

## **ESCC POLICY**

### **FastForward (formerly Workforce Credentialing Grant) Procedures**

**Effective Date: 10/6/2017**

**Responsible Office: Workforce Development Services (WDS)**

#### **I. PURPOSE**

To establish Eastern Shore Community College's policy regarding the Fast Forward initiative as required by the VCCS.

#### **II. AUTHORITY**

The President has given the Dean of Workforce Development Services responsibility and authority to establish and enforce the college's Fast Forward policy.

#### **III. APPLICABILITY**

This policy applies to all students of the college.

#### **IV. DEFINITION**

FastForward is a grant-funded program helping Virginians get the jobs they want and the salaries they need. Fast Forward programs are short-term training courses offered through Virginia's Community Colleges to help you fast-track your career. Visit [fastforwardva.org](http://fastforwardva.org) for more information.

#### **V. POLICY**

##### **Policy related to Fast Forward**

##### **Fast Forward Drop/Transfer Policy**

FastForward courses represent a financial commitment by the Commonwealth of Virginia to assist Virginia citizens to obtain high-demand credentials leading to employment. As such, there is a clear expectation that students registering for FastForward classes will commit the required time and effort to successfully complete the program and obtain the related credential in the specified time; therefore, students will not be dropped or transferred to a subsequent class after a class has started unless a documented extenuating circumstance prevents them from completing the class and/or obtaining the related credential within established FastForward guidelines.

Students are expected to first communicate concerns with their instructor to work out alternatives in lieu of requesting a drop or transfer and must submit their request and justification to the Workforce Development Center in writing.

Extenuating circumstances may include but are not limited to:

## Physical

- Physical condition as documented by a physician that expressly prohibits the student from attending class and/or performing any physical requirements of the class;
- Involvement in a serious accident that would prohibit student from attending class, accompanied by a physician's release (see above);
- Acute illness or serious on-going medical condition as documented by a physician;
- Life-threatening illness of an immediate family member or partner that alters the student's ability to attend class (documentation may be requested);

## Situational

- Bereavement of an immediate family member or partner requiring additional absence beyond normal circumstances; or,
- Documented acute domestic situation that impairs student's ability to attend class.

Student will be required to provide verifiable documentation for any extenuating circumstance. Eastern Shore Community College's Workforce Development Center makes the final decision on any request. Written appeals of the decision must be made to the Dean of Workforce Development Services within (5) business days of any denial.

## **REFUNDS**

Participants may receive a refund if they withdraw no more than five (5) business days prior to the start of class. No refunds are provided after that time. Note: Online classes are non-refundable. You may contact the Workforce Development Center Monday through Friday from 8 a.m. to 4:30 p.m if you have questions.

All refunds are issued via check through the state treasurer's office and generally take four to eight weeks to arrive. Please note that all refunds are automatically issued to the class registrant even if the tuition was paid by another individual, employer, or organization.

## **CANCELLED CLASSES**

Each course is offered on the condition of adequate enrollment. WDS reserves the right to cancel any course due to low enrollments or other circumstances deemed sufficient to cancel a class. WDS reserves the right to make necessary changes in the schedule that may be dictated by enrollment, personnel requirements, or availability of facilities. When a class is cancelled by the college, registered participants will be notified and given the option of attending another section of the same class (if available) or accepting a full refund.

## **REPEATING A FAST FORWARD PROGRAM OR PORTION THEREOF:**

Students may repeat a program if funding opportunities allow for enrollment. FastForward course funding is only tied to the initial enrollment and shall not be accessed to repeat a FastForward program or portion thereof. Additional funding opportunities and student-funded options are encouraged.

## **COMPLETION AND NON-COMPLETION OF A PROGRAM**

Student grades are recorded in the Virginia Community College System (VCCS) Student Information System (SIS) and Workforce Enterprise System (WES). Certificates of completion are awarded for *successful* completion of programs. Instructors are responsible for notification of non-completion of the program. The student grade appeal policy applies to final course grades only.

A student is defined as any person enrolled full- or part-time in credit courses at the College. During the course session, students at the College have the right to receive timely information from their instructor, typically during office hours, regarding the results of their material submitted for a grade. Moreover, students have the right to expect and receive an up-to-date assessment of their comparative standing in the class, graded material / assignments at any time provided they are willing to meet or have a phone conversation with the instructor during office hours. This policy is not applicable to grades on individual tests, examinations, reports and other assignments prior to the posting of the final course grade. In these matters students are encouraged to regularly meet with their instructor, or meet with the Academic Dean if desired. Therefore, this policy applies to a student who is, or has recently been, enrolled in a credit course and believes that his or her final grade in a course was determined in an unfair, arbitrary or capricious manner.

## **APPEAL PROCESS**

A student has the right to appeal a final course grade for allegations that (1) the methods or criteria for evaluating academic performance as stated in the class syllabus or as communicated by the instructor by e-mail or Blackboard announcement were not adhered to in determining the final grade; (2) the instructor applied grading criteria unfairly or arbitrarily.

A student who believes that an instructor has made an error in reporting a final grade must notify the instructor within ten (10) calendar days of the date final grades were made available to the student through the online student information system, MyESCC. Should a student wish to appeal the final grade after meeting with the instructor, the student must submit a written request along with supporting evidence to the Dean of Workforce Development Services within seven (7) calendar days.

The appropriate administrator will contact the student and instructor and meet (via telephone conference, in person or through the use of emails) to discuss the disputed final grade. Within three (3) calendar days the appropriate Dean will render a written decision. If the student remaine dissatisfied, the student may appeal the administrator's decision by submitting a written request to the President of the College within seven (7) calendar days. **The President's decision will be final.** Failure to observe the time limits disqualifies any future appeals.

As a last resort, students may file a formal complaint with the State Council for Higher Education in Virginia (SCHEV). Detailed information about SCHEV's formal student complaint procedure, the types of complaints they will not address, or to file a written "Student Satisfaction Form" with the agency can be found on the SCHEV Student Complaint website.  
<http://www.schev.edu/index/how-do-i/student-complaints>

## **TIME TO CREDENTIAL**

Within 5 business days, the student grades for FastForward courses shall be entered into WES. Students shall complete the course within the specified timeframe in order to successfully receive a passing grade. Students shall also complete the FastForward credential within 120 days of course completion.

## **PAYMENT POLICIES**

As outlined in the FastForward promissory note, the student shall be responsible for payment of the second 1/3 of the course cost upon failing the course.

If the student does not successfully complete the course by earning an "S" grade within thirty (30) days of the course end date, the student shall agree to pay an additional 1/3 of the total course cost to: Eastern Shore Community College. If the student earns an "S" grade within thirty (30) days of the program end date, the student will not have any further financial obligations to the College for this course.

***If the student must pay an additional amount, he/she understand and agree to the following terms:***

A.e The student agrees that he/she must pay all the money he/she owe to the College. Thee student also agrees not to claim that he/she do not owe the money to the College.e

B.e If the College does not receive payment within the timeframe noted in the College policy,e the student understands and agree that the Commonwealth will take all actions, including debte set-off, to collect the money he/she owes to the College.e

C.e The student also agrees to pay all associated collection costs and/or attorney's fees ife necessary to collect the money he/she owes to the College.e

A student's continued attendance at the college depends on payment of all debts owed to the college. Should the student fail to satisfy all due and payable amounts for tuition and fees, college fines, or other financial obligations owed to the college, the student may be suspended. The student shall not be allowed to register in any succeeding semester until all current debts owed to the college have been satisfied. *An exception to this policy will be granted when a debt owing student registers under a third party contract arrangement.* If the third party is responsible for the tuition payment under the contract, the named students on the contract may register even if *individual debts* to the college are outstanding.

Students who owe \$500 or more to any individual college in the VCCS will not be allowed to register at any college in the VCCS until their debt is satisfied. A cross-college financial hold will be placed by the college on the student's account in the Student Information System (SIS) when the student's past due debt is equal to or greater than \$500.

The hold will automatically block registration at all other colleges in the VCCS until the debt is satisfied by the student and the hold is cleared by the hold-setting college. An exception to this policy will be granted when a debt owing student registers under a third party contract arrangement. If the third party is responsible for the tuition payment under the contract, the named students on the contract may register even if individual debts to any college in the VCCS are outstanding.

**FOR ALL STUDENTS:**

1.e The purpose of FastForward is to financially assist the student to gain the knowledge AND the applicable industry recognized credential or licensure. Therefore, the student agrees to seek the applicable credential or licensure associated with the program whether it is incorporated into the program cost or requires them to obtain the credential or licensure at an additional cost. The student also agrees to provide proof satisfactory completion of the credential or licensure to the College.

2.e The student understands that their social security number (SSN) is required in order to maintain enrollment in the class. The student SSN is collected in accordance with federal and state law, and to claim the tax refund and other applicable state refunds and payments in cases where the student must pay the College; for debtor information and skip-tracing; and to track and report the number of students who attain noncredit workforce credentials and other outcomes under this FastForward policy.

3.e If the student is less than 18 years old, a parent or legal guardian has completed this agreement on their behalf.

4.e The student agrees to the withdrawal, refund, repeat, completion, and non-completion procedures at the College.

5. The student understands that they may file a complaint(s) using the procedures established by the College.

6.e Virginia "domicile" means that the student has lived in Virginia and intended to stay here indefinitely for at least one year prior to the date of this application. He/she understands that they must be domiciled in Virginia to receive the discount applied to this course. If he/she does not have domicile in Virginia, the student will pay the full cost of the course, which is equal to three times the amount paid at initial enrollment.

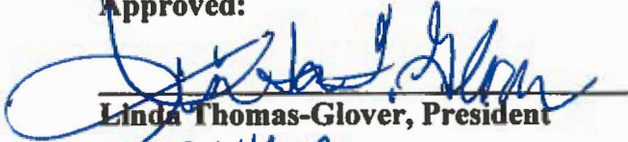
7.e The student has not previously enrolled in and successfully passed this training program at a Virginia Community College. If he/she have previously enrolled in and successfully passed this training program at a Virginia Community College, the student understands that they are not

eligible to receive FastForward funding for this training program and agree to pay an additional 2/3 of the total course cost to the community college where the student is now enrolling.

Satisfactory proof of completion of a workforce credential:

For documentation purposes, original documentation including certificate from the third-party awarding entity must be presented to WDS staff in the ESCC Workforce Development Center.

Approved:



Linda Thomas-Glover, President

10/24/12  
Date