CONTINUING EDUCATION CENTER

Policies and Procedures

Continuing Education Center Administration

Last Revised: October 2018

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1   Introduction

The Continuing Education Center (CEC) at the American University of Beirut (AUB), formerly the Extension Program, is a division of the Office of the Vice President for Regional External Programs (REP). CEC extends the resources of the University into the community by providing high quality educational opportunities for individuals of all educational and professional levels. Inter-faculty and multidisciplinary in nature, CEC programs are designed to cater to the personal and professional growth needs of practitioners in a wide variety of areas including business, information technology, education, languages, and arts. Harnessing the expertise of AUB's seven faculties, CEC offers non-credit courses and programs that can lead to professional certificates and/or diplomas.

In addition to courses offered at AUB, CEC also provides tailored in-house workshops to corporate institutions in Lebanon, the Middle East and North Africa (MENA) region, and beyond. These customized three to five-day workshops cover the topics identified as critical by the organization's leadership. CEC workshops are based on the twin principles of delivering world-class expertise in a locally relevant context.

2   Mission [1]

The mission of the Continuing Education Center (CEC) is to meet the lifelong education and training needs of all learners in the local community in Lebanon and the Middle East and North Africa (MENA) region and beyond. CEC aims to enhance the professional and technical skills of individuals while addressing their needs for personal development and cultural enrichment.

3   Vision

The Continuing Education Center (CEC) aspires to become the center of excellence in providing quality education and training in a variety of fields to a diverse population of learners in Lebanon, the MENA region and beyond.

4   Governance, Management, and Planning

As a division within the Office of REP, CEC governance and management is explained in the following sections.

4.1   Governance

The CEC is headed by a Director who reports to the Vice President for REP. CEC shares common services with REP including financial management, legal and compliance services, as well as business development activities.

4.2   Management and Planning

The CEC strategic plan is an integral part of the REP strategy that is prepared for three or five years as aligned to the university and follows the university guidelines related to institutional strategic plan development, implementation and monitoring. CEC also prepares a yearly operational plan that includes SMART[2] objectives and milestones that are evaluated and reviewed on a quarterly basis

5   Programs Management

5.1   Program Approval

Any new CEC program or course is approved by the respective academic coordinator who is appointed by the concerned Faculty and is accountable for the quality of content, instruction, and assessment of

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[1] Revised and Approved in 2018
[2] Specific, Measurable, Attainable, Realistic, Timebound

the course(s) or program(s). Any changes in the curriculum design of any program requires the approval of the respective academic coordinator before the final approval of the CEC Director.

5.2   Program Coordinators

The program coordinators are an essential component of CEC's quality assurance measures. As such, program coordinators are assigned for all CEC programs of study.

Program coordinators are assigned by the dean of the respective AUB Faculty and are responsible for designing, developing, and coordinating CEC programs in their respective area of expertise. Program coordinators are normally full-time faculty members at AUB. They also supervise the teaching process by periodically reviewing and updating the content and design of the programs in their area of expertise.

CEC program coordinators are remunerated for their work in the form of extra compensation.

5.3   Lead Instructors

CEC director assigns a lead instructor for every certificate or diploma program. The lead instructor should have worked for CEC as an instructor for at least three consecutive years and should have a cumulative instructor rating not less than four out of five.

5.4   Programs of Study

5.4.1   Business & Management

Courses leading to professional certificates and diplomas designed to provide students of all levels with the necessary abilities to succeed in future positions in many areas including accounting studies, associate project management, aviation management, entrepreneurs and lean startup , essentials of business, financial management, human resource management, leadership skills , marketing management, office management, pharmaceutical sales for medical representatives , pharmaceutical sales and marketing management, pharmaceutical leadership, project management, and taxation.

5.4.2   Cultural & Humanitarian

Courses leading to professional certificates and diplomas designed to provide students of all levels with the necessary abilities to succeed in future positions in many areas including. cultural diplomacy Certificate and Humanitarian.

5.4.3   Education

Courses leading to professional certificates and diplomas designed to provide students of all levels with the necessary abilities to succeed in future positions in many areas including early childhood Education Certificate and life centered education.

5.4.4   Fine Arts

Courses leading to professional certificates and diplomas designed to provide students of all levels with the necessary abilities to succeed in future positions in many areas including. arabic and oriental music Studies, cinematic arts, and interior design

5.4.5   Foreign Languages

Language courses are offered at all levels of proficiency, as well as specialized courses for members of various professions and students. English and Arabic are the primary languages offered at CEC, though additional language courses are offered on a demand basis.

5.4.6 Health Care

Courses leading to professional certificates and diplomas designed to provide students of all levels with the necessary abilities to succeed in future positions in many areas including community health nursing, critical care nursing, leadership and management in nursing, and nursing informatics.

5.4.7 Media & Communication

Courses leading to professional certificates and diplomas designed to provide students of all levels with the necessary abilities to succeed in future positions in many areas including journalism and strategic communication.

5.4.8 Science & Technology

Courses leading to professional certificates and diplomas designed to provide students of all levels with the necessary abilities to succeed in future positions in many areas including acoustics and audio technology, mobile application development, and web application development.

5.5 Course Files

A course file is kept at the CEC main office for each course and training workshop delivered by CEC. The course file includes the following:
   a. Syllabus.
   b. Exams.
   c. Course and Instructor Evaluations.
   d. Instructor Evaluation by respective coordinator and CEC administration.
   e. Class list of Students.
   f. Final Grades Roster.
   g. Instructors CV.
   h. Class observations report.

5.6 Materials Copyright

CEC respects all copyright privileges including:
   a. the rights of the owners of third party material used in teaching.
   b. the rights of instructors in material they created prior to being employed by CEC.
   c. the rights of instructors in material they created while employed by CEC.

CEC will comply with all AUB policies and procedures related to education and use of library resources. CEC will purchase appropriate copyrights when the use of copyrighted material exceeds the amount permitted under the respective Act[3] and will comply with the terms of these licenses.

> *25. Non-profit-making educational institutions, universities and public libraries may, without the authorization of the author and without obligation to pay him compensation, reproduce a limited number of computer programs for the purpose of lending them free of charge to students and university people, provided that they possess at least one original copy of the work and provided that the Ministry of Education, the Ministry of Culture and Higher Education and the Ministry of Technical and Vocational Education subsequently issue decrees determining the copying mechanism, the categories of computer programs that may be copied and the number of copies allowed. Students may make one copy for their personal use.*
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> *It shall also be permitted, without the authorization of the author and without obligation to pay him compensation, to use a limited part of any legally published work for purposes of criticism, argumentation or citation or for an educational purpose, provided that the part used does not exceed what is necessary and customary. However, the name of the author and the source shall always be indicated, if the name of the author is included in the work.*

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[3] **Ministry of Economy**: Chapter IV - Exceptions [for non-profit educational institutions]

All books, supporting materials, slides, and software applications used in all CEC offerings require the approval of CEC administration. CEC administration will check all materials that will be used for teaching at the beginning of each term to ensure that they comply with this policy.

5.7 Instructor and Course Evaluation (ICE)

5.7.1 Regular Programs

Instructor and course evaluation survey is conducted at the end of each regular course. CEC administrative assistant is responsible for conducting the survey during the last session of the course. The instructor is asked to leave the class and the surveys will be administered, and submitted to the CEC Education Manager who compiles the results and send copies to the CEC Director, the corresponding coordinator and lead instructor, and the instructor. The data will be used when the curriculums and materials review meetings are held. The result may result in changes in materials, curricula, or methodologies used.

5.7.2 Corporate Offerings

Corporate offering evaluation survey is conducted at the end of each offering by the employer/client. CEC corporate programs manager is responsible for administering the survey and compiling the results. The results are sent to the CEC Education Manager, CEC Director, the corresponding coordinator, and the instructor. Based on the data collected, the coordinator or the lead instructor will submit recommendations . The CEC Education Manager will ensure that the recommendations are implemented.

5.7.3 Evaluation Outcome

In the event that the instructor or course evaluation is below the acceptable average, the CEC Director, the respective Coordinator and the course instructor meet to review the evaluation outcomes, identify issues/gaps reported, and deduce a plan to remedy the observations.

5.8 Programs Evaluation (Diplomas & Certificates)

Program evaluation is a quality control measure for all CEC diplomas and certificates . At the end of each academic year, data from corresponding CEC course files and the exit surveys collected from students who will graduating are summarized for review by the respective program coordinator/Lead instructor. The reviewer(s) submit a report noting the effectiveness, quality, and areas for improvement for the course or training workshop. The reviewer(s) report is reviewed by the CEC Director for final approval and implementation. All changes need to be reflected on the curriculum review form (Check 5.9).

5.9 Curricular Review

CEC adopts a biennial curriculum review process. The curriculum review is conducted by the corresponding coordinator, lead instructor and the CEC education manager. A review report is issued with recommended changes to the program, if necessary. The report is submitted to the CEC director for review. If the recommendations are approved, the changes are adopted in the following academic year. Exceptionally, an earlier curriculum review may be initiated at the request of the coordinator, the instructor or the CEC director.

5.10 Class Observations

Class observations for all CEC courses are conducted to enhance the students experience and class management skills for CEC instructors. Class observations are carried out by:
   a. Peer instructors to share their experiences.
   b. Lead instructors or program coordinators so that they provide extra techniques and suggestions.
   c. CEC administration team including the director and the education manager to provide suggestions to increase students' awareness on some topics.

Class observations for new instructors is done by the lead instructors or the program coordinators and it is done at least twice per term.

For current CEC instructors at least one observation is required per term.

The observer will fill a checklist that will be later submitted to the education manager for compilation and actions. Copy of the report will be filed in the course file and will be sent to the coordinator and director.

The CEC director and/or the program manager will discuss the outcomes of the class observation with the instructor in the presence of the respective coordinator. Recommendation collected from all class observations will be used as input in the instructor teaching effectiveness and development plan.

5.11 Faculty Involvement

AUB faculty members from all departments are encouraged to participate in offering CEC courses, training workshops, module courses, or other types of training in their areas of specialization. They are also encouraged to suggest CEC programs and seminars that are needed for the professional development of candidates in their respective fields of study.

An AUB full-time faculty member can deliver a course at CEC only after receiving the approval of his/her respective dean. In this case, the instructor shall request the approval from the dean to teach the CEC course.

5.12 Administrative and Management Practices

CEC operates according to AUB's policies and procedures regarding administration, personnel matters, and finances.

5.12.1 Instructors and Contractual Staff Performance Evaluation

All CEC full-time staff performance evaluations are completed as per the university guidelines.

5.12.1.1 Instructors

The performance evaluation for all CEC instructors are performed at the end of each academic year based on the ICE results (see 5.7 Instructor and Course Evaluation), class observation (*see 5.10 Class Observations*), and the comments of the CEC education manager regarding the attendance of classes and meetings.

5.12.1.2 Contractual Staff

All CEC part-time staff performance evaluations are completed at the end of each academic year or the end of the service contract by their immediate supervisor. All performance evaluations are reviewed by the CEC director using a special form.

5.13 Finances

CEC follows AUB's system guidelines concerning all financial matters, and assumes the responsibility for the accuracy of all the financial reports generated.

6   Admission/Registration Procedures

CEC abides by the AUB academic year calendar which is divided into two semesters (Fall and Spring) and followed by a summer session. The fall 2007 semester marked the beginning of incorporating CEC regular programs onto the AUB Banner System for student admission, registration, and tuition payment.

6.1   General Criteria for Admission

6.1.1   Registering for the AUB English Entrance Exam (EEE)
   a.   Must register for English placement test at least two days prior to the examination day.

b. Pay an exam fee of LBP 75,000.
   c. Submit two passport photos and an identity card.
   d. Registration and test administration are done in Nicely Hall.

6.1.2 Enrollment in a Certificate or Diploma Programs
   a. A minimum score of 400 on the EEE (TOEFL: CBT 163 or IBT 57) is required for admission.
   b. Graduates of an English-speaking university are exempted from the English language test.
   c. Applicants may be required to report for an interview with the program coordinator.

6.1.3 Students Not Meeting the English Language Requirement
   a. A student with an EEE score of 350-399 (TOEFL: CBT 155 or IBT 50) might be allowed to take a maximum of two courses in one of the certificate programs. Students must sit for the EEE/TOEFL at the end of the first and/or second course and meet the minimum requirements.
   b. If the student does not meet the minimum required English score for entry into that program by the end of the second course, s/he will be disqualified for the certificate and will not be allowed to register for another course in that certificate.
   c. The student will be required to take more English courses before being allowed to re-register to complete the courses in that certificate program and become eligible for a certificate upon completion of course requirements.

6.1.4 Enrollment in English Language Courses
All new students are required to sit for an English placement exam given at CEC prior to the beginning of the semester.

6.1.5 Enrollment in Special Courses
All special courses not leading to a CEC certificate or diploma are open to all learners from diverse educational backgrounds.

6.2 Application Procedures
CEC applications are available at the Continuing Education Center and can be downloaded from http://www.aub.edu.lb/rep/cec. The application may be typed or legibly hand written and submitted at the CEC office. Submitting the application does not ensure acceptance.   Admission is contingent on qualifications, any needed pre-requisites, and availability of resources.

The application must be accompanied by the following documents for consideration:
   a. One passport-sized photograph.
   b. Photocopy of identity card or passport or residence permit.
   c. Grades of the last year in secondary school.
   d. A non-refundable placement test fee of LBP 75,000 for those applying to study English.
   e. A recommendation from the current employer (if employed).
   f. For certificate and diploma programs:
        i. A certificate of secondary education or latest degree.
        ii. An English Entrance Examination (EEE or TOEFL) score as specified above.
        iii. Bachelor Degree (when required).
        iv. Experience letter and/or CV (when required).
   g. The application is submitted at the CEC main office.
   h. A non-refundable LBP 50,000 application fee is paid at the cashier office.

6.3 Internal Procedures to Admit and Register CEC Students
The following constitutes the admission procedures for students applying to CEC:
   a. All applications are reviewed by CEC administration and when needed by CEC coordinators and lead instructors.

b. The information provided in the application of students who are accepted is entered electronically by CEC staff using the admission on-line application.
c. Course offerings and schedules are entered by the Registrar's Office on the Banner System.
d. The Admissions Office extracts data entered on the web and creates Banner IDs for the already existing online IDs.
e. Accepted students are required to pay the USD 300 confirmation fee (deductible from the course fee).
f. CEC personnel register all students on Banner system.
g. Once registered the students proceed to the cashier office to pay the entire course(s) fee, and to the ID Center to receive their IDs.

6.3.1 Student IDs

CEC students are provided with AUB identification cards which they should carry while on AUB campus. In case students lose the ID card that they get upon registration, they can get a new one by paying a replacement fee. AUB IDs entitle students access to the AUB campus.

6.3.2 Course Offerings

The updated course listing is posted each semester on the CEC website. CEC is under no obligation to offer any of the certificate or diploma courses always. For courses with less than six registered students, the approval of the CEC director is required to offer the course.

6.3.3 Course Cancellations

CEC reserves the right to cancel any course due to insufficient enrollment or other unavoidable circumstances. All registrants will be notified and a complete refund is made automatically.

6.3.4 Student Withdrawal

Should students need to withdraw from a course any time before or after classes officially begin, they must inform CEC administration and return their AUB ID (if issued). Non- attendance does not constitute official withdrawal.

6.3.5 Refund Policy

For students deciding to withdraw from a course(s) in which they have already registered, fees are refunded according to the following:
a. Prior to the beginning of classes 100 percent
b. During the first week of classes 50 percent
c. During the second week of classes 25 percent

Requests for refunds are not accepted after the third week of classes. Refund checks may take up to four weeks for processing.

6.3.6 AUB Faculty, Staff, and Dependent Discount

AUB faculty and staff, as well as their immediate dependents, are charged 50 percent of the total CEC course cost and all application and placement test fees are waived.

6.3.7 Corporate and Other Discounts

The CEC director is entitled to offer corporate and other discounts to eligible participants up to 15% of the course fee. Any additional discount up to 30% requires the approval of the Vice President. Eligible participants are corporate clients and/or individuals who refer three or more participants to CEC.

6.3.8 Attendance

Attendance to all classes is required. CEC instructors will record attendance at the beginning of each session. Student who are absent for more than one fifth the number of sessions of a course without valid excuse will not be entitled to a final grade for that course. Student will receive a "W" grade.

6.3.8.1 Late arrivals and Early departures

Late arrivals and early departures are tracked by the class instructor, late arrivals and/or early departures are recorded if the student arrives 15+ minutes late or leaves 15+ minutes before; the result of three unexcused late arrivals and/or early departures will be equivalent to a day of absence from a session and will follow the clause 6.3.8 Attendance.

6.3.9 University Facilities

Students enrolled in CEC courses are entitled to use the reading facilities at the University Libraries, but may not check out books. They are not entitled to free access to the Charles Hostler Student Center. Those who wish to join may apply for a paid membership.

6.3.10 Holidays

The CEC follows the AUB calendar with respect to holidays.

6.4 AUB Rules and Regulations

All students are expected to abide by the rules and regulations of the University.

7 Graduation Requirements (Certificate and Diploma Programs)

A certificate or a diploma is offered upon the successful completion of all the required courses and attaining a minimum grade of 60/100 in each course, with a cumulative average of 70/100. If the academic requirements change before the student finishes a specified program of study, the student may follow the new requirements upon the approval of the program coordinator.

All CEC diploma graduates automatically become Associate Alumni of AUB.

7.1 Attestations

Attestations are offered to students who are enrolled in CEC courses. Requests for attestations can be submitted to the CEC office and may take up to three working days to be ready.

7.2 Transcripts

Transcripts are provided by the Registrar's Office. The student should fill a request form and submit it to the Registrar's Office.

7.3 Repetition of Courses

A student is normally not allowed to repeat a course more than once.

7.4 Grading System

CEC follows AUB's numerical grading system with all final grades expressed in multiples of one. CEC uses the AUB grading system as follows:

Cumulative Average	GPA	Cumulative Average	GPA	Cumulative Average	GPA	Cumulative Average	GPA
‹60	0	67	1.86	75	2.73	83	3.46
60	1	68	1.98	76	2.82	84	3.54
61	1.13	69	2.09	77	2.92	85	3.63
62	1.26	70	2.2	78	3.02	86	3.7
63	1.38	71	2.31	79	3.11	87	3.78
64	1.5	72	2.42	80	3.2	88	3.86
65	1.63	73	2.52	81	3.29	89	3.93
66	1.74	74	2.62	82	3.38	›=90	4

I	Incomplete
P	Pass
PR	In Progress
W	Withdraw
F	Fail

7.5 Examinations

Final examinations are held within one week of the last class session, unless the course instructor specifies otherwise.

8 Instructor Guidelines

CEC instructors are seasonal professionals and are hired on a need basis. They do not fall into the same employment categories as other academic employees at AUB.

8.1 Instructor Recruitment

a. The candidate instructor completes the AUB "Curriculum Vitae (CV) for Academic Appointment" form and submits it to CEC along with the following documents:
   i. CV
   ii. Copy of Highest Degree
   iii. Copy of international certifications (if any)
   iv. Copy of ID or Passport
   v. Two Photos
   vi. Two recommendation letters (upon request)
b. Qualifications required:
   i. At least a master degree in the required specialization
   ii. Or a BS with relevant specialization with 3 years of experience
   iii. Or relevant international certification (Microsoft, Cisco, PMI, etc.)
   iv. At least 2 years of teaching or training experience
   v. An interview is required to determine his or her skills
c. If the applicant(s) have the minimum qualifications, the application(s) are forwarded to the corresponding coordinator for review.
d. If the applicant(s) are found unsuitable by the coordinator, they are informed by the CEC administration.
e. If the applicant(s) are found suitable by the coordinator, the application is forwarded to the CEC Director.
f. The CEC Director interviews the applicant(s) and takes the final decision.
g. If the applicant(s) are found unsuitable by the Director, they are informed by CEC administration.
h. If the applicant(s) are found suitable, the following is facilitated by CEC staff:

  i. An appointment is made at the Infirmary for the new instructor to have a medical examination.

  ii. The application form and documents are sent to the Human Resources Department for validation.

  iii. CEC prepares three copies of a contract for the new instructor with a copy to:

    1) The Human Resources Department.
    2) CEC.
    3) The new instructor.

  iv. The Human Resources Department finalizes the processing of the application.

8.2 New Instructors Orientation

After concluding the recruitment process, the new instructor meets with the education manager to go over the following:

a. CEC Policies and Procedures.
b. The Instructor and Course Evaluation process.
c. Email and Internet access.
d. Access to AUB Libraries.
e. Access to Hostler Center.
f. Use of technology in different classrooms.
g. AUB rules and regulations.
h. IT Support and emergency contact numbers.

The corresponding lead instructor and coordinator meet the new instructor to share with him or her the learning outcomes and the program/ course details.

8.3 Instructors Induction and Professional Development

After the orientation session with CEC education manager, the new instructor will take a required training with Center of Teaching and Learning covering planning, delivery, and assessment.

The new instructor class will be observed for at least two times during the first term by the corresponding lead instructor or coordinator.

CEC will provide at least two workshops during every academic year to cover new teaching skills or related subject determined by the CEC administration in collaboration with the coordinators.

All instructors are required to report all professional development activities as well as conferences and seminars they participated in.