

ACADEMIC AFFAIRS POLICY LETTER

February 11, 2003

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Credit for Non-Credit

There is an increasing demand from adult learners to earn college credit for taking what have typically been non-credit training programs and/or experiential learning activities. These programs may be provided by the University's non-credit operations in Extended Learning or by an 'outside' company or organization. In many cases, training programs are taken in a flexible, non-semester-driven schedule, and are funded by the participant's company as a way to improve their employee's skills and knowledge. Like college courses, these non-credit classes are objective based with application of skills learned.

Ferris recognizes that there is value to providing credit for non-credit programs and/or experiential learning that may serve as 'feeders' for our current credit programs. Listed below is a procedure for evaluating and approving a non-credit course for FSU credit, and the subsequent handling of student records.

In addition to the procedure described below, there are two avenues for granting Ferris credit for prior learning on an individual (student) basis: Proficiency testing and portfolio review. Each of these is addressed in other documents or locations:

Proficiency testing: CLEP testing information can be found at <http://www.ferris.edu/Admissions/testing/CLEPPages/CLEPPagesHTML/home2.html> and in the FSU Catalog, under Admission and Academic Information, College Level Examination Program (CLEP).

Additional information on course competency testing can be found at the following website: <http://www.ferris.edu/htmls/colleges/university/eccc/> and in the FSU Catalog, under Admission and Academic Information, Course Competency Assessment.

Portfolio review: Information on gaining college credit through portfolio review can be found at: <http://www.ferris.edu/htmls/colleges/university/eccc/>

Procedure

To have course content approved as equivalent to college level credit, the course must first go through a rigorous evaluative process. There are two main avenues to this evaluation process; Evaluation by ACE with Ferris faculty course determination, and evaluation by Ferris faculty.

If the course is already approved through the ACE National Guide:

Courses approved through the American Council on Education (ACE) go through a rigorous evaluative process. (see “ACE CREDIT College Credit Recommendation Service Course Review Instructions” for the full evaluation process outline). From their website (www.acenet.edu), ACE describes its review process:

“The integrity of our college credit recommendations is the cornerstone of our program. Every ACE college credit recommendation is formed as a result of a successful onsite review team evaluation. Review teams are composed of college faculty, chosen to serve as reviewers based on their superior level of subject-matter expertise, and one CREDIT national coordinator possessing extensive experience and familiarity with the ACE CREDIT review process. We believe that college faculty with specific content expertise make the best decisions concerning whether courses and examinations warrant college credit recommendations.

The basis of each credit recommendation rests on how well each training organization defines and assesses learning outcomes. The review team also will examine instructional materials, delivery methods, student support systems, course objectives, and instructional staff qualifications and credentials.”

For courses reviewed and approved by the American Council on Education, Ferris will not need to conduct an additional review of materials. Extended Learning will contact the appropriate college and/or department. Using the full ACE recommendation listing (see Walt Disney example on Attachment A) and the FSU course catalog (or specific course objectives where available), the college and/or department person responsible will make a recommendation to Extended Learning indicating which FSU course is most aligned with the non credit course objectives. Extended Learning will then approve the non credit course as equivalent to the FSU course determined, for the number of credit recommended by ACE.

If the course has not been approved by ACE:

Procedure for qualifying a course for credit :

- 1) For each class taught as non-credit learning objectives must be clearly identified.
- 2) In addition, the following must be provided to Extended Learning: course outline, learning objectives, and assessment methods or tools, number of contact hours and number of directed activity hours (if used).
- 3) Extended Learning will contact the appropriate FSU college/department to determine the FSU Credit course with which these objectives are most aligned.
- 4) Extended Learning will work with the appropriate college/department who would normally be responsible for the FSU Credit course. The college/department will evaluate the learning objectives, assessment tools, and the contact hours to determine possible FSU credit, and for which FSU course this credit would be granted. This will be done using these guidelines:

- A) If 75% or more of the course objectives are taught in the class, full credit will be granted for that particular FSU course. This is consistent with current FSU policy.
- B) If less than 75% of the objectives are taught in the class, portions of credit will be granted which are equivalent to the percent of objectives taught in the FSU course. Credit would be 'rounded down' to the nearest full credit. For example: If 30% of the objectives are taught in a 3 credit course, 1 credit would be assigned. If 20% of the objectives are taught in a 5 credit course, 1 credit would be assigned. If 40% of the objectives are taught in a 3 credit course, only 1 credit would be assigned.
- C) Because less than full credit may be granted for a course, Ferris has the option of creating modules which would teach the remaining objectives, and upon successful completion the student would receive the remaining credit for that course. This will be determined in conjunction with the appropriate college/department faculty. Completion of all credits for a course should be considered satisfactory for completing program requirements for that course.

General Procedural Information

Record Keeping

In all cases (ACE approved or Ferris approved), the grade for non credit to credit work will be recorded as "CR". Credit earned will appear on a student transcript as "Other Credit Applied" from Ferris State University. Partial course credits may be earned and may be cumulative, but each partial course credit granted will appear separately on a transcript.(see attached example in Appendix B). Completion of all credits for a course should be considered satisfactory for completing program requirements for that course.

Credits granted through this procedure will not count towards Ferris residency requirements.

As the liaison for the University in non-credit programs, Corporate & Professional Development Services (CPDS) within Extended Learning will be the main conduit for the transfer of non-credit to credit for **course based** credit (not portfolio or proficiency testing). CPDS will be the main contact with external organizations requesting credit for their programs, and with any internal Ferris providers who wish to also grant credit for their existing non-credit programs. CPDS will coordinate the qualification process for these courses, and will maintain a record of all courses which qualify for Ferris credit. Records kept will include the course outline, learning objectives, and assessments used. Periodic reviews will be conducted to ensure the courses remain consistent (in the case of ACE approved courses, this review process is already conducted by ACE). Once a program is qualified, CPDS will also be responsible for the processing of all registrations and payments. A copy of all approved programs will also be kept with the VP Academic Affairs office, and a list of approved programs will be maintained on the Extended Learning (CPDS) website. All student records are recorded on student transcripts through the Registrar's office.

Admissions

To achieve FSU credit, students must first be admitted to Ferris State University. Non-credit students may go through the admitting process in Extended Learning.

Fees

For course based credit, two fees may be implemented. The first is a fee which may be charged directly to the organization for evaluating the course(s). This fee will vary according to the scope and breadth of the

course(s) being evaluated. Contracts for this process will be created by CPDS prior to any work beginning. For ACE approved courses this fee would not apply, as there is no extensive Ferris evaluation. In the case where this fee is assessed, a portion of the fee will be paid to the faculty member(s) assisting with the evaluation, and a portion will be retained by CPDS to cover their expenses.

Once a course has been approved, a credit conversion fee will be charged at a rate not to exceed \$50 per credit (per person). This fee may be negotiated separately with each organization. This fee will be split with 50% going to non-credit operations (CPDS), and 50% to the participating college. At their discretion, and with the approval of the participating college, CPDS may waive the conversion fee for FSU/CPDS taught non-credit programs.

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Student process

Once a course is 'qualified' and a student has been admitted to FSU, the student must enroll in the course through CPDS. An official certificate of completion, or successful completion records from the teaching organization must accompany the enrollment records. Credit will be granted after payment and all required documents have been received.

Attachment A – Examples from the ACE Recommendation Guides

Walt Disney World Resort

Walt Disney World Resort

The Walt Disney World® Resort opened in 1971 with one park, The Magic Kingdom, and three resorts. There were 5,500 employees. Today, there are more than 55,000 multi-cultural cast members, making the Walt Disney World Resort the largest single site employer in the United States. Education, training, and development for these cast members are created and coordinated through the Training and Development resources of the Walt Disney World Resort.

The Walt Disney World Resort encourages education at all levels and provides training to all departments. Programs are designed to meet the learning and developmental needs of adults in today's business world. Cast members may choose from a wide range of professionally designed and professionally taught courses. In addition, there are a number of 'learning tracks' that are appropriate for cast members at various stages of their careers and include required courses.

Course development and course revision go far beyond teaching cast members what to do. The courses also provide participants with the tools to apply their learning on the job, help them continuously improve their interpersonal skills with our guests and other cast members, and continue to be introduced to the most relevant aspects of their education, training, and development within all of our 3,000 plus job classifications. In addition, through various academic partnerships and educational reimbursement plans, the company models its commitment to lifelong learning and our cast members' career development objectives.

Web Address: www.disneyseminars.com

Source of official student records: ACE Transcript Service, American Council on Education, One Dupont Circle, Washington, DC 20036-1193.

Additional information about the courses: College Credit Recommendation Service, American Council on Education, One Dupont Circle, Washington, DC 20036-1193.

Disney College Program Practicum

ACE Transcript Data: 0001 WALT

Location: The Walt Disney World® Resort, Lake Buena Vista, Florida.

Length: 63 hours (23 contact hours and 40 hours of directed activities over a 20 week period).

Dates: June 2000-Present.

Objective: To utilize a directed working and learning experience to expand knowledge of successful organizational practices.

Learning Outcome: Upon successful completion of this course, the student will be able to identify knowledge, skills, and behaviors needed by business leaders to achieve corporate goals that make organizations successful; explore the importance of corporate culture and how it creates a competitive advantage for a company; identify the role of an organization's mission in guiding policies, actions, and strategies and apply this theory to personal decision making; demonstrate knowledge, skills, and behaviors that distinguish exceptional performance at all levels in an organization; describe the significance of ethical policies and behavior in business settings; discuss the value of diversity in the workplace; explore the continuous improvement cycle business results; and formulate strategies necessary for successful career development in corporate cultures.

Instruction: Major topics covered in the course are corporate mission and vision, corporate culture, importance of legal and ethical issues in corporate settings, continuous quality improvement in all organizational efforts, and productivity. Methods of instruction include facilitation/lecture, class discussions, work/research assignments, class readings, class presentations, written reports, computer-based experiences, tests, experiential learning activities, journal, and attendance.

Credit Recommendation: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 3 semester hours in Internship in Hospitality Management, Internship in Hotel and Restaurant Management, or Internship in Institutional Management (2/00).

Disney Communications Course

ACE Transcript Data: 0002 WALT

Location: The Walt Disney World® Resort, Lake Buena Vista, Florida.

Length: 40.5 hours (8-12 weeks).

Dates: June 2000-Present.

Objective: To provide the participants the opportunity to learn the concepts inherent in business communication and apply them in the workplace.

Learning Outcome: Upon successful completion of this course, the student will be able to understand the importance of communications theory and its application to business success; apply various business communications skills in their work environments; recognize basic listening

and speaking skills, including the identification of various communication styles; relate basic theories of communication to the Walt Disney World® Resort's business and guest service practices; identify and practice effective communication techniques in a variety of contexts, including meetings and facilitated presentations; and apply class learnings in work areas.

Instruction: Major topics covered in the course are identification of basic listening skills; appreciation of the various methods people use to process information; inclusive communication approaches; and complex situational topics including meetings, presentations, and facilitated classes. Methods of instruction include facilitation/lecture, video presentations, class discussions, a personal development plan, self-evaluation from group presentation, meeting demonstration, and a reflection paper.

Credit Recommendation: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 3 semester hours in Communication, Hospitality Management, Business Administration, or Management (2/00).

Disney ExpEAriental Learning for the 21st Century

ACE Transcript Data: 0003 WALT

Location: The Walt Disney World® Resort, Lake Buena Vista, Florida.

Length: 34 hours (8-12 weeks).

Dates: June 2000-Present.

Objective: To provide the participant with self-paced, experiential learning opportunities that identify and reflect basic adult learning theory within the Walt Disney World® Resort learning laboratory as well as in the larger community.

Learning Outcome: Upon successful completion of this course, the student will be able to recognize the importance of commitment to lifelong learning; understand the benefit and value of community relations and community service on a corporate as well as personal level; appreciate the value of diversity; identify experiential learning opportunities; and understand the relationship between education and entertainment.

Instruction: Major topics covered in the course are adult education theory, experiential and organizational learnings, integration of work and academic commitments, community involvement, diversity, and self-directed learning. Methods of instruction include facilitation/lecture, overviews, volunteer experiences, video presentations, computer experience, self-paced learning, reflective papers, book reviews, and five written assignments.

Attachment A – Examples from the ACE Recommendation Guides

Walt Disney World Resort

Credit Recommendation: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 2 semester hours in Hospitality Management, Business Administration, or Management (2/00).

Disney Hospitality Management Course

ACE Transcript Data: 0004 WALT

Location: The Walt Disney World[®] Resort, Lake Buena Vista, Florida.

Length: 37 hours (8-12 weeks).

Dates: June 2000-Present.

Objective: To provide the participant with fundamental knowledge and skills in the many areas of the hospitality and service industry, specifically: exceptional service, productivity, product knowledge, sales techniques, continuous quality improvement, and financial matters.

Learning Outcome: Upon successful completion of this course, the student will be able to understand the application of behavioral science and marketing in customer service course learnings; apply competitive service theory to a variety of hospitality industry providers; understand the importance of productivity in creating a profitable business operation; understand the importance of different roles required in the delivery of satisfactory guest services; and appreciate the role of corporate culture in hospitality management.

Instruction: Major topics covered in the course are professional development of the participants in the areas of sales, product knowledge, exceptional service, continuous quality improvement, productivity, and finance. Methods of instruction include facilitation/lecture, class discussions, homework assignments, class readings, class presentations, written reports, shopper reports, reports, observations, papers, and final examination.

Credit Recommendation: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 3 semester hours in Hospitality Management, Business Administration, and Hotel and Restaurant Management (2/00).

Disney Human Resource Management Course

ACE Transcript Data: 0005 WALT

Location: The Walt Disney World[®] Resort, Lake Buena Vista, Florida.

Length: 40 hours (8-12 weeks).

Dates: June 2000-Present.

Objective: To provide students with fundamental human resource functional man-

agement skills which apply in a corporate setting. The course focuses on developing knowledge and skills related to interviewing, employment and labor law, compensation, training, performance evaluation, and maintaining effective environments.

Learning Outcome: Upon successful completion of this course, the student will be able to demonstrate an understanding of current laws impacting human resource management and knowledge in the areas of conducting effective interviews; discuss theory and practice of compensation; explore learning theories and effective training techniques; and understand the impact of effective training to maintain a healthy work environment.

Instruction: Major topics covered in the course are fundamental human resource management functions in a corporate setting with specific instruction in helping students develop knowledge and skills relating to interviewing, employment and labor law, compensation, and training performance evaluation. Methods of instruction include facilitation/lecture, video presentations, class discussions, research assignments, class readings, group presentations, tests, attendance, and a group project.

Credit Recommendation: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 3 semester hours in Human Resource Management (2/00).

Disney Leadership Speaker's Series

ACE Transcript Data: 0006 WALT

Location: The Walt Disney World[®] Resort, Lake Buena Vista, Florida.

Length: 18 hours (8-12 weeks).

Dates: June 2000-Present.

Objective: To provide the participant with a structured exposure to Walt Disney World[®] Resort's executives and other renowned speakers in order to stimulate and provoke critical thinking about leadership.

Learning Outcome: Upon successful completion of this course, the student will be able to identify the successful leadership strategies employed in various lines of business; understand the elements involved in creating a successful career; examine and validate the similarities and differences in leadership techniques; recognize the myriad of opportunities that are available for career sequencing; examine and validate the similarities and differences in the leader's paths to success; and understand the importance of vision and mission in strategic planning and excellent guest service.

Instruction: Major topics covered in the course are leadership issues, career paths and individual leadership styles in functional lines of business. Methods of instruction include facilitation/lecture, video presentations, class discussions, a reflective essay, and final examination.

Credit Recommendation: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 1 semester hour in Leadership or Management (2/00).

Disney Organizational Leadership Course

ACE Transcript Data: 0007 WALT

Location: The Walt Disney World[®] Resort, Lake Buena Vista, Florida.

Length: 40 hours (8-12 weeks).

Dates: June 2000-Present.

Objective: To increase the skills of participants in identification, examination, and application of several leadership theories including classical learnings in organizational leadership, time management, organizational change, teamwork, diverse work environments, performance coaching and feedback, and risk management in a diverse work environment.

Learning Outcome: Upon successful completion of this course, the student will be able to explore leadership theory and research to formulate personal attributes and behaviors; produce thesis-driven research skills resulting in a 1,500 word paper, project, portfolio, and presentation; learn specific leadership skills; develop a learning community for the free and open expression of leadership theory and research based on Chemer's "Integrated Leadership Theory" text; and assess and examine personal beliefs, styles, and leadership behaviors to increase self-awareness and reduce interaction blind spots.

Instruction: Major topics covered in the course are the universal principles of leadership theory and its application with instruction which builds repeatable and transferable leadership knowledge and skills in community and commerce. Methods of instruction include facilitation/lecture, video presentations, class discussions, homework assignments, class readings, project development and presentations, and situational studies.

Credit Recommendation: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 3 semester hours in Introduction to Leadership, Principles of Management, or Business Administration elective (2/00).

Attachment B – Example of Student Transcript

Shown below is a copy of a transcript for a student who took two additional courses: “Internet Protocols” and “Intro to Graphic Comm”. Credit earned via this procedure would appear in the same fashion, under “Other Credit Applied”.

[REDACTED] 06-09-1981

Official Undergraduate Academic Record

Secondary Schools:
BATTLE CREEK CENTRAL Graduated Jun 2000

Academic Program:
College of Technology
Associate in Applied Science
Major: Printing and Digital Graphic Imaging
 Technology

Other Credit Applied to Fall Semester 2000
Ferris State University Aug 2000 - Aug 2000
INTERNET PROTOCOLS 2.00
INTRO TO GRAPHIC COMM 3.00
School Total: 5.00

	AERS	EERS	QHRS	QPTS	GPA
Current	0.00	0.00	0.00	0.00	0.000
Cumulative	5.00	5.00	0.00	0.00	0.000

-----End of Undergraduate Academic Record-----