
Workforce Development & Community Education

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Age Requirements

WDCE programs require that (unless otherwise specified in the course description) participants be 18 years of age or older. Some programs (e.g. GED prep, kids and teens programs, etc.) have different age requirements.

Mainstream programs are designed for mature adults 50 years of age and older. Unless otherwise specified, those younger than 50 may also participate in Mainstream programs.

Certain programs (e.g., Senior Audit) have specific age requirements mandated by law or funding agents.

Approval for Non-credit Faculty/Non-Credit Programs

Initial approval for non-credit faculty teaching non-credit enrichment and leisure programs is determined by each individual program manager in consultation with Program Coordinator-Community Education.

Approval for non-credit workforce development programs is determined in collaboration with the Assistant Dean of Workforce Development. Submit syllabus and WDCE program proposal form to the Assistant Dean.

Clearance to teach is only determined through the department of Human Resources. Potential faculty must fill out the county XD-10 form found in Human Resources. They must also show their photo ID and their original social security card. Clearance is usually determined by the county in 2-3 weeks.

If the instructor is scheduled to teach but the clearance has not yet been determined, an emergency teaching waiver can be filled out and submitted. See WAIVER OF CLEARANCE CONFIRMATION FOR EMERGENCY ADJUNCT PLACEMENT form.

Brochure Development

The WDCE brochure is created three times per year.

Fall: Brochure copy is due from program managers in mid-March.

Spring: Brochure copy is due from program managers in early September.

Summer: Brochure copy is due from program managers in mid-January.

Program managers send their brochure copy in word format to the WDCE Program Coordinator who collates, formats, edits, and suggests design. The word document is sent to Creative Communications based on the preset production schedule. Creative Communications reviews, and shares edits with Program Coordinator. After review, the brochure moves on to the designer for creation.

There will be at least two reviews after designer creates brochure before final product.

Once finalized, Creative Communications will submit to printer along with in-house mailing list (Community Education) as well as amounts for general residential mailing and amounts for the campus for distribution (wafer and non-wafer sealed). The Program Coordinator determines which zip codes to use.

The final brochure copy is mailed out to community in July for the fall, in early December for the spring and in April for the summer. Bundles are distributed to campus offices and available for pick by extension sites. Creative Communications provides the distribution list based on input from WDCE.

Certificate of Residence – for Specific Non-Credit Classes Only

This process applies only to those registering for specific non-credit classes, which are defined as “remedial” and are receiving state aid. Such classes include but are not limited to: all English as a Second Language classes, GED Prep, Math 101, Spelling 101, Writing Skills, Building a Good Vocabulary, Study Skills for Adults, etc.

A New York State resident whose legal residence is not Westchester County must present a Certificate of Residence signed by the Chief Financial Officer of his/her county of residence at the time of registration or pay the non-resident tuition rate.

If a student has resided in more than one county in New York State during the last six months, you must obtain a Certificate of Residence from each county.

Students who live outside of New York State must pay the non-resident tuition rate.

A signed Certificate is valid for only one year from the date of issue. Please check with the Chief Fiscal Officer of your home county concerning the issue date.

Note: A person does not acquire a New York State Domicile (Legal Residence) simply by being physically present in New York State for a period of 12 months or for the sole purpose of attending a New York State College or University.

Process:

Complete the Application for a Certificate of Residence.

1. Have the form notarized
2. Take the notarized form, with acceptable proof, to the Chief Financial Officer in the county of residency.
3. A Certificate of Residence will be issued, which should be admitted to the Business Office.

Information about residency requirements and a link to the Application for Certificate of Residence can be found at <http://www.sunywcc.edu/student-services/registering-for-classes/registering-for-classes/registration-forms-for-credit-courses/residency-requirements/>.

Collegium

The Collegium For Lifelong Learning (Collegium) is a program administered by the Division of Workforce Development and Community Education. Collegium is a self-governing organization affiliated with Westchester Community College and the Westchester Community College Foundation. Collegium is dedicated to combining serious study and social exchange among its members. All members of the board of directors and any officers, committee members, course leaders and guest speakers are volunteers and receive no honoraria, fees or gifts for services. Current Collegium programming includes two (Spring and Fall) six-week all day Wednesday sessions, two (Spring and Fall) six-week all day Friday sessions, and one four-week Winter session (Wednesday mornings). In addition, the Collegium Board works with the college to provide one free special event to the college community.

Collegium bylaws are available for review in the Knollwood Center main office. Collegium is run by a volunteer Board of Directors with assistance from a college liaison (Director of Extension Services), who attends Board Meetings and other committee meetings as applicable. Collegium class scheduling is determined by the Board of Directors. Collegium has a separate college budget line and tuition increases are proposed by the Board of Directors and approved by the college.

Complaints

Complaints are addressed in accordance with the following procedures:

Complaints received by WDCE administrative staff are referred to the director of the applicable program. The staff member can either:

- Ask the individual with a complaint to send an email to the director describing the situation or request;
- Give the individual the director's phone number and ask the individual to call the director to speak with him/her;
- Take the name and number of the individual and give this information to the director.

The director will then speak with the individual with a complaint regarding the issue. The director will make a decision about how to proceed and informs the individual. If this decision is not deemed acceptable to the individual with a complaint, the director can give the individual contact information for the appropriate assistant dean. The director will document in writing the situation, any conversations, decision, plan of action, and any subsequent conversations. The director will then convey this information to the assistant dean.

Contractual Relationships

First, determine the need for the contractual relationship and define the services it will provide (e.g. course content, instructors, course materials/resources, facilities, etc.).

Contractual services that involve instruction, instructional materials, and/or instructors must be discussed with the appropriate department chair(s) and academic dean(s) to demonstrate that the quality of the instruction and the credentials of the instructor(s) meet the College standards.

Contract Request Forms are required for all types of contractual relationships. They will be returned once approved by BOT; however, if not going to County Legal department, they are for records only.

Three types of contractual relationships:

1. Memo of Understanding:
 - a) May be used for programs that:
 - i) Generate smaller amounts of revenue
 - ii) Does not require legal review
 - iii) Requires external partner and program manager's signature of authorization
2. Terms and Conditions:
3. Short-form Contract (County):
 - a. May be used for programs:
 - i. Larger in scope (revenue, enrollments, logistics)
 - 1) WCC pays vendor
 - 2) Vendor pays WCC
 - b. Complete a Contract Request Form, which is then signed by the appropriate Asst. Dean and VP/Dean of Workforce Development and Community Education and forwarded to the Business Office, along with a copy of the short form contract/description of terms available from the vendor.
 - c. The Business Office will take appropriate steps depending on the expected financial obligation of the contract.
 - d. CRF's are prepared for review by the BOT.
 - e. Once approval provided, contracts are completed with the vendor.
 - f. Contracts may need to be reviewed/approved by the County Legal Department and or/ County Risk Management. The County contract documents may need to be prepared in addition to the vendor contract.
 - g. When County/Business Office approvals have been secured, copies of the required contract documents are prepared for signature by the College President or his/her designee and the appropriate party from the vendor. One copy is retained by the

vendor, one is returned to the Business Office and one copy is held by the program director responsible for contract oversight.

If any question on whether to use an MOU or the SHORT-FORM CONTRACT, speak with Purchasing Agent and Director of Contracts.

Course Cancellation Procedures

The college reserves the right to cancel any under-enrolled class and return all fees. In the event of severe weather or other emergencies, classes may be cancelled and every effort will be made to reschedule the class.

Decisions:

The Director of the program will determine if each class is viable based on costs associated with running the class. The Director will determine the time frame in which to make the determination to hold or cancel the class.

Student/Instructor notifications:

Students and instructors are notified of class cancellations in a timely manner. Rosters from classes are printed and used to obtain contact information so students can be notified via phone and/or email.

Peoplesoft:

Classes to be canceled are designated with “stop enrollment” temporarily if they have students enrolled. If no students, they can be designated as “cancelled” in People Soft.

If there are students enrolled, print out the roster with names and contact information. Notify the students of the cancellation and ask them if they wish to transfer tuition to another course or section.

Refunds are then issued by recalculating the tuition and processing the refund for check, cash or credit card payment. The exception is if a student self-enrolled, then the Bursar is notified by the registration staff and the Bursar issues an online credit card refund.

Once calls are made and refunds processed, then the course can be designated as “cancelled”.

Rosters are then filed once a class has been cancelled so that student information can be used and retained for contact and record keeping purposes.

Course Evaluation

All Workforce Development and Community Education courses and educational programs must be evaluated using a standardized Course Evaluation form. The Evaluation form header may be modified, to reduce confusion on the part of participants, to indicate the department offering the course (i.e., Mainstream, PDC, Community Ed, etc.).

The Course Evaluation form is designed to be distributed by the course instructor at the last class session. A standard memo is distributed with the Course Evaluation form addressed to the instructor, describing detailed instructions for a student in the class to collect and submit the Course Evaluations to the applicable WDCE office.

Course Evaluations are reviewed by the appropriate director, and the results of the Course Evaluations compiled using the Course Evaluation Tally sheet. The director uses the Evaluation information to address any course, instructor, or logistical issues that may be described in the evaluations, and to inform decisions about future programming.

Instructors may request copies of their course evaluations for up to one year after the course ended.

Extension Center Cleaning Contract

Extension Centers have multi-year cleaning contracts done jointly with the WCC Department of Facility and the college Deputy Purchasing Agent.

Center Directors develop the scope of work for each center and work with the Department of Facility to prepare the RFP. The Deputy Purchasing agent follows NY State law and contacts NYSID to determine if they want the contract. S/he will negotiate that process.

If NYSID does not want the contract then the Center is allowed to send the RFP out to the public.

If the RFP will go out to bid, then the Center Director will work with the Department of Facilities to contact cleaning companies and help them with the required walk through of the Center and the completion of all the required forms & paperwork.

Decisions for the winning bid follow College and County policies and procedures.

Extension Center Lease Renewal

The process for lease renewal for extension centers should begin at least 18 months prior to the expiration date of the lease. At this time, it should be determined if the objective is to renew the lease and stay in the current space or look for an alternative location. The persons who make this decision may include:

From WCC:

- The VP/Dean Workforce Development and Community Education (WDCE)
- The Assistant Dean of Extension Locations
- The appropriate Director of the Extension Center
- The Director of Facilities
- The VP of Business Administration/CFO
- The Deputy Purchasing Agent

From Westchester County Government:

- The Director of Real Estate

In the event that it is the decision of the College to renew the lease, the process is as follows:

Meet with the Assistant Dean in charge of the extension center.

Determine negotiable items, create a “wish list” of changes and amendments to the current lease and provide back-up documentation, if available.

Contact the college CFO and Deputy Purchasing Agent to inform them of the lease renewal and discuss options. The CFO and VP WDCE will contact the County of Westchester Director of Real Estate, who will then contact the landlord of the extension center to negotiate the terms of the new lease.

Representatives from WCC, possibly the Assistant Dean and Director of the corresponding extension center, may be asked to meet with the County of Westchester, Board of Legislators (BOL) to discuss the operations of the extension center and the terms of the proposed new lease. Two BOL committees that will address the issues of lease renewal include the Budget and Appropriations committee and the Operations committee.

Once the lease has been approved by the landlord, the College, and the County, the negotiated terms may be implemented on the approved date.

Important to include in the lease:

- 1) The Landlord can be responsible for Cleaning, Maintenance & Repairs, Snow Removal, Advertising/Marketing (if appropriate), Building and Area Signage.

Gateway Center Room Reservation Policy

Gateway Atrium
Davis Auditorium
Room 110
Room 226
Room 343

In order to reserve the Gateway meeting spaces listed above the requester should contact the Director of the Welcome Center and the Welcome Center Office Assistant by email, making sure to copy both of them.

Other rooms in the Gateway Center are reserved by the College’s Academic Scheduler. No events with music are permitted in the Atrium during regular business hours. For events requiring food and/or media, it is the requester’s responsibility to contact Dining Services and/or Media to make the necessary arrangements. It is the requester’s responsibility to return the room to its regular set-up after his/her event, including submitting a work order to do so if necessary. No food or drink is permitted in the Gateway Davis Auditorium.

Parking for WDCE Students

A parking permit is required for all day classes on the Valhalla campus.

Permits are not required for evening and weekend classes.

Daytime classes only:

For classes which meet for one session only, use Lot 1; for classes with multiple sessions, use Lot 1 for the first class and obtain a permit from your instructor or the WDCE Office, Administration Building room 207, if you would prefer to park in a lot closer to your classroom location. You may also remain in Lot 1 for the duration of the class.

Cars parked in other lots during the day without a permit are subject to ticketing by campus or County police.

Parking at our community locations varies; call the site directly for information.

PeopleSoft Student Guide to Activating Your Account & Enroll Online with Self Service

NEW STUDENTS:

For new students (if you have never taken a WCC credit or non-credit class), you can still create and activate your own account and then enroll in classes. Click here: [Create Account](#) or call 914-606-6830 press 1 if any difficulties or if “duplicate” error message is received.

Once your account is created, you can activate it as per below to register online with the self service option at www.sunywcc.edu/mywcc Directions on enrolling below.

RETURNING STUDENTS ACTIVATING ACCOUNT FOR FIRST TIME:

Enter this address in your Internet Browser or click here: www.sunywcc.edu/mywcc

If you have trouble with the above address you can try: <https://mywcc.sunywcc.edu>

Find the panel on the left titled “WCC Account Activation” and click on New Students link or click here: [New Students](#)

Enter your 10 character UserID and click Continue. If you don’t know your UserID call the Student Helpdesk at 914-606-5600 or call the Workforce Development/Community Education office at 914-606-6830 press 1.

Once the UserID is entered, you will be prompted to select two security questions and provide an answer for each. These questions will be used in the event that you forget your password. It is important that you remember exactly the answers you provide!

Next you will be requested to create a password for your account, and to enter it twice. The second entry must match the first exactly to verify correctness. The Password must be between 7 and 25 characters long, must contain at least one UPPER case character, at least one lower case character,

at least one digit, and cannot be your first name, last name or be the same as your UserID. It should not contain spaces.

Click Continue. You should receive confirmation that your account is activated within ONE hour.

Now you are ready to register online! See following steps to enroll in non-credit classes.

RETURNING STUDENTS WITH ACTIVE ACCOUNT:

If you have activated your account as per above and know your UserID and password, you may register online at ANY time...24/7! Follow the step by step instructions below to enroll in non-credit classes.

NEED HELP? Contact the WCC Student Helpdesk at 914-606-5600 or email MyWCCHelpdesk@sunywcc.edu or call the Workforce Development/Community Education office at

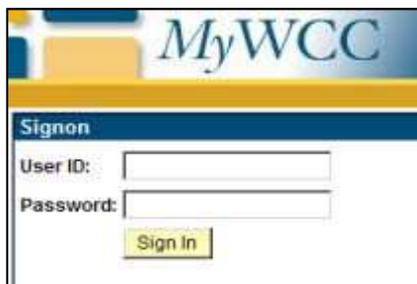
914-606-6830 press 1.

Enrolling in Non-Credit Classes (After Account Activated)

STEP 1:

Return to the MyWCC portal at <https://www.sunywcc.edu/mywcc>.

Find the panel in the top left corner titled “Signon”. Enter your UserID and Password and click Sign In.



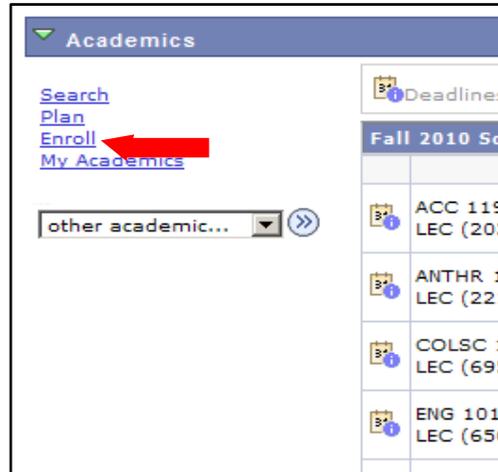
STEP 2:

You should see the “Enroll Here” panel in the top middle of the page. Click on the Student Center link.



STEP 3:

Self Service functions are next. Click the Enroll link in the Academics region.



STEP 4:

The Add Classes pages should appear. Enter the 5-digit Class Number for the first class in which you wish to enroll. Class Numbers are listed in our Lifelong Learning and Professional Development brochure at the end of the class description or in the PDF file

<http://www.sunywcc.edu/continuing-ed/lifelonglearning/> For example:

Mandarin Chinese

12 sessions, Room TBD, \$240. R Chen.

Beginning Level 1: CE-LANG 2900, Sat., Sept. 16-Dec. 2, 9:15-11:15 am. #82823

Then click Enter.



The schedule information for your selection will display. If it is the correct choice, click Next.

NOTE: If you selected the wrong class number, click Cancel. The following message will display “You have unsaved data for this transaction. Click OK to go back or Cancel to discard your changes.” Simply click Cancel and you will return to the Add classes screen to make a different selection.

Section	Component	Days & Times	Room	Instructor	Start/End Date
A	Lecture	TuTh 6:00PM - 10:00PM	Knollwood Center 05	Staff	09/12/2017 - 11/16/2017

You will return to the Add Classes page and see a confirmation that the class has been added to your Shopping Cart.

You may now enter the next Class Number for your next choice (see Step 1 above).

Add Classes

1. Select classes to add

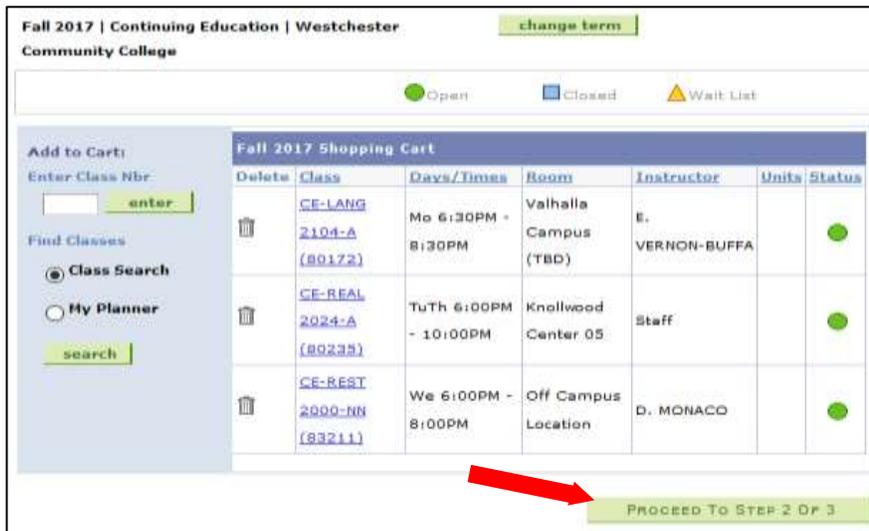
To select classes for another term, select the term and select Change. When you are satisfied with your class selections, proceed to step 2 of 3.

✓ CE-REAL 2024 has been added to your Shopping Cart.

Fall 2017 | Continuing Education | Westchester [change term](#)

STEP 5:

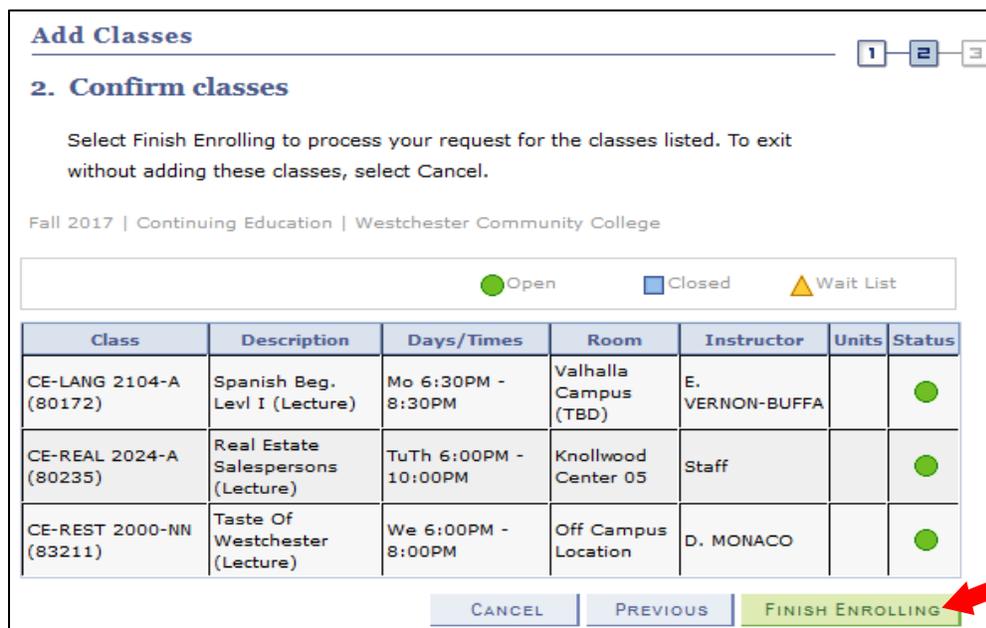
Once you have selected all your classes, you may review your selections. The trash can icon under Delete next to a class will remove it from your selections. Once you have made all your selections, click the “Proceed to Step 2 of 3” button that displays below your choices on the Add Classes page.



STEP 6:

You will be prompted to confirm your class selections for a last time. Click “Finish Enrolling” if all your selections are correct.

NOTE: you may click Previous if you need to return to the “Add Classes” page to make any changes before confirming.



A green checkmark in the status section indicates that you are successfully enrolled in the class. A red X indicates a problem– the most common problems will be selecting a class that has no more

available seats or that has a time conflict with another selected class. Review any messages that are displayed about the status of your enrollment.

If you do receive a red X, click “Add another Class” to return to the Select Class screen to make adjustments to your schedule.

Once your enrollment is complete, click “Make a Payment”.

Add Classes

3. View results

View the following status report for enrollment confirmations and errors:

Fall 2017 | Continuing Education | Westchester Community College

Success: enrolled Error: unable to add class

Class	Message	Status
CE-LANG 2104	Success: This class has been added to your schedule.	✓
CE-REAL 2024	Success: This class has been added to your schedule.	✓
CE-REST 2000	Success: This class has been added to your schedule.	✓

MAKE A PAYMENT MY CLASS SCHEDULE ADD ANOTHER CLASS

STEP 7:

Confirm the amount to be paid and enter that amount in the “Payment Amount” box. Then click “Next”

Review the payment to be made and click “Continue to Make Payment”.

Make a Payment

Specify Payment Amount

Listed below is your total charges by due date. You can pay in full or pay only the outstanding charges due now (i.e: all charge items less than today's date)

What I Owe			
Description	Term	Outstanding Charges	Payment Amount
	Spring 2011	160.00	160

Currency used is US Dollar.

CANCEL NEXT

Make a Payment

Confirm Payment

Your payment of 160.00 USD will be collected through our secure third party payment provider.

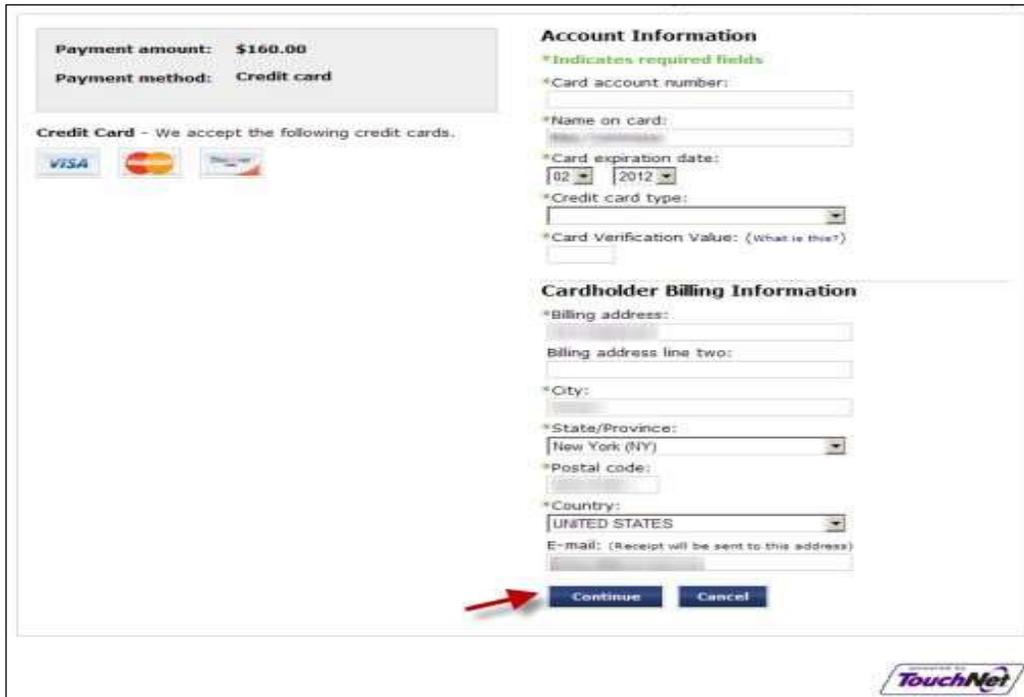
CANCEL PREVIOUS CONTINUE TO MAKE PAYMENT

STEP 8:

Payments may be made by Visa, MasterCard or Discover. Complete the information about your credit card.

Click “Continue” to complete your payment. Once you receive a confirmation that your payment has been processed, your enrollment is complete. Enjoy your class!

Note: the e-mail box at the bottom of the payment screen is not active. E-mail receipts are not available from this screen.



The screenshot displays a payment interface. On the left, a grey box shows 'Payment amount: \$160.00' and 'Payment method: Credit card'. Below this, it states 'Credit Card - We accept the following credit cards.' with logos for Visa, MasterCard, and Discover. The main form is divided into two sections: 'Account Information' and 'Cardholder Billing Information'. The 'Account Information' section includes fields for 'Card account number', 'Name on card', 'Card expiration date' (with dropdowns for '02' and '2012'), 'Credit card type', and 'Card Verification Value: (What is this?)'. The 'Cardholder Billing Information' section includes fields for 'Billing address', 'Billing address line two', 'City', 'State/Province' (with a dropdown for 'New York (NY)'), 'Postal code', 'Country' (with a dropdown for 'UNITED STATES'), and 'E-mail: (Receipt will be sent to this address)'. At the bottom of the form, there are two buttons: 'Continue' and 'Cancel'. A red arrow points to the 'Continue' button. The 'TouchNet' logo is visible in the bottom right corner of the form area.

PeopleSoft – Fixing Duplicates

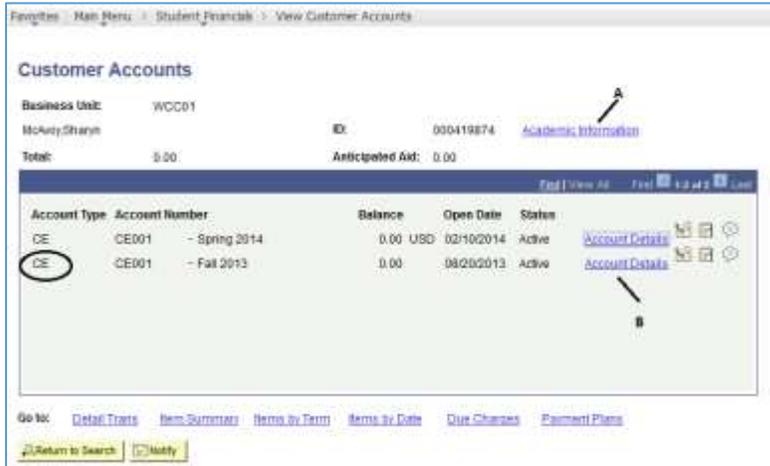
Determining the “good” account

We usually try to keep the older account (i.e. lower Student ID number) as the good account. However, there are a number of factors to be examined in making the determination:

Situation	Decision	Exceptions
One account has UG activity and the other is CE/ELI only	The UG account generally takes precedence as the “good” account.	If the UG account is a new application only and has no enrollment or financial aid, then ask Admissions to move that info to the older CE account.
One account has received a refund	The refund account becomes the “good” account since we cannot reverse/move a refund transaction.	Only the enrollment/payment info on the “bad” account for terms that did NOT have refunds can be moved. The refund term on the “bad” account essentially becomes orphaned and that enrollment info will have to be separate from the previous and future transactions on the “good” account.
Both accounts have received refunds.	If both accounts have refunds then use the other rules to determine the “good” account and the enrollment/payment info on the “bad” account for the term that had a refund has to remain on that account and cannot be moved. The “bad” account essentially becomes orphaned and that enrollment info will have to be separate from the previous and future transactions on the “good” account.	
One account is BOCES student (assumes both accounts are CE or ELI and not UGRD)	Unless it is a major hardship, the BOCES account should be made the “good” account.	
One account is ACE and the other is CE/ELI.	Assuming no other ugrad activity, the older account can be the “good” one regardless of career.	
One account is ACE and the other is ugrad	Unless the ugrad account is only an application, it should be the “good” account and the ACE history should be moved to it.	You will need to contact Admissions to have them insert the ACE program/plan before the ugrad one before you can begin to fix the duplicate. When you have moved the ACE info, contact Admissions again so they can discontinue the ACE program/plan.

Gathering Enrollment Information on the Bad Account

Use Student Financials>View Customer Account to examine the “bad” account. Note that if an account is BOCES only it will not have a Customer Account record. See the section on “Considerations for BOCES” later in this document.



Make note of the Account Type, which will be used when you transfer the payment to the “good” account. Generally the Account type will be CE for CE or BOCES classes, ELI for ELI classes and UG for ACE or undergrad classes.

Click “Academic Information” to view enrollment info. Locate the career and term and click the “Enrollment” link.

(Remember to use “View All” if the entire list of careers/terms is not displayed.)

The “Enrollment Summary” for the selected career/term will display.



For each class to be moved, note the Class # and the Add Date. Note that if a class had been dropped the Status will reflect that and a Drop Date will also appear beneath the Add Date. Classes that were dropped do not need to be transferred in the process of fixing the duplicate.

Click “Return” at the bottom of the screen to leave that term’s information and return to the list of enrollment terms. Repeat the process to gather the required Class # and Add Date for every term/class to be moved in the fix. When all info is gathered, click “Return” on the Academic Information screen to return to the Customer Account screen.

Gathering Payment Information for Payments Made Through College Offices

Note that payments done online through self-service or done with a Third Party Contract are each handled differently in fixing duplicates and each will be addressed below in a separate section.

Item	Term	Amount
CE FSA Insurance Fee	Spr 2014	3.25
CE Tuition(S) ICom Svcs	Spr 2014	15.00
Taste Of Westchester	Spr 2014	0.00
CE Tuition(S) ICom Svcs	Spr 2014	25.00
ABC's of Red Wine	Spr 2014	0.00
CMB Credit Card Payment	Spr 2014	-48.25
CE/ELI Registration Fee	Spr 2014	5.00

Click “Account Details” (marked B on the first illustration) for the term to be transferred. The individual charge and payment transactions for the term will display. For each payment that was processed through a college office, there should be a “Receipt Details” link as shown below. Click to display the Receipt Details.

Field	Value
ID	000419874 McAvoy,Shayn
Business Unit	WCC01
Receipt Status	Posted
Receipt Nbr	157407
Cashier's Office	CSV-1 CommServ Cash Office
Cashier	EP20
Business Date	02/15/2014
Seq Nbr	14
Transaction Date	02/15/2014
Time	11:21:05AM
Register	REG12
Total Amount	48.25
Reference Nbr	EP20-7716-01528R
Including Tax	0.00
Invoice Number	
Target Key	Credit Card Payment - CMB
Amount	48.25 USD
Tender Key	Discover Credit Card
Amount	48.25 USD
Deposit ID	200004080

Make note of the following items:

Business Date (this is the date the payment was posted and may be different from the enrollment date)

Target Key (tells you the type of payment and which office processed it)

Amount

Tender Key (tells you the type of credit card/cash/check)

Deposit ID

Next, if it was a credit card or check payment, click Tender Details.

Credit Card Information	
Credit Card Type:	Discover
Card Number:	7718
Expiration Date:	05/31/2014
First Name:	Meghan
Last Name:	Mcavoy
Bank Tracer Nbr:	
Return	

Check Information	
Check Nbr:	7527
Account Number:	026012881
Bank Account Type:	
Bank Account Holder Name:	Visualex, LLC
Federal Reserve Bank ID:	
Third Party Check Name:	
Bank Tracer Nbr:	
Return	

For a credit card payment, make note of the card number and expiration date. For a check payment, note the check number and account number.

Click Return to close this screen and return to Receipt Details. Click Return to close the screen and return to Account details.

Preparing the “Good Account”

Before you can enroll the Good account in the classes involved in the fix, bring it up in Student Services Center>Academic tab to ensure that it has the required career and is term activated for the term(s) that are involved. If necessary, Quick Admit the account to the required CE or ELI career.

If the Good account already has the required career but needs to be enrolled in terms that predate the Quick Admit, you will need to modify the Program/Plan entry to the CE or ELI career.

Modifying a Program/Plan

Go to Records and Enrollment>Career and Program Information>Student Program Plan and bring up the account.

The screenshot shows the 'Student Program Plan' form. Key fields and their values are:

- Student Career: English Language Institute
- Student Career ID: 000412098
- Status: Active in Program
- Effective Date: 04/2/2013
- Program Action: ACTV
- Academic Institution: WCC01 Westchester Community College
- Academic Program: ELI
- Admit Term: 2135
- Requirement Term: 2135
- Expected Grad Term: 2135
- Last Updated On: 04/2/2013 12:55:58PM
- By: 0011

Buttons at the bottom include: Save, Return to Search, Verify, Refresh, Add, Update/Display, Include History, and Correct History.

You will need to invoke Correct History to make modifications. You can either check the box on the lookup screen or click the yellow Correct History button at the bottom of the page once the account is retrieved

On the Student Program page, change the Admit and Requirement Terms to the new value. You will need to change the Effective Date field to correspond to the beginning date of the term for that year (i.e. 9/1/XXXX for Fall; 1/1/XXXX for Spring; 5/15/XXXX for summer).

Click “Career Requirement Term” at the top of the page. Change the Career Requirement Term to the new term. Click OK to return to the Student Program page.

Next click the Student Plan tab. Change the Declare Date to the beginning date of the term and change the Requirement Term to the new term.

Click Save to apply the new information.

If you modify the Program/Plan info to an earlier term, you will also have to modify the Residency page for that career to reflect the earlier

term (Campus Community>Personal Information>Identification>Residency Information. Be sure to navigate to the correct career and change the Effective term and Effective Date to reflect the new term.

Finally you will need to Term Activate the account for any terms in which it is not already active (Records and Enrollment> Student Term Information>Term Activate a Student). Navigate to the correct career and click the plus sign to add a new row and enter the term that is required. Click Save.

Completing the Enrollment Transactions

Dropping the Bad Account

Use Quick Enroll to drop the Bad account from the courses you recorded in the earlier step. Set the Action Date for each drop to the date of enrollment that you recorded.

Assuming the original transaction was done with the proper Action Date, when you do the Tuition Calculation following the successful drops for each term, the tuition and FSA fee amounts should be released.

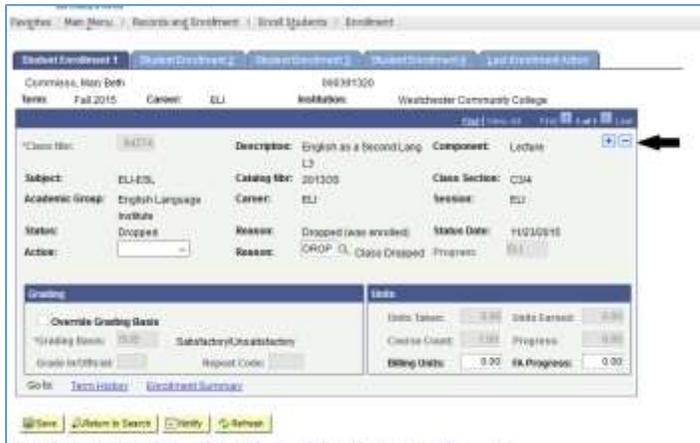
If the tuition and fees are not released, the most likely reason is that the original enrollment date was not within the range required for tuition/fees to be cancelled (i.e. at least two days before the start of a CE/ELI class). You can use the Enrollment page (“god page”) to correct this error. See the section on “Using the Enrollment Page” later in this document. The Enrollment page will also

be used to remove the transaction records in order to remove the \$5 non-refundable registration fee.

Enrolling the Good Account

Use Quick Enroll to add the courses you recorded to the Good account, making sure to adjust the Action Date as needed. Calculate tuition after completing each term's enrollment and ensure that the resulting charges are equal to the amount of charges that were removed from the Bad account.

Using the Enrollment Page to Delete Transactions

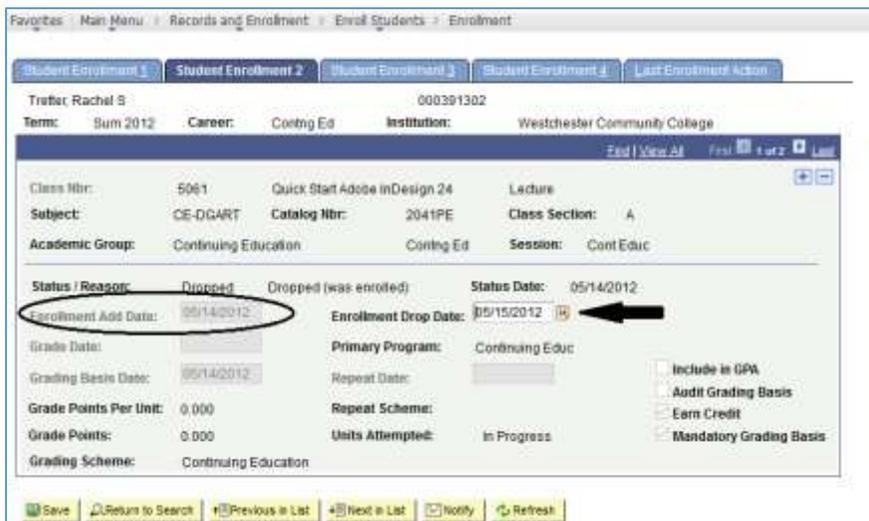


If all drops on the Bad account were completed successfully, you can then delete the transaction records using the Enrollment Page (Records and Enrollment>Enroll Students>Enrollment). Retrieve the appropriate term and career to be modified.

Click the minus sign for each row to be deleted. Click Save when all needed rows are deleted.

Using the Enrollment Page to Modify Transaction Dates

In the event the date used for the drop is after the cut off for any tuition cancellation, you will need to adjust the drop date using the Enrollment page. Click the Student Enrollment 2 tab.



If the course has been dropped, the Enrollment Add date will be greyed out but the Enrollment Drop Date will be accessible. You can change the Enrollment Drop Date to be a date before the cut off for tuition cancellation (which may be before the Enrollment Add Date but PS allows time warps!). Click Save to save your changes.

This page can also be used before a class is dropped to modify the Enrollment Add date to adjust it before dropping.

After you have deleted the enrollment transactions on the Bad account, examine the account with View Customer Account (which causes Tuition Calculation to be performed) to ensure that the Registration Fee has been removed.

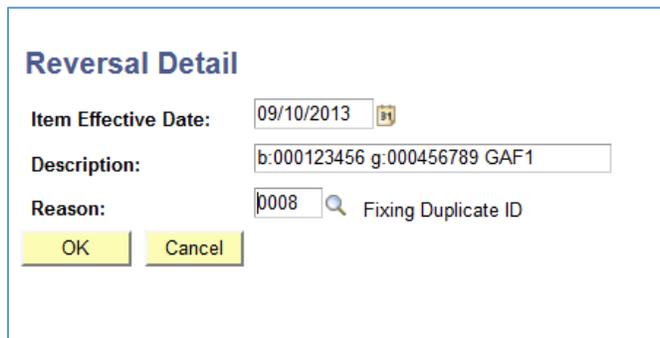
Reversing Payments Made at a College Office on the Bad Account

Go to Student Financials>Charges and Payments>Reversals>Reverse Payment.



On the first screen just click Search. On the Payment Reversal screen, enter the Bad account number and the term for the reversal and click Search. The payment information for the term will display. Be sure that the Amount and Balance values are equal (if they are not, then there

are still charges remaining on the Bad account) and click Reverse.



The Reversal Detail screen will display. Enter a description in the format:

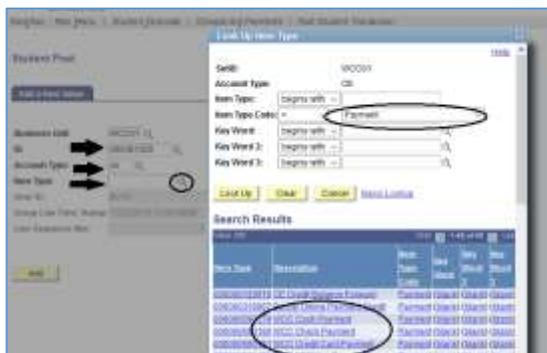
B:000999999 G:000888888 AAA9

Where the number following B: is the Bad account number, the number following G: is the Good account number, and AAA9 is replaced by your userID. In the Reason field search for or enter 0008 which is the Fixing Duplicate ID code. Click OK.

Repeat if more than one term is involved.

Posting a Payment Made at a College Office on the Good Account

Go to Student Financials>Charges and Payments>Post Student Transaction



Enter the Good account number and the Account Type as recorded from View Customer Account.

Click the magnifying glass to search for the Item Type. Set the Item Type Code to “Payment” and click Search. Scroll through the results to find the description that matches the Target Key info recorded from the Receipt Details and click to enter it into the set up field. Click Add to continue.

On the Student Post screen, fill in the Amount and Term. Enter the Bad ID/Good ID/User ID info as described above into the Reference Number field. Set the Item Effective Date and Due Date to the date the payment was originally posted as recorded from the Receipt Details screen.

Click the Payment Details link. Enter the Deposit ID that was recorded from the Receipt Details. Click OK to return to the Student Post screen.

If you are entering a check or credit card payment, click Tender Details. For a credit card payment, enter the type of card, the last four digits of the number, and the expiration date. If you are entering a payment after the original expiration date has past, keep the same month/day but change the year to the current or next year so that the date will be accepted as valid. For a check payment, enter the check number and account number as recorded from Receipt Details.

Click OK to return to the Student Post screen. Once all information is entered, click Post to apply the payment to the good account.

Repeat for each term for which a payment needs to be applied.

Once you have finished all the enrollment transactions and payment transfers, review each account to be sure that everything is done completely.

Name change and Service Indicator on Bad Account

Enter a name change on the Bad account to append “DUPLICATE” to both the first and last name.

Go to Campus Community>Service Indicators>Person>Manage Service Indicators and click Add Service Indicator.



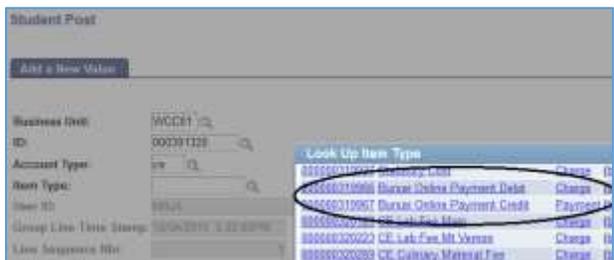
Set both Service Indicator Code and Reason Code to “DUP”. Set Start Term to “0000” and Start Date to “01/01/1901”. Click Save.

Handling a Payment Made Through Online Self-Service

Because of implications for the Finance system, Online Self-Service payments are handled in a different manner.



A Self-service Online payment will display in the View Customer Account/Account Details as “Online Credit Card Payment”.



To remove the payment from the Bad account, go to Post Student Transaction. Set up the User ID and Account Type as described above. In the Item Type field search in “charges” then find the “Bursar Online Payment DEBIT” Item Type.

Enter the Amount, term, and Reference Number info for bad/good/user ID, as described above and click Post.

To post the payment to the Good account, in the Item Type field search “payments” use the “Bursar Online Payment CREDIT” item type. Enter the Amount, term, and Reference Number info for bad/good/user ID, as described above and click Post.

Handling a Transaction involving a Third Party Contract

For the most part, you will encounter Third Party Contracts (TPC) when the Bad account is a student taking an ELI course at a Library or Community Based organization or taking a Mainstream class offered at a senior center. In these instances, the students do not pay the course fees themselves but are covered by grant payments.

Account Details					
ID:	000428000	AuerErnest	Business Unit:	WCC01	
Account Number:	CE001	- Sum 2015	Account Balance:	0.00	
Debits:	3.25	Credits:	-3.25	Applied:	3.25
				Unapplied:	0.00
Item	Term			Amount	
Class	Instalment ID	Last Activity Date			Balance
CE 3rd Party Sponsored	Sum 2015	05/29/2015	-3.25		Parti Credits
CE FSA Insurance Fee	Sum 2015	05/21/2015	0.00		Parti Credits
			3.25		Parti Debits
			0.00		Parti Debits

Unfortunately when a TPC is used, the name of the contract is not included in the Account Details. You will just see the notation “3rd Party Sponsored”. Locating the actual TPC to be adjusted requires some detective work.

The primary clue will be the course in which the student is enrolled. In addition to the term, take note of details such as the course name, number of hours, location.

Third Party Contract

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit:

Contract Number:

External Org ID:

Description:

Contract Status:

External Contract:

Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

Business Unit	Contract Number	External Org ID	Description	Contract Status	External Contract
WCC01	2145_CE_WETS_FSA	00045920	Washcoast Library Systems	Active	(None)
WCC01	2145_CE_DSPTS_FSA_BODYMOVE	00037344T	West County Dept. of Senior P Actio	(None)	
WCC01	2145_CE_DSPTS_FSA_BHS	00037344T	West County Dept. of Senior P Actio	(None)	

Note that you must have completed the Enrollment and Tuition Calculation processes on both the Bad and Good accounts before you can adjust a TPC.

Go to Student Financials>Payment Plans>Third Party Contract>Assign. The naming convention for TPCs is to begin with the 4-digit code for the term, and underscore, followed by CE or EL depending on the career, and then some descriptive information related to the course. As an example:

2145_CE_DSPTS_FSA_BODYMOVE is the TPC used to cover the FSA fee for the Body Movement class offered in Summer 2014 by Mainstream for the Department of Senior Programs and Services.

Use the course info to narrow down the list of TPCs on which you might find your student. Click on the Contract in the Search Results to open the Assign screen.



First, add the correct student to the contract. Click the plus sign at the end of any line to add a new row. Enter the ID for the Good account to be added to the TPC and press the Tab key. The Student Max amount should populate and the Post button should become active. Click Post to apply the TPC deferral

As there can be hundreds of students assigned to one contract you can use the View option to see more lines or use the Find link to enter the ID number you seek to see if it is assigned to the contract you chose (students are listed on the Assign screen in ID number order).

When you locate the line with the Bad student, set the Status to Cancelled. A Reversal Detail screen will display on which you can enter the 0008 code in the Reason field to indicate that the student is being removed as part of the Duplicate ID process. When you click OK and return to the Assign screen, you should note that the Total Charges amount for the TPC has decreased by the amount that had been deferred for the student.

If the total amount of the contract does not change to reflect the TPC deferral for the good account, go back into the Assign for the contract, find the good account that still has the balance and change the status to Inactive. Then change it back to Active and the Post button will light up again - click it and the amount of the contract should change.

Use View Customer Accounts to view both accounts to ensure that the appropriate adjustments have been made.

Considerations for BOCES

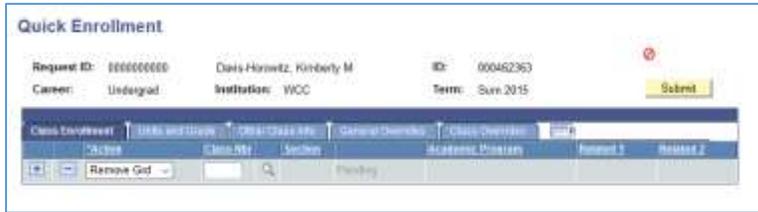
Since there are no charges incurred for BOCES classes, a student who is only in BOCES classes will not return any results when you search for their ID in View Customer Account. You will need to use the Academics tab in Student Services Center to obtain a list of the terms/courses in which they had been enrolled.

The automated BOCES enrollment process uses standard enrollment dates for courses for each term: 8/31/XXXX for Fall; 12/31/XXXX for Spring (keeping in mind the year would be the previous year); 5/14/XXXX for Summer, so you can use those as the action dates on your drop and enroll transactions.

If the Good account needs to have a CE career added, the Program/Plan is CONED/BOCES rather than CONED/CONED unless they are also enrolled in regular CE courses.

Considerations for Graded Courses

Moving previous enrollments in ACE classes or, increasingly, in ELI or CE courses leading to certification, may involve removing and reposting grades.



In Quick Enroll, before you can drop the course from the Bad number you must first remove the grade. Set the Action to Remove Grade.



Use the magnifying glass to search the Class Number field and make note of the grade the student had received in the class so you have the information to repost on the Good account. Select the course and the screen will return to the Quick Enrollment screen. You can

now Submit the transaction to remove the grade. Once it is removed, you can set up another Quick Enroll transaction to drop the course.



Once you have enrolled the Good account in the course, you must add the grade. Set up a new Quick Enroll transaction and set the Action to Add Grd. Enter or select the Class Nbr of the class.



Click on the Units and Grade tab. Enter the grade to be applied in the Grade Input field. Submit the transaction to add the grade.

Printing Procedures

- 1) Prepare/review print job
- 2) Determine if the print job can be produced at the college's REPRO facility or sent to County Graphics
 - Typically, any job with associated mailing lists is sent to County Graphics
 - All other print jobs are produced at REPRO (Valerie Kraus manages this area and Leon Requena coordinates production)

- If there are questions about where to send a print request, consult with the WDCE-County Graphics Liaison
- 3) If the print job is going to be sent to REPRO, complete the appropriate form (included in folder) and electronically send the form and the print job (preferably in PDF format) to REPRO@sunywcc.edu and cc: Valerie Kraus (Valerie.Kraus@sunywcc.edu)
 - Repro-black and white request
 - Repro-color request
 - 4) If the print job is going to be sent to County Graphics:
 - Complete the County Department of Information Technology-Graphics Division Request Form (included in folder), and scan/email or fax it to the CEWD County Graphics Liaison. (For cost estimates consult the County Graphics Quote Template-included in the folder).
 - Send the print ready PDF of the print job to the CEWD County Graphics Liaison
 - 5) The WDCE County Graphics Liaison will:
 - Review the form
 - Determine the cost of printing and insert the price quote in the upper right hand corner of the County Graphics Request Form
 - Secure approval from: the respective Assistant Dean, Valerie Kraus, the Superintendent of Buildings and Grounds, and the Business Office (designated Business Analyst). The internal signature process can take up to 2 weeks.
 - 6) The County Graphics Liaison sends the Print Request, the PDF of the print job, and the related Excel mailing lists to County Graphics via email.
 - 7) County Graphics will confirm the mailing by sending the Postage/Mailing Report that documents the mailing costs for the respective print job. 7-10 days should be allowed for printing and delivery to the Post Office.

Senior Audit

Westchester County residents age 60 and older may audit select college credit courses on a space-available basis. Senior audit is administered by Mainstream-Knollwood Center.

- Senior auditors must be residents of Westchester County age 60 or older.
- Senior auditing is offered during fall and spring semesters.
- Typical dates of registration are the Friday before the start of classes at the Valhalla campus and the Wednesday following the first day of classes at the Valhalla campus. Registration is held from 8:30 am to 12:30 pm.

- Senior auditors who wish to audit classes at Extension locations and who are unable to travel to the Valhalla campus may register to audit via phone with the Mainstream office.
- Senior auditors pay \$37 senior audit charge, an \$8 student services fee and a \$5 registration fee each semester, payable by check or credit card.

Additional Information:

- Senior auditors may audit most lecture-style courses on a space-available basis but are not able to audit laboratory, computer, or other courses with “hands on” training. The dean of the appropriate area of study determines which courses are available to senior auditors.
- A maximum of two senior auditors per class may register to audit a class.
- Requests for senior audit registration must be received by the listed date and time (no late registration).
- Putnam County residents with a Certificate of Residency may participate as senior auditors at Westchester Community College.
- Senior Auditors acknowledge that course information (i.e., syllabi, readings) may be available only through web or other online sources.
- Senior auditors who wish to register to audit classes at Extension locations must submit registration information in person or by phone to the Mainstream Office by 12:30 pm on the second day of senior audit registration. Senior auditors who wish to audit classes at Extension locations will receive notice of course availability after the start of classes on the Valhalla campus. If the class(es) requested is/are available, the senior auditor will submit payment to the Mainstream Office via phone (credit card) or mail (check or cash). The senior auditor must show proof of age and residency at a prearranged date and time at the Extension location where the auditor is taking classes.

Visit www.sunywcc.edu/senioraudit for information and instructions. Phone 914-606-6793.

Student Refunds

All refund requests must be made in writing and sent to the address below or emailed to workforceandcommunity@sunywcc.edu. All refunds are issued as checks except in the case that a student paid online with a credit card. In the case of online self-payment, the refund is credited back to the credit card that was used.

The refund policy depends on whether a course requires proof of residency.

For courses that require proof of residency:

This category includes all English as a Second Language courses (subject ELI-ESL) and certain WDCE courses in Skills for College and Work Success as identified in the course brochure.

When a course is dropped	Amount of tuition refunded
Before the first meeting of the class	100%
Before the second meeting of the class	50%
After the second meeting of the class	0%

For all other WDCE courses:

When a course is dropped	Amount of tuition refunded
Two or more business days before the first meeting of the class	100%
There are no refunds after that time	0%

Note: Program managers make choose to make an exception to the above policy based on extenuating circumstances.

Fees:

The \$5 Registration fee is charged once per term and is non-refundable.

Student fees (FSA Insurance, \$3.25 and Services fee \$4.75 as of March 2014) are charged once per term. All WDCE and ELI students, regardless of location of their class(es) are charged the FSA Insurance fee. If one or more enrolled classes are held at the Valhalla campus, the Services fee is also charged. Student fees are not refundable once a class begins.

Class Cancellations:

The college reserves the right to cancel any under-enrolled class and return all fees (note: refund of fees is contingent on student not being enrolled in any other classes). Faculty substitutions and other rescheduling may be made if necessary.

Address for refund requests:

Westchester Community College
 Division of Workforce Development and Community Education
 ADM207
 75 Grasslands Road
 Valhalla, NY 10595
 Phone: 914-606-6830 Email: workforceandcommunity@sunywcc.edu

Tuition Waiver Authorization Non-Credit Courses
CSEA Staff/Full-time & Senior Adjunct Faculty/Adjunct Faculty

Division Secretary procedures:

- Receive waiver form from front line staff (original to Division Secretary; staff keep copy and payment)
- Double check exclusion list and course requested
- Contact program manager via phone or email for authorization for staff/faculty to register for specific course and sign off for the manager on the form under Approvals
- Take waiver forms to payroll for verification
- If class not approved either by program manager or payroll, send memo to staff/faculty indicating that the request was not approved
- Maintain copy for your records
- Give form to registration clerks immediately after it has been signed

Registration staff procedures:

- Once Division Secretary gives waiver to registration clerk, either process waiver if within the 2-5 business day period or file it for processing during the 2-5 business day period. *When filing, place it 2-5 days before the start of the first class.
- If multiple classes with multiple start dates, re-file reg form after each processed class (again, 2-5 days prior) so that it can be entered later.
- When processing the waiver, if the student is successfully enrolled in the class, send confirmation (see email template or below). If the course is cancelled or there is some other issue, send email to student with the information (see email template or below)
- When all requested class waivers are processed, file in the completed waiver folder.

TEMPLATES:

Approved tuition waiver (sent out by registration clerk once the registration is processed):

Dear _____,

Your tuition waiver for non-credit courses has been approved and processed by the office of the Division of Workforce Development & Community Education. Please see information online for details pertaining to your course(s) at <https://mywcc.sunywcc.edu/> or on the website at <http://www.sunywcc.edu/continuing-ed/ce/>

This email serves as confirmation of your enrollment in the course. If any questions, please contact the office at 914-606-6830, press 1 or email workforceandcommunity@sunywcc.edu

Declined Tuition waiver due to space availability (sent out by registration clerk):

Dear _____,

Unfortunately, your non-credit tuition waiver request was unable to be processed due to lack of space availability in the course you requested or a cancellation of the course. We encourage you to choose another course option and let the Division Secretary of Workforce Development & Community Education know so that she may obtain required authorizations. For any questions, please contact the Division Secretary at 914-606-6619 or email Sharisse.wong@sunywcc.edu

Incomplete paperwork:

Dear _____,

Thank you for your interest in our Workforce Development and Community Education classes and for submitting your paperwork for your class(es). We have received your paperwork. Unfortunately, it cannot be processed as submitted for the following reason(s): a or b

- a) There is a form missing
- b) The paperwork submitted is incomplete (note: if credit card info. is missing, pls. call x6830, #1 with credit card number).

Please correct and resubmit forms so we can complete the registration for you for your class(es). Processing of the registration will be on hold until complete. Thank you.

INSTRUCTIONS

Eligible Employee: Complete the top portion of this waiver form (Student Information).

Return the tuition waiver form, along with payment of registration fees and WDCE registration form to the office of Workforce Development and Community Education located in Administration Building, Room 207 at least one week prior to the start of the course.

The Division Secretary will obtain program manager approval and payroll verification.

Registrations are processed 2-5 business days prior to the course start date pending approval and space availability. You will be notified at that time. Be sure to check your SUNY email for confirmation.

Incomplete information will delay the processing of the forms.

GUIDELINES

Courses offered in collaboration with external partners and/or clinical or fieldwork experiences are excluded from eligible tuition waivers.

All eligible employees, their spouses/domestic partners and/or dependent children must abide by course requirements (i.e. pre-requisite or age requirements).

Eligible employees must be employed in semester that class is taken.

Dependent children are defined as being 24 years of age or younger (verification required).

Courses cannot be taken during lunch/meal hours.

Waivers will not be applied to other charges such as FSA fees, books, tapes, supplies, external partnership fees, etc. associated with the course(s) taken. Student will assume those costs.

There is no reimbursement for tuitions paid in advance of waiver approvals.

Exclusions

All Ed2Go Online Classes

Axial Theatre

Clinical Medical Assisting

Continuing Education for Respiratory Care professionals

Dietary Manager

Fiber Optics

Go Native U-Sustainable Gardening with native Plants courses

Hilltop Hanover-Sustainable Agriculture courses

Home Health Aide

Home Inspection

Nurse Assistant

Patient Care Technician

Personal Fitness Trainer

Pharmacy Technician

Phlebotomy

Rivertown Dance

Taste of Westchester

Technology and Project Management (sponsored)-Online (Gatlin, etc.)

TESOL

*Note: This list of exclusions is subject to change and may not be inclusive of all exclusions.