

CURRICULUM PROCEDURES REFERENCE MANUAL

SECTION 6

Instructional Service Agreement (ISA) Procedures

NOTE: The North Carolina Administrative Code Section 23NCAC 2E.0604 was revised, replacing the former collaborative and service agreement process (effective August 1, 2004).

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INSTRUCTIONAL SERVICE AGREEMENT (ISA) PROCEDURES

Please note that 23NCAC 2E.0604 was revised, replacing the former collaborative and service area agreement process (effective August 1, 2004).

The intent of the revisions to the administrative code was to simplify the collaborative and service area process by establishing three different levels of "Instructional Service Agreements" with clear definitions and requirements for each level.

The following is a summary of the three levels:

Level-One Instructional Service Agreement (Permission Slip)

Level-One agreements should be utilized when a college is requesting permission to deliver curriculum course(s), a curriculum program or continuing education courses into another college's service area. These agreements do not involve the sharing of resources or FTE. This level of agreement does not have to be approved or kept on file by the System Office, however, it must be kept on file at participating colleges for audit purposes.

We have created a suggested template for a Level-One ISA (Attachment 1). Colleges may add additional specifications to these templates to satisfy unique needs or clarify individual institution requirements, however, please note that a Level-One ISA must include the following:

- a. Be approved by each local board of trustees unless the board has delegated authority to the president to enter into Level-One Instructional Service Agreements;
- b. Be signed by the presidents of each participating college;
- c. Specify the course(s) or program(s) to be delivered into the other college's service area;
- d. Specify the plan for delivery of the instruction;
- e. Specify the conditions and time frame for termination of the agreement; and
- f. Be maintained on file at all colleges involved for audit purposes.

If the Board of Trustees has not delegated authority to the president to enter into Level-One ISA's; an original signature should be included. A electronic or stamped signature may only be utilized for the Board of Trustees signature if the agreement is accompanied by approved Board Minutes.

Level-Two Instructional Service Agreement (Joint Offering of a Course)

Level-Two agreements should be utilized when two or more colleges are jointly offering curriculum or continuing education courses. Level-Two involves the sharing of resources in order to offer a course and may include the sharing of FTE. Sharing of NC Information Highway courses should be included in this level of Instructional Service Agreement. These agreements must be filed with the System Office prior to implementation of the course(s). They do not require System Office approval.

We have created a suggested template for a Level-Two ISA (Attachment 2). Colleges may add additional specifications to these templates to satisfy unique needs or clarify individual institution requirements, however, please note that a Level-Two ISA must include the following:

- a. Be approved by each local board of trustees unless the board has delegated authority to the president to enter into Level-Two Instructional Service Agreements;
- b. Be signed by the president of each participating college;
- c. Specify the course(s) to be delivered to the other college's service area;
- d. Specify the plan for delivery of the instruction;
- e. Specify the proration of resources and FTE allocated for each college;
- f. Specify the conditions and time frame for termination of the agreement;
- g. Be filed with the System Office President prior to implementation of the course(s); and
- h. Be maintained on file at all colleges involved for audit purposes.

If the Board of Trustees has not delegated authority to the president to enter into Level-Two ISA's; an original signature should be included. A electronic or stamped signature may only be utilized for the Board of Trustees signature if the agreement is accompanied by approved Board Minutes.

The delivery of curriculum courses or continuing education courses delivered into another college's service area via non-traditional delivery as defined in Rule 23 NCAC 02D .0323(e)(1) does not require an instructional service agreement.

Level-Three Instructional Service Agreement (Joint Offering of a Program)

Level-Three agreements should be utilized when two or more colleges are jointly offering a curriculum program. Level-Three involves the sharing of resources and may include the sharing of FTE. This agreement must be approved by the System Office prior to implementation of the program.

We have created a suggested template for a Level-Three ISA (Attachment 3). Colleges may add additional specifications to these templates to satisfy unique needs or clarify individual institution requirements, however, please note that a Level-Three ISA must include the following:

- a. Be approved by each participating board of trustees;
- b. Be signed by the board of trustees chair of each participating college;
- c. Be signed by the president of each participating college;
- d. Specify the program to be shared;
- e. Specify the plan for delivery of the program;
- f. Specify the proration of resources and/or FTE allocated for each college;
- g. Specify the conditions and time frame for termination of the agreement;
- h. Certify that appropriate and adequate resources are available between participating colleges. Where feasible, joint utilization of physical facilities, equipment, materials, and instructional faculty shall be considered;

- i. Certify that the curriculum program meets the standards of the appropriate accrediting agency or licensing authority;
- j. Specify which college will grant the award;
- k. Specify that only the college providing the instruction will record the letter grade on the student transcript;
- l. Be approved by the System Office President prior to implementation of the program; and
- m. Be maintained on file at each participating college for audit purposes.

Notification of termination of a Level-Three Agreement shall be sent to the System Office President by the college which grants the award, prior to the effective termination date. Please use the form provided (Attachment 4).

An electronic or stamped signature may only be utilized for the Board of Trustees signature if the agreement is accompanied by approved Board Minutes.

The delivery of curriculum programs delivered into another college's service area via non-traditional delivery as defined in Rule 23 NCAC 02D .0323(e)(1) does not require an instructional service agreement.

A college may not delegate curriculum program approval to another college. Program approval is granted by the State Board of Community Colleges using criteria set forth in Rule 23 NCAC 02E .0201.

References: 23NCAC 02C.0107, 23NCAC 02D.0323(e), 23NCAC 02E.0604, and CC04-219

Level-Two and Level-Three ISA Process

The applying college (approved by the State Board of Community Colleges to offer the course or curriculum program) should submit the Level-Two or Three Instructional Service Agreement to the Senior Vice President and Chief Academic Officer. **Three copies of Level-Three Agreements with original signatures on each copy or one copy of Level-Two Agreements with original signatures on each copy** should be submitted to:

Senior Vice President and Chief Academic Officer
 North Carolina Community Colleges System Office
 5016 Mail Service Center
 Raleigh, North Carolina 27699-5016

The Agreement must be signed by the College President and the Board of Trustees Chairperson of each of the participating institutions. A stamped or electronic Board of Trustee signature may only be utilized if the agreement is accompanied by approved Board Minutes. A Level-Two ISA does not require Board of Trustee signature if the Board has delegated authority to the president to enter into a Level-Two ISA.

The Level-Two ISA must be submitted **prior** to implementation of the course.

The Level-Three ISA must be approved **prior** to implementation of the curriculum program. Please utilize the following submission deadlines when filing a Level-Three ISA (CC04-219):

Intended Implementation	Filing Deadline
Fall	June 15
Spring	November 15
Summer	March 20

Thank you for adhering to the filing deadlines. This time is needed for the thorough processing of agreements. Program Services and Legal Services will not be able to process a Level-Three ISA received after the implementation of the program.

(Attachment 1)
Level-One Instructional Service Agreement (ISA)

The Level-One ISA should be utilized by a college requesting permission to deliver continuing education courses or curriculum courses/programs in an area assigned to another college by providing a written, level-one instructional service agreement. Resources must be solely provided by the college requesting permission to enter into another college's service area. The requesting college will not divide FTE with participating college(s). (The following agreement format is suggested.)

_____ would like to provide the following courses(s) and/or program(s)
(Institution)

in the service area assigned to _____ :
(Institution)

Course(s)/Program(s): _____

Plan for Delivery of the Instruction:

- NC Information Highway: _____
- Other _____

This Level-One ISA meets all requirements in 23 NCAC 2E.0604(a). This agreement shall

become effective on _____ and will terminate on _____ or
(Date) (Date)

will terminate under the following conditions: _____

This Agreement has been mutually agreed upon by the president and board of trustees for each institution.

Institution: _____

Institution: _____

Signature, President Date

Signature, President Date

Signature, Board of Trustees Chair Date

Signature, Board of Trustees Chair Date

The Board of Trustees may delegate authority to the College President to enter into a Level-One ISA. If delegation has been authorized, please indicate by checking the following box:

The Board of Trustees may delegate authority to the College President to enter into a Level-One ISA. If delegation has been authorized, please indicate by checking the following box:

Electronic or stamped signatures should not be utilized. A stamped or electronic Board of Trustee signature may be utilized if the agreement is accompanied by approved Board Minutes.

Each college must maintain a signed copy of this agreement at the local institution. This agreement does not need to be submitted to the System Office.

(Attachment 2)
Level-Two Instructional Service Agreement (ISA)

The Level-Two ISA should be utilized when two or more colleges plan to jointly offer curriculum or continuing education courses by sharing resources. The Level-Two ISA should only be used when a certificate, diploma or degree is not awarded. One or more of the participating colleges must be approved to offer the curriculum courses in an approved program of study or offer the continuing education course that has been approved by the State Board. FTE may be shared between the participating colleges. (The following agreement format is suggested.)

College Offering the Course(s): _____

Participating College: _____

Participating College: _____

Contact Person: _____

(Name)

(College)

(Phone Number)

Curriculum Course Prefix/Code/Title(s): _____

or

Continuing Education Course Prefix/Code/Title(s): _____

(Please select either curriculum courses or continuing education courses. Utilize a separate form for each area if colleges are jointly offering both type of courses.)

Proposed Starting Semester: **Fall** **Spring** **Summer** **Year** _____

Plan for Delivery of the Course(s):

NC Information Highway: _____

Other _____

Proration of Resources: _____

PROGRAM OF STUDY DESIGN AND APPROVAL PROCEDURES FOR LEVEL-THREE INSTRUCTIONAL SERVICE AGREEMENT (ISA) PROGRAMS OF STUDY

This process is to be used for filing an electronic program of study that is offered under an approved Level-Three ISA.

1. Once a Level-Three ISA is approved by the System President, the college(s) will be notified and instructed to enter electronic programs of study.
2. The college with State Board approval for the program is the designated host. When more than one college is State Board- approved for the program, the colleges must identify a host college.
3. The host college must enter a *complete* program of study for the curriculum involved the same way that a regular program of study is entered under menu item #4 *Program of Study Maintenance*.
4. The participating college(s) should **only** enter the courses offered locally in a Level-Three ISA program of study under menu item # 5 *Collaborative Program of Study*. The electronic program of study will show an "**Incomplete**" status.
5. An e-mail message is generated and sent to the host college by entering the appropriate e-mail address into the e-mail address field in the POS Design and Acceptance System. This message notifies the host college that a participating college has entered a program of study (POS). The POS is ready for review by the host college.
6. The host college will then go into #6 *Host College Approval* and enter **HA** (host approval) if the program appropriately reflects the intentions of the Level-Three ISA. If the host college does not feel as though the intentions have been met, then the host should contact the participator and notify them of necessary changes.
7. Once the program of study receives host approval it will be automatically forwarded to the appropriate System Office staff member for review. The staff member will either **CA** (coordinator approve) the program of study or **CD** (coordinator disapprove) the program of study. If the program is disapproved the coordinator will provide the reasons for disapproval in the Coordinator Comment Box.
8. An approved electronic program of study is the college's official System Office approval. Colleges should check their electronic program status to assure that each program of study has received approval prior to program implementation.

