Student Services, Business Office, Financial Aid, or others on a case by case basis.



Students may file a student appeal by completing and submitting the Student Appeal Request form to the Student Services. The Student Appeal Request form may be accessed from the forms section on MY PLACE. Students are encouraged to complete the form with the help of their Advisor.

**LEVEL IV—Chief Academic Officer (CAO) or the Chief Financial Officer (CFO)**

wishes to pursue the grievance, the student shall file a formal complaint in writing and submit the written grievance to the appropriate executive administrator, that is, to the CAO or to the CFO. Grievances concerning grades, or other academic-related issues, shall be submitted to the CAO. Grievances concerning billing or other financial arrangements shall be submitted to the CFO.

The filing of the formal, written complaint at Level IV must be within fifteen (15) working days from date of the event giving rise to the grievance or from the date the grievant could reasonably become aware of such occurrence. The grievant may request that a meeting concerning the complaint be held with the executive administrator. A minor student may be accompanied at the meeting by a parent or guardian.

The executive administrator shall investigate the grievance and attempt to resolve it. A written report from the executive administrator regarding action taken will be sent within fifteen (15) working days after receiving the formal complaint. The decision of the executive administrator is final.

Definition of a working day: any day when administrative office is open.

For a complete listing of NCC's policies and procedures access NCC's catalog at:

<https://nwiicc.edu/catalog/>

**Family Educational Rights and Privacy Act of 1974 (FERPA)**

Northwest Iowa Community College informs students of the Family Educational Rights and Privacy Act of 1974, as amended. The Act, with which the institution intends to comply fully, was designated to protect the privacy of education records, to establish the right of students to inspect and review their education records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings. Students also have the right to file complaints with the Family Educational Rights and Privacy Act Office (FERPA) concerning alleged failures by the institution to comply with the Act.

Disclosure To Parents

1. Family Educational Rights and Privacy Act permits postsecondary institutions to disclose any and all information from a student's education records, without consent, to that student's parents if the student is a dependent for tax purposes under IRS rules.

2. Family Educational Rights and Privacy Act allows institutions to disclose information to appropriate officials in a health or safety emergency, including parents if the emergency involves their child. Parents are often in the best position to help their children during these crises.
3. Family Educational Rights and Privacy Act permits a postsecondary institution to tell parents of students under the age of 21 when the student has violated any law or policy concerning the use or possession of alcohol or a controlled substance.

### **Contact Information**

Sarah Breems-Diekevers  
Director of Secondary Programs  
[sbreems-diekevers@nwicc.edu](mailto:sbreems-diekevers@nwicc.edu)  
712-324-5066, ext. 137

Leah Murphy  
Executive Dean of Student and Academic Services  
[lmurphy@nwicc.edu](mailto:lmurphy@nwicc.edu)  
712-324-5066, ext. 118

Stephanie Peterson  
Administrative Assistant  
[speterson@nwicc.edu](mailto:speterson@nwicc.edu)  
712-324-5066, ext. 239

Alicia Van Horsen  
Learning Management System and Digital Content Coordinator  
[avanhorsen@nwicc.edu](mailto:avanhorsen@nwicc.edu)  
712-324-5066, ext. 193

Holly DeGrote  
Director of Online Learning  
[hdegrote@nwicc.edu](mailto:hdegrote@nwicc.edu)  
712-324-5066, ext. 224

Gina Owens  
Assistant—Registrar  
[aowens@nwicc.edu](mailto:aowens@nwicc.edu)  
712-324-5066, ext. 266