

Continuing Education Instructor Guide



HEARTLAND

COMMUNITY COLLEGE

<https://www.heartland.edu/continuingEd/>

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This document is a working document. Heartland Community College & Continuing Education may change or delete parts of the guide at any time without prior notice. In the event of a policy change, instructors will be notified.

Continuing Education Information

Introduction

Welcome to the team of Continuing Education (CE) instructors! You are part of a wonderful group of individuals who have generously agreed to share their time and talents with others in our community. Your diverse expertise is greatly appreciated by Heartland Community College (HCC) and the participants who enroll in your classes.

Mission of Continuing Education

Continuing Education is dedicated to transforming lives through exemplary professional learning and personal enrichment experiences.

CE Office Information

The CE office is at HCC's Normal campus on the 2nd floor of the Instructional Commons Building (ICB), Suite 2100.

Address:

Heartland Community College Continuing Education
1500 W. Raab Road
Normal, IL 61761

Phone: 309-268-8160

Email: Continuing.education@heartland.edu

Office Hours:

*Mon – Thu: 8am-5pm
Fridays: 8am-4:30pm
Summer Fridays: 8am-12pm
Hours may vary

Campus Information

Main Campus Map

Heartland Normal campus has several buildings. To view a campus map please visit:

<https://www.heartland.edu/documents/about/hccCampusMap.pdf>

Main Campus Building Hours

Building hours depend on building usage and are subject to change. For the most up-to-date hours, visit <https://www.heartland.edu/about/hours.html>.

Tobacco Free and Weapon Free Campus Policy

“Tobacco Free” means HCC is completely free from use of all tobacco products including any cigarettes, cigars, pipes, beedis, clove cigarettes, and any other smoking product that appears to be a cigarette or electronic cigarette. This policy includes smokeless tobacco, dip, chew, snuff, snus, and any other non-FDA approved nicotine delivery device or product.

Tobacco use is prohibited in all facilities and vehicles owned or leased by HCC and is prohibited on all College property. This policy does not extend to personal motor vehicles. All tobacco products in use must be properly disposed of prior to entering any College property or exiting a personal vehicle. Littering the remains of tobacco products or any other related waste product on college property is further prohibited.

Pontiac and Lincoln Campus Information

CE hosts open enrollment personal enrichment programs at both the Pontiac and Lincoln campus. If you are interested in hosting a class in Pontiac or Lincoln, contact your analyst.

Pontiac Website: <https://www.heartland.edu/pontiac/index.html>

Lincoln Website: <https://www.heartland.edu/lincoln/index.html>

Representing Heartland Community College

As an instructor, you are now a brand ambassador for Heartland Community College. That is why we need your help maintaining HCC's positive reputation. Please take a moment to review the HCC Branding – Everything Matters video here:

<https://www.youtube.com/watch?v=EnNDagfwyUU>

Maintaining our Reputation for Excellence

How you present yourself and conduct your class directly affects the College's success. We ask that you:

1. Be punctual and arrive 30 minutes prior to class
2. Are well-prepared and professional
3. Share your enthusiasm for teaching with your participants
4. Refrain from referring your participants to class opportunities elsewhere in the community that are in direct competition with ours
5. Do not bring your children to class unless they are enrolled as a participant
6. Maintain Business Professional dress attire as outlined below

Dress Attire Guidelines

A professional appearance is essential for a favorable impression with class participants, customers, and colleagues. Good hygiene and appropriate dress reflect employee pride and inspires confidence.

The department supports and encourages a dress/work attire which aligns with the core values of professionalism and excellence. Specifically, one's attire should fit the class.

Clothing that **DOES NOT** support the core values of professionalism and excellence include the following:

- Low cut tops
- Leggings
- Tank tops
- Flip flops
- Shorts
- Sweatpants & sweatshirts

Promoting Your Class

Word of mouth is the most powerful form of promotion. Please help us get the word out to your family, friends and network about your class and other HCC offerings you feel would be of interest to them.

Social Media

If you're on social media, you can help us reach people who may not already be connected to HCC. To help you with Social Media posts, please review the *Social Media Guide*:

<https://www.heartland.edu/documents/communityEd/SocialMediaInstructorGuideSummer2022.pdf>

Feel free to follow us, connect with us, share our posts, and tag us in your own promotional content.

- Facebook: @continuingEd.hcc
- LinkedIn: Heartland Community College
- Instagram: @kidsatheartland
- Twitter: @Heartland_CC

Social Media Posting Guidelines

As a CE instructor, your posts may be viewed by community members as if you are speaking on behalf of Heartland Community College. We ask that when posting, you keep in mind HCC's value statements as outlined on our website at

<https://www.heartland.edu/about/strategicPlan.html>. If a post does not align with HCC values, please refrain from doing so, especially if you have your account linked to Heartland Community College.

In-Class Promotion

It's great to promote registration for another HCC class to the participants you already have. Become familiar with other HCC classes being offered and let participants know about them. A good phrase to use is "If you have enjoyed this class, you may also enjoy..."

Podcast Promotion

We encourage you to check out our *Random Acts of Knowledge* podcast. Interviews with some of our CE instructors are available. Contact your analyst if you are interested in being a featured guest! Find our podcast here: <https://www.heartland.edu/random/>.

Flyers/Enrollment Support

HCC's Marketing Department creates professional flyers upon request. They ensure all promotional materials align with the Heartland brand. If you have connections with organizations, businesses or groups with individuals who might be interested in your class, discuss this option with your analyst.

Planning Your Class

Five Elements of Quality Learning Events

Instructors play an integral role in maintaining the reputation and brand of HCC. As a result, we ask instructors to plan learning events that are engaging, well-paced, and respectful of different learning needs. Incorporating the below instructional elements ensures a consistent learning experience for all participants:

- Demonstrating a Strong Instructor Presence – welcome each participant, introduce yourself and share enthusiasm, learn participants' names, cover any procedural or housekeeping tasks
- Crafting an Intentional Opening – share an interesting statistic or surprising fact, show a compelling photo or diagram, do a quick demonstration, bring in a few objects, tools, or samples, play a brief recording or video, share the learning outcomes
- Creating Participant-to-Participant Interaction – plan a brief activity after 10-15 minutes of direct instruction, think-pair-share, hands-on activities, role plays and scenarios, full-group game, talk about learning or demonstrate a new skill
- Completing Checks for Understanding – incorporate into activities, pose occasional open-ended questions, use thumbs up and thumbs down to get responses, give participants a task that requires demonstration of skills
- Including an Intentional Closing – revisit the opening activity, review the outcomes, ask participants to share new skills or growth, share top 3 take-aways or “ah-ha” moment, explore questions that remain

Instructor Academy

Participation in CE's Instructor Academy (IA) is strongly encouraged for existing instructors, and mandatory for new instructors, to ensure learning events incorporate the elements above. Instructor Academy can help instructors think through any instructional challenges or about the best way to organize materials and activities in your class. Instructors will be assigned a training coach based on individual and course support needs.

Classroom Management

Every participant learns differently, which means you'll need to be prepared for learners who finish tasks quicker than others, learners who require additional time, and learners who need extra instruction or varied modes of learning. Have more class content available than you think you will need and incorporate flexibility into your lesson plan to mold your class structure in whatever way best benefits your participants. Participants expect the full experience of their educational investment and will not want to be dismissed early from class.

Classroom Materials/Textbooks

While planning your class, please communicate to your analyst before the start of your class what materials you require for your class. This might entail ordering textbooks, printing handouts, sending out a supply list, etc. Please allow seven business days for printing materials.

Copyright Policy

In creating handouts for your class, please follow copyright policy. Copyright is confusing and therefore often ignored, but as educators, we have a responsibility to the law to educate ourselves. To review Heartland’s copyright policies, visit <https://www.heartland.edu/library/services/copyright.html>.

Classroom Tools

Most classrooms contain an instructor station equipped with a computer, DVD player, projector, and visual presenter. For any extra equipment, software, or instructional needs, please contact your analyst before class.

In each classroom, there is a blue “Action Guide” pamphlet. You can find this hanging on the wall, usually near the projector. Within this pamphlet you will find emergency numbers, what to do in case of fire, and more information on taking action in dangerous situations. For in-person courses, make it a point to arrive at your classroom early enough to locate and read this guide.

Inclusive Learning Environment

Heartland Community College values all learners and instructors. We strive to create a welcoming culture by taking responsibility in the creation, protection, and enhancement of an equitable, diverse, and inclusive campus community. Please ensure that all participants feel welcome and included in the learning environment. Since our classes are short-term, focus on the course content and avoid discussions of personal preference not related to course content, including, but not limited to, race, religion, and politics.

Preparing for Your Class

Paperwork

As a Heartland employee, you will receive paperwork from Human Resources (HR). **It is very important to complete and return this paperwork before your first class. The Business Office cannot issue your compensation without these documents.**

For each class you teach, you will receive an Appointment Notification from HR. This is a one-page document that lists the details of your course and compensation.

Printing

There is a color copier in the CE office in the WDC. If you need something printed or copied for your upcoming course, please email your materials, at least seven business days prior to the start of your class, to your analyst or come in during our regular office hours. The printer code is 42042.

Technology

To log on to any HCC on-campus computer, you must use your HCC username and password. If you don't know your HCC username or password please check with your analyst before the start of your class. For IT Policies please visit: <http://training.heartland.edu/it/index.asp>

For computer equipment problems, contact IT at (309) 268-8350.

Know Your Surroundings

Please become acquainted with your building. Knowing where restrooms, elevators or stairs, and emergency exits are located will prove to be valuable for both you and your participants. Feel free to stop by campus some day before your class begins to become familiar with the building you'll be teaching in. If your classroom is locked or occupied by someone else when you arrive for class, contact Public Safety at (309) 268-8300.

Class Packets

Your Class Packet will be in your classroom on the first day of class. It is also available for pick-up by notifying your analyst at least three days in advance. The Class Packet includes a roster, release forms (if participating poses a risk of injury), course evaluation forms, and important phone numbers. We expect instructors to arrive at least 30 minutes before their class begins, dressed appropriately, with all their materials organized and ready to go.

Professional Development Courses

For professional development courses where participants are requesting educator Professional Development (PD) or Continuing Education Units (CEUs) credits, please follow the additional procedures and steps outlined in your Class Packet. This will ensure we award and maintain proper PD/CEU records.

Instructor Changes

If you need to postpone or cancel a class due to an illness or emergency, please contact your analyst or the CE office at (309) 268-8160 as soon as possible. Then, CE staff will contact participants to let them know. Work with your analyst to determine the next steps.

Student Support

If you suspect a participant in your class needs an accommodation, please refer them to Student Access and Accommodation Services (SAAS). Their phone number is (309) 268-8259. For more information, please visit <http://www.heartland.edu/accommodations/>.

Student Counseling Services can be reached at (309) 268-8390 or at counseling@heartland.edu. For more information, please visit www.heartland.edu/counseling/.

Student Conduct

We do not tolerate classroom misconduct. If you have a participant being disruptive in class, you have the authority to discuss the behavior with them and, if necessary, ask them to leave. If you need support on campus, need to report an incident or safety hazard, or for non-emergencies, contact Public Safety at (309) 268-8300. Then, notify your analyst as soon as possible. In the event of an emergency, contact 911. Public Safety will automatically be notified.

An act of misconduct may include disruption; violation of Campus rules and regulations; conduct which endangers the health, safety, or well-being of members of the College community or visitors to the campus; and conduct violating state, federal, or local law.

Participant misconduct may result in disciplinary sanctions, up to and including expulsion from the College. All participants are subject to federal, state, and local laws. Accordingly, violation of these laws may lead to prosecution by agencies or persons, in addition to disciplinary action of the College. For additional details, refer to the HCC [Student Code of Conduct](#).

Enrollment Policies

Heartland does not accept walk-in registrations. Participants must pre-register for classes. If a participant shows up at class to enroll, please refer them to the CE office to register if seats are still available. If your class occurs at night, outside of CE office hours, please instruct them to contact the CE office the next business day. They cannot stay for that class session.

Finishing Up During Your Class

Participant Evaluations

CE relies on participant evaluations to understand how participants found out about our classes, what other interests they may have, and any questions or concerns. Participant evaluations and a white postage-paid envelope can be found in your Class Packet. At the end of your final class session, distribute these evaluations to your participants, step out of the classroom while the evaluations are filled out, and leave the white postage-paid envelope in the classroom for the participants to put their completed evaluations in.

Course Roster

Your class roster is a list of all registered participants and their contact info. Refer to your roster for a grading key, but most often grades may be marked as:

- CP = Completed Course (attended most or all the sessions)
- NS = No Show (attended no sessions)
- X = No Grade Judgement (attended sporadically)

Sign and date your roster.

Submitting Course Rosters and Participant Evaluations

Please use the white postage-paid envelope to turn in your completed rosters, evaluations, and any other paperwork that was requested for you to complete. You may drop the envelope in the mail or bring it by the CE office. **These documents must be turned in within three business days of your last class session. Your instructor compensation may be delayed if these documents are not returned in a timely manner.**

Classroom Closing Procedures

Please leave the classroom in the same condition you found it. If you or the participants have materials left out or unorganized, please make the room presentable for the next course. Make sure you turn off projectors, lights, and any other technology used during instruction, and lock up the room. Our campus computers update at night, so please do not shut your classroom computer down after class is dismissed, just sign off the computer.

Solicitation Policy

Feel free to share your HCC contact information with your participants. It is not recommended that you share your personal contact information with class participants. But please keep in mind that you may never use their contact information for your own personal business purposes. If a participant initiates contact, *then* you may discuss with them outside of class.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act is a federal law protecting the privacy of student education records. Any disclosure of personally identifiable information on a Continuing Ed participant can create a liability for the College. FERPA defines education records as containing information that is directly related to a student and being maintained by an educational agency

or institution. When in doubt, don't give information out. For further information on FERPA, please visit www.heartland.edu/records/ferpa.html.