NICC BCS Operations
Standard Operating Procedures (SOP)

Minimum standards and job responsibilities for Operations Program Managers. At any time, Operations Program Managers can exceed these minimums to maintain high quality customer service

**Checklist: OE Class can be found in Lumens under Class Development for reference and daily use.

<u>On-site Face to Face Training</u>

Pre-Class:

- Meet with Program Developer to determine specific programming/instructor needs- Program Huddles
- Communication with instructor
    - Two weeks prior to start: Request room set up needs, technology needs and determine if handouts needed; Create Print Request for handouts by sending to printshop; Copies will arrive via intercampus mail
    - One week prior: Confirm date, time, location and enrollment numbers
- Confirm rooms are in Ad Astra and are listed correctly in Lumens class.
- Request Technology support from CIS one month prior to class
    - Add to BCS District Wide CIS support google calendar and indicate if CIS is needed on site for the class or if it is just for awareness.
    - If applicable, note any software or equipment upgrades via a helpdesk ticket and in the calendar event.
- Work with CSAs to generate class packet: (One week prior to class)
    - Sign in sheet/ Roster
    - Handouts/Textbooks
    - Evaluation forms/pencils/pens
    - Table tents/name cards
    - Program specific materials
    - Directional signage if necessary
    - Parking voucher for instructor/students (if applicable)
- Contact/Confirm Catering with BSC location contact - (if needed) - One month out
    - Identify price range (ex: $5.00 per person) and/or menu and where you would like to set up catering (ie. Coffee/water, lunch, plates/utensils/napkins set up)
    - Confirm enrollment numbers for catering one week prior to event
- Day before training - set up room (if available- may need to do the day of training if not available)
    - Program Specific Materials: ie. CPR manikins, health equipment, etc
    - Set out handouts/evaluation forms
    - Pencils, sticky notes, notepads- To be identified by PD
    - Set up coffee/water table in back of the room- if directed by PD

    - Test technology
        - Load powerpoint/handouts on computer if directed to by Instructor
        - Test audio
        - Have remote clicker connected and working
        - Test projector
        - Test Mics (if needed)
    - Make sure flipchart and (working) markers are available and/or dry erase markers and eraser

<u>Day of Class:</u>

- Arrive 15-30 minutes prior to class starts to work out any last minute issues (ie. Tech problems, room set up changes, etc)
    - Set up Catering (if applicable)
    - Turn on technology- Computer, projector, ppt remote clicker
    - Set up sign in table
        - Sign in sheet
        - NICC brochures/catalogs, promo items
        - Program Developer/ Operations business cards
    - Greet Instructor and show them to the room location
        - Help with any additional room set up needs/technology needs
- Set up directional signage(if necessary)
- Greet students as they arrive and have them sign in
- Introductions
    - Give a warm welcome and introduce instructor
    - Instructions on where to find restrooms, lunch/catering, non-smoking facility, etc- (Provide list to instructor if you are not on site)
    - Explain Evaluation at end of class

<u>Post Class:</u>

- Clean up room (straighten tables, change linens, shut down technology, collect completed course packet materials)
- Connect with the instructor to see how the class went either on site or through email. If instructor/ students had any issues, alert the Program Developer
- Update Program Developer on how class went either during the Huddle or through email
- Close out class:
    - Submit grades to CSAs
    - Request form for Proof of Completions- Email certificates, if applicable
    - Work with CSAs to compile evaluation forms
    - Email thank you to students and instructor (include overall evaluation to instructor)
    - Calculates overall costs (vouchers, coffee, catering, etc) and share with Program Developer
    - Update Master Cost Analysis/ Profit Loss Spreadsheet (if applicable)
    - Process Instructor Paysheets- Etrieve
    - Share evaluation results with Program Developer

Hyflex/ Hybrid/ Zoom Classes:
**Zoom resources, checklist and templates found at the BCS Team Drive under the folder titles Zoom Resources & Ops.

Items to discuss with Program Developer at least one month prior to class start date:

Pre-Class Items:	
	Add a release form when creating class to know if a student will attend in person or online? Who is running the release form data report?
	If class is already created, cannot add a release form so will need to call each student and ask
	Meet with Programmers to determine OPS needed in classroom vs online
	If using Brightspace, letters need to be sent with Brightspace info, username/password, etc to students - verify that PM will contact Mary Hageman (CSA)l to do this and ask them to cc the OPS person. Must be done at least one week out.
	Determine if a Zoom meeting needs to be set up? Who sets it up? Sent out? Who will be Host/Co-host, start/record meetings and monitor chat?
	Work with instructor how it works to have a classroom with people on Zoom - ie. where they need to stand, etc
	Will the instructor be in the classroom with students or presenting virtually with the OPS person in the classroom?
	How is attendance taken? Via sign in sheet in person or by OPS person virtually or both?
	How is eval done- all google eval or a combination of google eval and paper?
	Handouts - send via email or print?
	Distribution of textbooks? Virtual picks up, Face-to-Face received textbook in class.
	Is supplemental technology needed? Laptop, username/password, connecting to the internet as guest log in?
	For computer classes, need to make sure students have access to supplemental programs - Labyrinth exercises
	Consideration of version of Excel (program) being used in the class (making sure virtual students have correct version of Excel on their computer)
	Communication of schedule with students - times and locations, requirements for zoom links, webcam, brightspace
	Set up a Test run if necessary
	Notify CSAs of zoom links/ Document with zoom links and the Account used in Internal Comments in Lumens.

Day of Class items:	
	Class packet to physical room
	Internet connections are working/ Back up plan developed and put in place
	Double check class roster/ Know face to face students and Virtual students
	Connect Virtual class 15 minutes prior to class start time.
	Setup classroom
	Assist Instructor with logging into zoom meeting and testing webcam locations
	Greet Virtual and face to face students- Introduce speaker, how to ask questions, break time info, how to do evaluations etc.
	If Zoom ONLY | Start meeting for instructor if NICC account is hosting, giving co-hosting/hosting rights to instructor, ***clearly communicate with instructor if they'd like for OPS to stay connected for 20-30 minutes of webinar to do intro/assist with attendance/etc or if they'd like OPS to stay on for full duration of webinar to help troubleshoot, run breakout rooms/polls, monitor chat, etc.***
	Attendance recorded?

**Post Class items are the same as the face to face classes.

<u>Off-Site Training:</u>
Follow the On-site training checklist but consider the following:

Pre- Class
- Confirm Training location, space and technology.
- Catering- Find a local catering company and confirm catering
- Check out technology from NICC if needed (ie. laptop, clicker, projector, scree, etc)
- Send Instructor packet and student packets/ materials through US Mail, deliver to instructor or drop off at the company: sign in sheet, registration forms, evaluation forms, handout copies
- Include a self addressed stamped envelope to return materials or make arrangements for the packet to be returned to NICC.

Day of Class
- Arrive early to set up classroom space and equipment on-site

Post-Class
- Collect/Receive completed class paperwork (sign in sheet, evaluation forms, registration forms) from the company or instructor
- Process Instructor pay via etrieve

- Email Contracts Office copy of completed sign in sheet, evaluation results, registration forms and pay sheet copy (cc Program Developer on email so they can review eval results and share with company if needed)
- Email thank you to instructor and include evaluation results
- Share overall class costs with instructor (ie. catering numbers, copy costs, parking voucher numbers, etc)