



**CENTRAL OREGON**  
community college  
**COMMUNITY EDUCATION**

# **INSTRUCTOR GUIDE**

**A RESOURCE FOR PART-TIME  
NON-CREDIT INSTRUCTORS**

# Welcome

## Welcome to COCC Community Education

Community Education at COCC offers personal enrichment opportunities to nurture and grow individual interests — no matter the age, background, or experience level. Studies have shown that continuing education keeps our brains healthy and builds connection, fulfillment and happiness.

COCC Community Education enrolls more than 4,000 students in approximately 500 adult and youth enrichment courses each year, primarily in Deschutes, Crook and Jefferson counties. As an instructor for our programs, you play an essential role in the lifelong learning goals of students and the mission of COCC. This guide provides the essential information you need to work with us to serve our students and our community.

## Self-Sustaining Department

Community Education strives to be a self-sustaining department, which means we rely on tuition and fees to cover the administration, promotion, marketing, operations and instruction of each course.

## What does this mean for you?

Tuition covers any cost incurred by running the course, while lab fees cover any additional costs (materials, consumable supplies, etc.), and are paid by the student. We try to keep our costs down to keep courses affordable. We cannot run courses that do not cover costs, and will cancel if enrollment is not high enough.

## Program Managers

Subject-area program managers are your link to COCC. They are expert programming professionals in the areas of Arts, Home & Garden, Music, Culinary, Foreign Language & Culture, Wellness, Computer & Technology, Professional & Workforce Development, Youth Development and other special interest areas. A program manager will communicate with you regarding your employment by the college and the development of your course content; as well as any course details such as title, description, pricing, enrollment numbers, scheduling, location, etc. Feel free to contact your program manager with questions regarding adult-oriented programming as well as youth programming.

## Mission

Community Education at COCC, meets student success and community enrichment, by offering a variety of personal enrichment opportunities to nurture and grow personal interests, regardless of age, background, or experience level.

## Vision

Community Education at COCC provides relevant lifelong learning opportunities by delivering exceptional educational experiences.

## **Philosophy**

Our courses follow the philosophy that learning is a rewarding experience that is most successful in a safe, supportive and engaging environment.

## **Expectations**

COCC Community Education seeks excellent instructors who convert an area of personal expertise into an exceptional classroom experience for our students. Potential instructors should have expertise in their proposed area of instruction whether this be education and/or experience in the field. Prior teaching experience is preferred, but not required. Community Education instructors are part-time and employed on a course-by-course basis, with no guarantee of continued employment.

## **Values**

COCC Community Education values the following qualities in an instructor:

### **Student Focused**

- Recognizes range of knowledge/ability levels and engages all learners effectively.
- Demonstrates respect for all students including individual differences.
- Balances instruction with student exploration and classroom management.
- Utilizes appropriate instructional techniques.

### **Professional**

- Demonstrates expertise in area of instruction.
- Provides an exceptional classroom experience.
- Arrives at commitments prepared and on time.
- Communicates in a clear and organized way.

### **Administratively Reliable**

- Responds to administrative requests efficiently.
- Collaborates well with administrative team.
- Communicates questions, concerns and/or requests clearly.
- Abides by all COCC policies and procedures in a professional manner.

## **Working Conditions**

### **Teaching Adults Workshop**

All first-time instructors in Community Education, whether hired as a COCC Part-Time Temporary Instructor, or as an Independent Contractor, are strongly encouraged to attend a Teaching Adults Workshop.

This workshop is a great way to learn new classroom management and course delivery techniques. There is no cost to attend the workshop, nor are instructors paid to attend the workshop. However, not attending could influence future course scheduling and contracting. Please work with your program manager to schedule an upcoming session before your first class begins. Instructors in the youth programming area may be required to complete additional training.

### **No Guarantee of Work**

Community Education instructors work on a course-by-course basis. A variety of factors, including the program manager's assessment of community needs and interests, determine course scheduling. Instructors teaching the same subject can rotate teaching schedules to provide a different approach or perspective on the subject and some courses run during certain times of the year. In other words, once an instructor is hired, there is no guarantee that he or she will teach term-to-term. This decision is at the sole discretion of the program manager.

All contracts are contingent on sufficient enrollment and there is no guarantee that a scheduled course will run. Program managers reserve the right to cancel full courses, or individual courses, at any time for any reason. Teaching a course for Community Education does not imply continued employment.

### **Policies & Procedures**

As a Community Education instructor, we expect you to follow all of the policies and guidelines set forth in this Instructor Guide. In addition, as a COCC employee, you are also responsible for the policies and procedures set forth by the College that may not be fully covered in this guide. To review these policies please review the [General Policy Manual](#). Direct any questions regarding COCC policies and procedures to your program manager.

#### **Drug & Alcohol Policy**

In compliance with the Drug-Free Workplace Act of 1988 (Public Law 100-690, Title V, Subtitle D) and the Drug-Free Schools and Communities Act Amendment of 1989 (Public Law 101-226), it shall be the policy of Central Oregon Community College to maintain a drug-free campus for all employees and students.

#### **Title IX: Sexual Harassment, Sexual Assault, Domestic Violence, Dating Violence and Stalking**

COCC seeks to provide an environment that is safe and welcoming for all of us, and an environment that is free of bias, discrimination and harassment. Instructors are committed to supporting students and upholding gender equality laws as outlined by Title IX. Therefore, if a student chooses to confide in an instructor regarding an issue of sexual harassment/misconduct/assault, that instructor is obligated to tell COCC's Title IX coordinator.

#### **Confidentiality of Students & FERPA**

Course rosters include confidential information. Do not use them for any function outside of class. Do not leave them visible to other students, such as using it as a sign in sheet.

Student information, classes attended and other information is confidential and protected under the Family Education Rights and Privacy Act of 1974 (FERPA). This information cannot be released without written consent.

### **Mandatory Reporting & Child Protection Policy & Procedure**

As a representative and employee of COCC, it is your responsibility and legal obligation to report any act of child abuse you witness, both on and off campus.

COCC General Policy HR-1-0 states: *"...all community college employees are required by Oregon law to report suspected cases of child abuse to the Oregon Department of Human Services (DHS) or law enforcement officials. This duty is personal to the individual community college employee and applies twenty-four hours- a-day, seven days-a-week whether or not you are on work time. You must immediately report to DHS or local law enforcement when you have "reasonable cause to believe" that any child with whom you come in contact with has suffered abuse, or that any person with whom you come in contact has abused a child.*

*In addition, college employees must report to the Risk Manager at 541-383-7208 instances of inappropriate conduct when they witness, receive a report of, or reasonably believe an instance of child abuse has occurred through the course of their employment. This requirement applies to cases of abuse that allegedly occur on campus, on property owned or leased by the College, or while members of the faculty, staff or student body are participating in a College-connected activity off campus. Reporting to the designated College official does not satisfy the legal duty to report to DHS or local law enforcement."*

### **Complaints & Concerns Procedure**

COCC has specific procedures designed to maintain an atmosphere free of discrimination and harassment and one that allows for free and effective communication between individuals.

If there is a behavioral incident during class, carefully document the date, time, names and information about individuals involved, as well as names of witnesses and details of the incident, the impact or disruption on those present. Document the incident immediately so you do not forget important details and contact your program manager as soon as possible. Online reporting is available at: <https://www.cocc.edu/departments/public-safety/online-reporting.aspx>

### **Solicitation/Selling on Campus**

Instructors who teach for COCC Community Education may not use their classes as a way to sell their products or services. Instructors who have their own business may provide information about their business briefly in their introduction and they may make their business cards available for students to pick up after class. Instructors may also provide an opportunity for students to sign up for emails from the instructor's business but this must be without coercion and all emails sent out on behalf of the instructor's business must provide a clear and simple opt out and comply with [CAN-SPAM Act](#).

Instructors may not use COCC course rosters or any of the information on rosters for direct or indirect marketing for their personal business.

### **Copyright Policy & Law**

COCC follows the provisions of the [U.S. Copyright Law \(17 U.S.C. 101, et.seq\)](#). Faculty, staff and students who willfully disregard the copyright law do so at their own risk and assume all liability.

### **Underage Student Guidelines**

COCC Community Education courses geared for an adult audience. Adult courses are open to students age 16 and above, except for courses that note an older age requirement, such as courses involving alcohol. Instructors cannot allow students younger than 16 in a course. Community Education offers some courses and programs for students younger than age 16. Community Education clearly notes age ranges for courses geared toward younger students in the description and/or title of the course.

### **Courses Involving Alcohol**

No alcohol can be served, or consumed without prior consent from your program manager. Courses that involve alcohol are only open to students 21 and over. The instructor will be responsible for checking the ID of each student at the start of each class. Only servers licensed by Oregon Liquor Control Commission may pour/serve alcohol.

### **Waiver of Liability**

All students sign a Waiver of Liability electronically, at the time of registration. This includes agreeing to COCC Marketing & Public Relations to use their likeness in marketing materials.

### **Oregon Sick Time Law**

As an employee of the College, you are in an eligible position to accrue (1) hour of sick time for every 30 hours worked, per the Oregon Sick Time Law. You will receive an auto email, generated quarterly, that shows the balance of your accrued sick time that is available.

If you have any questions or need to report any sick time, please contact program manager immediately, for the appropriate paperwork, as you do not have access to Bobcat Web Account referenced in the standard email.

Instructors who must cancel courses due to illness must contact their program manager as soon as possible, and not contact students or reschedule individual classes directly with students. All cancellation notifications and rescheduled dates are communicated through the Community Education front office.

## **Course Scheduling**

Both in-person and remote courses are scheduled on an on-going, year-round basis. We loosely schedule on a quarterly basis, but can add and open new courses online, when they are ready. Our primary means of marketing include email, social media and other web-based/electronic means. We also mail and distribute physical marketing materials throughout the year. You are required to meet deadlines for course detail submission set by your program manager or your course might not be scheduled.

Please keep your program manager current with your contact information.

### **New Course Ideas**

We are always looking for new course ideas. You are the reason for our programs' success and we value your input. Please share any course ideas with your program manager.

## **Textbooks**

If your course requires textbooks, let your program manager know when scheduling your course. You will need to provide the following information: title, author, edition, date, ISBN, and publisher.

## **Course Materials**

Discuss course supply needs with your program manager when scheduling your course. Because Community Education is a self-sustaining department, tuition and fees must cover all associated costs. We receive many student questions about course content and costs. In order for us to answer those questions effectively, we need copies of your course outline, handouts and materials list.

## **Printing**

Discuss photocopy needs with your program manager at scheduling time. COCC Community Education strives to be sustainable and keep printing to a minimum. We prefer to distribute materials electronically, and upload them into our enrollment system.

Depending on the need, a materials fee will be added to the course. Printing options for instructors are:

- *We make the copies for you:* Provide materials to be copied to your program manager two weeks in advance, we will make copies for you and the materials fee will be paid to Community Education to cover the cost. Be sure to let us know the number of copies, if collation is required, single/double sided etc. Double-sided copies are encouraged to reduce waste and maximize our resources.
- *You make copies:* You are responsible for the copying and distribution of physical copies and the materials fee paid to you after your course is completed. This is a taxable line item on your contract and all costs associated with printing are your responsibility.

## **Facilities & Equipment**

### **In-person courses:**

- **Off-Campus Facilities**

COCC works cooperatively with school districts, private and public agencies for off-campus classroom space. We ask your cooperation in keeping the classrooms clean and in order. No smoking or eating allowed in the classrooms or buildings. If a classroom is locked, contact the custodian on site. In some cases, your program manager will provide you with a key in advance. Always arrive at the location early to deal with any issues or difficulties entering the space. If there is a problem with the space or facility, contact your program manager, do not contact the facility directly.

- **On-Campus Facilities**

If you are teaching in an on-campus space, keep the classrooms clean and in order. No smoking or eating permitted in classrooms, unless cleared with your program manager, except when scheduled in a space designed for food preparation and/or consumption (i.e., Culinary). If you move tables and chairs, please return them to their original position for the next class and clean up all materials from your class. All trash cans and garbage must be removed from the classroom at the end of each class, and placed in the hallway for pick up by campus custodians.

- **On-Campus Computer/Multimedia Usage**

No food or drink are allowed in computer labs at any time, no exceptions. Those teaching in a computer classroom, or using multi-media equipment will need a username and password to login to the campus network. You will find this information located on your roster.

For those using PowerPoint, or another non-web-based presentation program, bring your presentation on a thumb-drive, or another external source to plug into the computer.

Those using Apple/Mac products should check with their program manager in advance to ensure there are not any incompatibility issues with the college systems.

Please schedule a technology/classroom walk-through with your program manager before the first class, if needed.

### **Room Unlocks for On-Campus Facilities**

Your program manager will schedule the room unlock by Campus Safety 30 minutes prior to the start of class. If you need more time to set up, either let your program manager know in advance, or call Campus Safety, (541-383-7272) to make alternate arrangements. If your classroom has not been unlocked 15 minutes prior to the start of your class, please call Campus Safety at the number(s) listed above.

***\*\*Instructors must be present when computer labs are unlocked by Campus Safety.***

### **Key & FOB Access for On-Campus Facilities**

In some instances, your program manager may choose to issue you a key and/or FOB to access classroom space. In those instances, your program manager will notify you to pick up your key/FOB prior to your first class. Keys are available for pick up at the Campus Services building on the Bend Campus, or mailed to a branch campus to pick up.

### **Remote Courses:**

Program managers will determine which courses and instructors are qualified to teach remotely, via Zoom. Training may be required before your program manager will schedule you to teach remotely.

Instructors teaching remotely will be assigned a Zoom pro account through COCC's E-Learning department and will sign a Zoom Acceptable Use Agreement. On certain occasions, such as a single session course, program managers may opt to set up the Zoom meeting ID and send it to the instructor rather than assign a license.

You will be responsible for setting up the meeting and sending the meeting id/link to your program manager no later than a week prior to the start of the course. For remote courses, students receive an automated email from our enrollment system with the Zoom login information three days prior to the start of the course. On some occasions, this information is sent from the program manager or instructor.

Remote courses should use the waiting room for security. Instructors should only allow students listed on the roster into the class from the waiting room. Please work with your program manager on best practices for managing your remote classroom, and refer to the Best Practices for Teaching Online handout.



## Health & Safety

### Post Covid-19

Instructors are responsible for enforcing all health and safety protocols as outlined by the college. Do not ask or engage students in a discussion about vaccinations. Direct all questions to your program manager.

## Accidents/Emergencies/CPR

### Accidents

The College carries liability insurance to cover instructors while acting within the scope of their responsibility. The coverage does not pay medical or other expenses for an injured student. Students are responsible for their own insurance coverage. All students sign a liability waiver electronically at the time of registration.

### Medical Emergencies in the Classroom

Accidents can happen during the course of a class. When an accident does occur, you should do the following:

- Give assistance to the student
- Obtain medical help if necessary
- Call Campus Safety (541-383-7272) and/or 9-1-1
- Notify your program manager as soon as it is safe and reasonable to do so
- Obtain and fill out a COCC accident form as soon as reasonably possible

### CPR & First Aid Requirements

If you are teaching a course that involves any of the activities or factors listed below, you are required to have a current CPR & First Aid card on file with the COCC Community Education office. COCC offers CPR & First Aid courses on an ongoing basis. You are welcome to attend these courses at no charge. These often fill so contact your program manager to register for a class well in advance of the scheduled date. If you pay out-of-pocket for CPR certification, you can submit your receipt to your program manager for reimbursement upon successful completion of the course.

Courses that Require CPR & First Aid:

- Include movement and/or physical activity
- Have potentially dangerous equipment or animals involved
- Have a field trip that takes you away from landline phones
- Others as deemed necessary by the program manager

## Course/Class Cancellation Policy

When possible, any cancellation related to illness or weather, Community Education will notify students directly.

Classes cancel for the following reasons:

- **Insufficient enrollment**  
Program managers will cancel courses who have not reached sufficient enrollment.

Discuss your enrollment numbers with your program manager if you think the class is going to cancel.

- **Illness**

Call your program manager as soon as you realize illness will prevent you from teaching a class. Plan to schedule a make-up date for the cancelled class.

- **Inclement Weather**

In the event of extreme adverse weather conditions, COCC Community Education remote (online) courses will proceed as scheduled in most cases. If a remote course is cancelled, you will receive a notification via your email address that we have on file. If you do not receive a notification, log in to your course.

Community Education in-person courses held on a COCC Campus will be cancelled if the College closes the campus due to adverse weather conditions. If your course is held off-campus, we will follow any closure decision made for the nearest COCC campus or area school district. Ways to check for campus closures:

- Visit [cocc.edu](http://cocc.edu)
- Call 541-383-7777
- Sign up to receive COCC Emergency Alerts via text message.
  - COCC Alert sends alerts to quickly communicate emergency information. Alerts are also sent when the college is closed or classes are delayed due to weather or road conditions.
  - If you are a Community Education student or a community member without a COCC email address, you may receive COCC text alerts.
  - Start receiving alerts by texting: "COCCAlert" to 226787.
  - Cancel by replying: "STOP COCCAlert" to 226787 or any alert message.
  - **NOTE:** You can start and stop your text alert at any time. Message and data rates may apply. Message frequency varies.

### **Additional Considerations for Cancelling Classes**

The Community Education staff will notify students regarding cancelled classes. Students are notified via email and/or telephone whenever possible.

Program staff determine which classes to reschedule. It is most expedient if a reschedule date is determined prior to contacting the students, otherwise it is the instructor's responsibility to discuss with students during the next class session and notify your program manager of the new date to ensure the location is available.

Considerations when cancelling classes include balancing:

- Instructor and student safety
- Integrity of the course
- Efficient and clear communication

## **Preparing for Class**

## **Registration**

Registration is the responsibility of the Community Education. Instructors cannot accept registration in their courses. If a student asks to get into your course, the best response is “certainly, if there is still space. Please contact the Community Education office.” Registration is on a first-come, first-serve basis and preregistration and payment is required.

Wait lists are maintained by the Community Education department for courses that fill to capacity. It is our policy to fill open spaces in courses off the wait-list in the order students appear on the wait list. If a student arrives to class, but is not on the most current roster, take the name and contact information from the student and give it to your program manager for follow up.

All courses require a minimum number of students. Courses without the minimum number of students projected by the program manager will be cancelled in advance of the first class, with a full refund to the students enrolled.

## **Checking Registration & Emailing Students**

If you would like to know in advance of your course how registration is progressing, please feel free to contact your program manager. We have an automated system that will send instructors a course roster every morning, starting 10 days in advance of the first-class meeting, plus the day after. Having the rosters early allows you to contact students in advance of the course as needed. Contact your program manager if you are interested in registering for our online web portal.

You are welcome and encouraged to email or telephone students prior to class to introduce yourself, send out electronic materials and set out expectations for the course. When sending an email to the entire roster, please list all student email addresses in the blind copy (BCC) line of the email.

It is possible that a student will sign up for your course on the same day it begins and not appear on the roster. We will make a reasonable attempt to notify the instructor if this happens, however, always take a roll from the roster and ask anybody not listed, but in class, if they have registered.

## **Course Promotion**

Promoting our Community Education courses encompasses a diverse array of strategies, each playing a crucial role in maximizing our reach. One impactful approach involves distributing approximately 118,000 mailers in the Fall/Winter and Spring/Summer terms, consistently resulting in a noticeable surge in registrations once these mailers reach their recipients. Our digital platforms, flyers, newspaper ads, social media avenues, and radio broadcasts also hold significant positions in illuminating the offerings of our community education program.

Instructors themselves serve as the most compelling advocates for their courses. We wholeheartedly encourage you to champion your class through various methods, including:

### **Word of Mouth:**

Identify opportunities to discuss your course while engaging with the public, presenting at events, at work, or during social gatherings.

**Flyer (Digital or Printed):**

If deemed beneficial, a customized flyer could be an effective tool. Reach out to your program manager to explore the possibility. Our marketing team can be engaged to create a flyer in alignment with COCC messaging requirements and branding standards.

**Instructor Webpage:**

Share your biography and a professional headshot with your program manager. They will initiate the creation of your personalized instructor page, showcasing your bio, image, and upcoming courses. This webpage can be easily shared via social media or email link.

**Social Media and Email:**

COCC actively promotes upcoming courses through social media and weekly promotional emails. We encourage you to amplify this effort by sharing these announcements across your own social platforms and forwarding our emails to your contacts, encouraging them to enroll in your course.

**Teaching Your Course**

Plan to arrive early to prepare for your course and greet your students. Thirty minutes early for an in-person class, and 15 minutes early for a remote class.

Always start and finish your class on time and conduct and manage your class in a professional manner. Additional information provided during the Teaching Adults workshop.

**Attendance & Liability**

Be sure to take attendance at each class. Your roster may change as students add or drop the class so use your most up-to-date roster. If you need a new one, please contact your program manager. Students may only attend class if they are registered through COCC. Non-registered students who attend Community Education courses pose a liability issue and can set a precedent for others.

**Student Accommodations**

In advance of College events, persons needing accommodation or transportation because of a physical or mobility disability, should contact Campus Services at 541-383-7775. For accommodation because of other disability such as hearing impairment, students should contact Disability Services at 541-383-7583.

If a student requests a special accommodation from you directly, please contact your program manager.

**Field Trips**

All field trips must be set up in advance. If your class includes a field trip, it must be included in the course description. All students who attend a field trip require a signed liability form.

If a field trip is not a normal activity for your class, and you want to add one after your class has started, consult your program manager before discussing it with your students.

## **Parking**

Parking passes are not required at this time. Do not park in visitor or staff locations.

## **Evaluations**

It is important to gather feedback from students so we can build on successes and address concerns. Please help us be the best Community Education program possible by assisting us in the assessment process. Your program manager will complete a course evaluation at the first class for each new instructor, and as needed after that.

Instructors can expect student evaluations at least once per year, sometimes more often. All student evaluations are distributed electronically, at the conclusion of the class. Once they are completed, the program manager will share the results with the instructor.

## **Class Observation**

Your program manager will conduct occasional classroom observations. This allows us to see you in action as well as connect with students, get feedback and brainstorm ideas on how to improve our department and course offerings. Your program manager will contact you to schedule a class observation.

## **After Your Class**

### **Instructor Pay**

Payroll is once per month, on the 15<sup>th</sup> of each month. Instructor payroll is calculated by the third working day of each month for the mid-month payroll date. If your class ends prior to that date, you can expect to be compensated on the 15<sup>th</sup> of the same month. If your class ends after, you can expect to be compensated the following pay period.

### **Independent Contractors Pay**

As an independent contractor, you need to submit an invoice to COCC Community Education to be paid for your class. Your signed contract specifies that you will not be paid until you submit an invoice.

Your invoice must include the following:

- The remit to address which should match the W-9 form that you submitted in the hiring process
- The name of the class
- Number of students enrolled in the class (\*\*see note below)
- The per person fee listed on your contract
- The total COCC owes you for each class
- The grand total for all classes if you are listing more than one class per invoice

*\*\*You will generally invoice for the number of people on the last roster received the day after the class.*

You may invoice us on the day you deliver the class. Your program manager will review each invoice for accuracy and will submit the invoice for payment. There is an internal routing process. Once received by the College's Fiscal Services accounts payable department, it is processed and checks mailed out. Generally, it takes 7-14 business days after you submit your invoice.

## **Instructor Development**

COCC Community Education values the professional development of our instructors. We strive to offer professional development opportunities for instructors in the form of class ambassadors, trainings and invitations to COCC events when possible. We encourage you to attend these, as you are able, and contact your Program Manager if there is a development opportunity you would like to see offered.