

Business and Community Solutions

Instructor Guide

Northeast Iowa Community College

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solutions

WELCOME!

Thank you for your interest in sharing your skills and expertise with others. We are confident you will find the experience rewarding.

NICC MISSION STATEMENT

Northeast Iowa Community College empowers learners and strengthens communities through accessible, high-quality, innovative education and training.

NICC VISION STATEMENT

Northeast Iowa Community College will lead with intention and be forward-thinking in shaping and delivering education and workforce solutions.

VALUES

Respect: We value diverse perspectives and demonstrate consideration for one another, fostering trust, collaboration and accountability.

Innovate: We embrace creative solutions and forward-thinking strategies to excel in a changing world.

Serve: We listen and engage across our College and community, addressing needs and expectations while committing to sustainability in environmental, social and economic practices.

Engage: We prioritize clarity and open communication to build trust and foster meaningful connections.

HISTORY

NICC, with campuses located at Calmar and Peosta, was established in 1966. In 1988, NICC became a comprehensive Community College. The Calmar and Peosta instructional centers serve approximately 225,000 residents in an eight-county area covering 4,857 square miles by providing a wide variety of career, college transfer, and Business and Community Solutions (BCS) programs. Counties served by NICC include: Allamakee, Chickasaw, Clayton, Fayette, Howard, Winneshiek, Dubuque, and Delaware. Annually over 50,000 registrants participate in the BCS programs offered on campus and throughout the district.

Northeast Iowa Community College's commitment to communities throughout northeast Iowa has produced the following service locations: Cresco Center, Dubuque Center, Manchester Center, Oelwein Center, Town Clock Business Center & the Dubuque Center - downtown Dubuque, Waukon Center, Wilder Business Center – Calmar, Calmar Campus, and Peosta Campus.



BUSINESS AND COMMUNITY SOLUTIONS

Business and Community Solutions is the customized training, workforce development and continuing education division of Northeast Iowa Community College. Community members are offered a variety of affordable, quality courses to obtain or advance their skills in the areas of career development, computer technology, licensure and recertification, healthcare, trades and industry, adult education and literacy or personal interests.

MISSION

Providing quality, personal and professional solutions that impact lives!

CORE VALUES:

Accountability

Connected

Empowering

Innovation

Internal/External Customer Focused

Visit <https://www.nicc.edu/solutions/>

REIMBURSEMENT

You will be reimbursed at the rate determined in consultation with the Program Developer responsible for your program. A flat fee or professional services fee may be established when appropriate. Allowable mileage and expenses directly related to the teaching of the course may be reimbursed per policy and prior approval.

BEFORE TEACHING FOR NICC - FORMS THAT NEED TO BE COMPLETED AND RETURNED

EMPLOYEE'S WITHHOLDING EXEMPTION CERTIFICATES (W-4)

Both federal and state W- 4's are required to be filed in order for payment to be processed. On the **State W-4**, the employee is required to complete all information under the **employee** section. This section (the lower 2/3) begins with *Employee Data* and includes the employee signature.



On the **Federal W-4** complete the certificate and keep the top of the form for your records. These forms must be returned to our office and only need to be resubmitted to report a change in exemptions or a change of address.

EMPLOYMENT ELIGIBILITY VERIFICATION (I-9)

The federal government requires that all new employees, including part-time employees, document the fact that they are U.S. citizens or lawfully authorized to work in the United States. New instructors will be provided the Employment Eligibility Verification form to be completed and signed.

PROFESSIONAL SERVICES AGREEMENT INFORMATION (W-9)

Under the provisions of Section 3401 of the Internal Revenue Code of 1954, an employer must withhold income tax from all remuneration actually or constructively paid to an employee. Established professionals may arrange, through the Program Developer, to enter into a Professional Services Agreement. Under the terms of this agreement, an instructor is exempt from the above-mentioned IRS statute. As an independent contractor, you are required to pay all payroll taxes and required FOAB contributions personally.

An independent contractor must possess the following credentials to be eligible for a professional services arrangement: a) have credentials beyond the usual instructional requirements, b) is known in his/her field of expertise as a professional, c) has an established pattern of rendering services on a fee basis, d) usually has an established fee schedule, and e) will assume the responsibility for payroll and FOAB contribution. Professionals entering into this type of arrangement will receive the Professional Services Agreement Information form and the W-9 employment form to complete, sign, and return to the NICC BCS office.

FORMS RELATING TO YOUR EMPLOYMENT

INSTRUCTOR CONTRACT

You will receive an instructor contract from the BCS office to confirm the date, time, location, and reimbursement details for your class. Please do not change the length or content of the class without discussing with the Program Developer.

REIMBURSEMENT FORM

Upon class completion, you will receive an electronic (payment) form. Reimbursements for mileage/supplies will be paid in a separate direct deposit. NICC will be on a bi-weekly payroll cycle with pay dates of every other Friday. Reimbursements can be expected within three weeks

of submission of the electronic reimbursement submission. Reimbursement for professional services, mileage, and supplies is submitted for payment weekly.

EVALUATION FORM

A course evaluation form must be completed by each student prior to the end of a course or workshop. Course evaluations are helpful to instructors, students, supervisors, and Program Developers. Evaluations provide the instructors with student input and suggestions on how to provide the best possible experience for class participants. Evaluations also give students the opportunity to recommend other courses they would like to have offered which is valuable information for Program Developers when planning future programs. Evaluation forms for your class are available in your class packet from your Program Developer or any BCS site.

Please note: If you have an upcoming change or have had a change to your status (ie. address, name, marital status, bank information, tax information, etc.), please contact the NICC Program Developer / Operations Manager with whom you are working. If provided, please wear your NICC identification badge when instructing.

COURSE HANDOUTS, TEXTBOOKS, AND SUPPLIES

BCS will assist in the duplication of any handouts or course materials you wish to use for your class. Please give those materials to the Program Developer at least **two weeks** before the start of your class for timely processing. Please notify the Program Developer at the time the class is scheduled of the approximate number of handouts you plan to use.

We will not copy pages from books. It is illegal to duplicate copyrighted material, unless permission has been obtained from the copyright owner or the copying falls within the “fair use” or library reproduction rights provisions of the copyright law. Do not copy material protected by copyright without permission.

Before a class can be finalized, all textbook and supplies need to be determined and information given to the Program Developer. Students can be required to purchase their own textbooks. Some supply charges, such as materials for craft classes, may be collected by the instructor directly from the students.

REGISTRATION

All participants in your class should be pre-registered, exceptions will be addressed with the Program Developer. There are exceptions when participants may register the day of, as space

allows (Career Pathway Certificates and court ordered mandatory classes excluded). If there is a class participant who needs to register at the class, please have them fill out a registration form inclusive of their name, address, date of birth, last 4-digits of the SSN, day and evening phone number, and email address along with their payment. Please include all registration forms and payment(s) with your class packet.

CLASS CANCELLATIONS

We reserve the right to cancel a class at any time. The most common reason we cancel classes is lack of enrollment. The minimum number of registered students required to run a class/seminar varies with each class. It is at the discretion of the Program Developer to cancel any class that does not meet the minimum requirements. This decision is usually made seven calendar days prior to the start date of the class.

WEATHER

In the event of adverse weather conditions, contact your Program Developer to decide together how to proceed.

GENERAL INFORMATION

Instructors are not permitted to sell their services or products during the session.

- An attendance record must be maintained for the training. After completion of the final session, a copy of the attendance record must be returned to the BCS office.
- The Program Developer should meet with the instructor periodically throughout the weeks prior to the session to assure quality instruction and curriculum. All curriculum changes require prior discussion with the Program Developer.
- The BCS reserves the right to cancel classes/sessions and rescind this contract due to low enrollment in the class.
- The BCS also reserves the right to terminate the contract at its discretion due to substandard student evaluations or neglect of duties on the part of the instructor.
- The instructor agrees that if any participants approach the instructor after the class for additional training that they will refer them back to BCS for further exploration. BCS agrees that if a training contract is solidified, the instructor will have the first opportunity to be the instructor of this new opportunity.
- As an instructor, teaching effectiveness will be evaluated through participant evaluations.

- Instructors are expected to contact the Program Developer as soon as possible if a class needs to be cancelled due to illness, inclement weather, or any other unforeseen emergency.
- A packet containing your class roster, evaluations, and any other materials necessary for your class will be available at the class location.
- The College will process payment once all documentation is returned (ie, sign in sheet, evaluations).

INSTRUCTOR EXPECTATIONS

NICC strives to provide students with exceptional learning opportunities. In this spirit, please review the following expectations of Business and Community Solution Instructors:

- Provide quality, personal, and professional educational experiences.
- Arrive at least 30 minutes prior to the start of your class to ensure that the facilities are conducive to a good learning environment.
- Start class on time. Monitor class progress to ensure that class objectives are met.
- Encourage input by participants and provide opportunities for questions and answers.
- Share course ideas with the Program Developer.
- If handouts are required, please submit a timely request to your Program Developer.
- Make sure your class follows building rules pertaining to smoking, refreshments, parking, etc. Instructors are expected to adhere to the policies and to inform students of them.

THE FIRST CLASS

A class roster of students who are currently registered and paid in full will be provided to you within the class packet. At the start of the class session, verify student phone numbers and addresses. If the student listed on the class roster is not present, make note of their absence.

Here are *suggestions* for the first class:

1. Introduce yourself by including your work experience and educational experience.
2. Get to know the students and have the participants introduce themselves.
3. Eliminate any fear or anxiety by providing a relaxing and informal activity.
4. Invite the students to participate, most commonly by having them tell a little about themselves.
5. Explain what the course will cover.

6. The style of your teaching should be established and your expectations described to eliminate any questions. Get feedback from your participants near the end of the class.
7. After the first-class session, reflect upon what went well and what could have been improved. (Source: [How To Teach Adults](#) by William Draves)

CLASS COMPLETION

- Have students complete the *Class Evaluation Forms* and place in the provided envelope or submit online.
- Indicate on the class attendance list whether or not the student successfully completed the class.
- When appropriate, distribute certificates to students who have successfully completed the class.
- If the class is held at any NICC facility, leave the class packet in a designated location determined by your Program Developer. If you instruct at an off-campus site, send your final class packet to the specified Program Developer.

ADDITIONAL OFFERINGS

NICC has many educational opportunities for students beyond the class(es) you are instructing! If you have a student interested in additional classes, please contact your Program Developer for assistance. Students can contact NICC 563.562.3263 ext. 1399 or by email at conted@nicc.edu.

EMERGENCIES

Many times, classes are taught in parts of buildings where a building manager/site supervisor is not available. It therefore becomes important for you to know what safety precautions to follow.

Fire – Know where the exits are. Do not use elevators. Get your students out as quickly as possible.

Tornado Warnings – Find out where to direct your class in case you hear a tornado warning. Move to the lowest level and away from outside windows and doors.

Injured Student - Know where a first aid kit is in your building. Make certain the first aid supplies are accessible when you are teaching.

In lab and workshop type classes where injuries may result in bleeding there are safety precautions to be taken to prevent the spreading of disease. If you are teaching a lab type class, be sure to contact your Program Developer for “Universal Precaution” guidelines.

Telephone Access - Know where the telephones are in your building. Bringing your cell phone can be very helpful. In case you would have to call an ambulance, it’s important you know the address and location of your classroom.

Active Shooter: Option 1 - **Evacuate**

- Have an escape route and plan in mind
- Leave all belongings behind
- Do not attempt to move wounded people
- Call 911 when you are safe
- Keep your hands upraised and visible to security personnel and follow their instructions, so they do not mistake you as the shooter

Hide out

Active Shooter: Option 2 - **Hide Out**

- Be in a place out of the active shooter’s view – place something in the window(s) to block their view
- Lock the door(s)
- Turn out the lights
- Blockade the door(s) with heavy furniture
- SILENCE cell phones
- Turn off any source of noise (videos)
- Hide behind large items (cabinets, desks)
- Remain quiet
- If possible, call 911. If you cannot speak, leave the line open and allow the dispatcher to listen

Active Shooter: Option 3 - **Take Action**

- *As a last resort*, and only when your lives are in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
- Throwing items and improvising weapons
- Yelling
- Adopt the survival mind-set
- When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her



STUDENT PRIVACY GUIDELINES (FERPA)

The Family Educational Rights and Privacy Act of 1974, requires NICC District to conform to fair information practices: that is, students must be able to learn what data about themselves are on record, be assured that data is used only for intended purposes, be able to correct and amend records, and be assured that those responsible for the data take reasonable precautions to prevent misuse of data.

Who is Protected Under FERPA? NICC accords all the rights under the law to its students. Your student rosters, which list social security numbers, telephone numbers and addresses, are protected information.

It is imperative that all college employees understand and accept the responsibility of working with confidential student records. Student records are to be kept in confidence. Unless written permission is obtained, access of student records is limited to job-related, legitimate educational interests. The security required for the processing and maintenance of student records extends to the use of computer records as well as paper records. Student information entered in any computer database must not be altered or falsified in any matter, and the use or access of these records must be limited to job-related, legitimate educational interests.

Some examples of inappropriate use of student records are:

- Releasing student information to parents or to spouses without written permission from the student.
- Discussing any student record with any person without a legitimate educational interest. This pertains to discussion on or off the job.
- Accessing or reviewing a student academic record without a legitimate educational interest.
- Releasing any non-directory student information to another student without the student's written permission. Leaving reports or computer screens containing confidential student information in the view of others that do not have a legitimate educational interest in the data.

Procedures for Responding to Inquiries Related to Student Records

- Refer requests for student information to your Program Developer.



These are the FERPA Guidelines, in part. You may, and are encouraged to, review the entire document by logging on to <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html?src=rn>

COMPLAINT POLICY AND PROCEDURE

In the event of a concern or complaint at Northeast Iowa Community College, the Program Developer should be contacted first to resolve the concern quickly and to the satisfaction of those involved. Students are encouraged to make an informal inquiry to an instructor, advisor or assigned dean/director as soon as possible following the event that gave rise to the complaint.

When resolution is not reached or not practical though informal inquiry, a [formal complaint](#) may be filed. A formal complaint is required in writing, is signed by the individual and is submitted to the NICC Compliance Office. An [incident of concern form](#) is also available online to allow students, staff, visitors and community members to provide information about concerning behaviors or incidents.

***** THANK YOU *****

Thank you for being a part of the NICC Business and Community Solutions team!
Enjoy your educational experience with Northeast Iowa Community College!