

Bernard Kleiman
JOBLINK
Learning Center

Instructor Orientation
Booklet



Dedicated to Lifelong Learning

GENERAL INFORMATION

Office Hours

Monday through Friday
8:00 am to 4:00 pm

Mailing Address

3210 Watling Street MC 7-200

Physical Address

3333 Michigan Avenue East Chicago, Indiana 46312

Phone Numbers

General Information	((219)399-8136 or (219)399-8135
Karen Farrer	(219)399-8134
Laura Radjenovich	(219)399-8135
Brittany Kealey	(219)399-8136
Fax	(219)399-8137
Cleveland Cliffs Security	(219)399-3333

Website

www.bkjoblink.org

Vendor Center-Website

www.ihlearningcenter.org/vendors/center/

JobLink's Sub-Committee

James Thomas, President

USW, Local 1010

David Roque, Vice President

USW, Local 1010

Andres Maldonado, Contract Coordinator

USW, Local 1010

Adrian Cardona, Training Coordinator

USW, Local 1010

Roger Hughes, Company Representative

Cleveland Cliffs

Karen Farrer, JobLink Coordinator

Name

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ABOUT US

Your Link to Lifelong Learning

The Bernard Kleiman JobLink Learning Center was founded in 1990 as a result of the 1989 USWA Contract which created an educational benefit for steelworkers. We provide on-site voluntary continuing education classes for active Local 1010 steelworkers and in some cases, retirees and spouses. We also manage a tuition assistance program for those steelworkers taking classes at other learning institutions.

Our center is learner driven meaning we respond to what our steelworker students' needs and learning interests. We believe that the best learning environment is one in which students are free to ask questions, have ample chance to practice and is as relevant as possible. Our teachers are knowledgeable, friendly and flexible. We know we have to understand the difficulties of working and studying.

JobLink is one of many learning centers around the country that belongs to The Institute for Career Development (ICD). Located in Merrillville, Indiana, the ICD has oversight responsibility for all of the educational programs nationwide that have been created as a USW negotiated benefit. There are over 60 programs throughout the United States, seven of which are located here in Northwest Indiana. JobLink was the first program created after the 1989 contract went into effect. The ICD creates policies that the programs follow in order to fairly and professionally manage the educational programs.



MISSION STATEMENT

To provide support services for the education, training, and personal development of the employees of Cleveland Cliffs and ArcelorMittal who are represented by Local 1010 of the United Steelworkers. JobLink's programs are jointly managed by the company and the union, through the Local Joint Committee, in accordance with the guiding principles of the Collective Bargaining Agreement and the policies established by the Institute for Career Development.

Program Goals:

- Upgrade the basic skill and educational levels of employees in order to enhance their ability to absorb training, to progress in the workplace, and to perform their assigned work.
- Enhance employees' understanding of the workplace and of new and innovative work systems.
- Provide education, training and counseling which will enable employees to have more stable and rewarding personal and family lives, alternative career opportunities, and long, secure and meaningful retirements.
- Maximize the use of JobLink's on-site learning facilities for conducting customized course

REQUEST FOR PROPOSALS (RFP)

Complete an RFP for each course you are submitting to teach in the next session. Use our online system which is only accessible during the submission period.

Instructions for Posting Your Online Request for Proposal

As you fill out your RFPs, consider these important points:

- **Accuracy is paramount:** Each RFP is reviewed and some changes may be made with your permission. ***The information you provide in the RFP goes into the catalog and onto our online student registration system.***
- **Names matter:** How you title your course can make all the difference. So give some thought to what might spark your audience's interest.
- Keep the **course descriptions short** but interesting enough to entice participants.
- Also, if you **have a photo or two** from previous classes, please send them to JobLink or Leon Lynch via email.

Step-by-step Instructions:

- 1.) Please go to: <http://www.ihlearningcenter.org/Vendors/center>
Pay attention to the deadline! First register as a new vendor – *only if you have never submitted an online RFP with us before.*
- 2.) Begin to fill in the fields pertinent to you; please note that all fields in red must be completed.
- 3.) Be ready with the dates you want to run the class, so you can choose the day of the week and provide us with the number of weeks the class will run. Know which dates you might have to skip. Holiday information is provided on the form to help you determine that.
- 4.) We need three learning objectives and a course description. The description you write will serve as the course description we use in the catalog, so please think it through with some care considering what prospective students might find interesting or appealing about taking your class. (Take time to read and pay attention to the tips for writing RFPs.)

REQUEST FOR PROPOSALS (RFP) continued

- 5.) Then choose whether you will be charging per person or a flat rate (spouses and retirees can attend) and break out the costs. Any changes in the cost of your classes must be approved by the Coordinator before you submit your proposal. If you find this confusing, check the FAQs on the Information page in the Vendor Center.
- 6.) Finally choose whether this is a TAP class or not. (If you are not sure, then it's most likely not.)
- 7.) If you would like a hard copy of the proposal, then hit "Print".
- 8.) Hit "Submit" to send it to JobLink and Leon Lynch. You will also receive a copy of your RFP through the email you provided.
- 9.) Once you have filled in one form, you can go back and begin another RFP and some of your information will be populated automatically. That way you only have to add the course information.
- 10.) If you are submitting a new class, we need the "Four of Fourteen Points" form completed before the class begins.
Once the terms are accepted by the Coordinator, the class will be advertised in the catalog. If you propose a class that is outside the normal submission periods, it will be advertised via a flyer only. Once that RFP has been accepted, a flyer is created, duplicated and distributed around our center and throughout the mill.

Vendor Center

Please note that the online vendor center, found at: <http://www.ihlearningcenter.org/Vendors/center> is a useful site for all those who teach at our center. Besides being able to submit your proposals for classes there, you may also download forms we use in class such as sign in sheets and evaluations. Additionally, this booklet is available there as well as class status form. The class status form, found once you click on "Information" at the home page, provides up-to-date registration status for all classes scheduled during a particular course period.

INSTRUCTOR AGREEMENT

JobLink requires that every instructor needs to have an updated, signed Instructor Agreement for each calendar year. The terms of that agreement will apply for the entire year and pertain to every course taught by the instructor or institution. The instructor cannot teach a course without this agreement.

Accompanying this agreement must be an updated Proof of Liability form. This form must list JobLink as an insured. The amount of liability is determined by whether or not the course falls into a low, medium or high risk category. To determine the risk level, contact the JobLink Coordinator.

ROSTERS

Instructors must make sure that they only allow the students whose names are on the roster in their classroom. If other students appear on the instructor's sign in sheets, and these students are not registered, JobLink cannot pay for those students. If the student is active when registering but retired when the class starts the student is treated as an active steelworker.

SIGN-IN SHEETS AND ATTENDANCE SHEETS

A student is required to sign-in every time they come to class. Sign-in sheets are provided to each instructor at the beginning of class. The **attendance sheet** is used to keep a tally of each student's attendance and it must be turned in at the conclusion of the course. This form **must** agree with the daily sign-in sheets.

The original attendance folder must be turned into the office. This folder must contain:

The **completed** sign-in sheets, one per each class session.

The **completed** attendance sheet

The **completed** safety contracts (when applicable)

INCLEMENT WEATHER POLICY

All instructors should discuss winter cancellation with their students — instructing them to check by doing one of the following:

1. Call our office at (219) 399-8136 or (219) 399-8135
2. Visit our Facebook page:



If JobLink cancels classes all instructors are paid for that day. Live and Online classes must be rescheduled. If an instructor calls off due to weather, the instructor will *not* be paid for that day. The instructor will have to re-schedule a missed class (am and pm session).

TEACHER ABSENCE OR CLASS POSTPONEMENT

Because students need to be called in the event of a class cancellation, it is preferable that instructors notify the JobLink Coordinator ***the day before*** if they will be too ill to work the next day. The instructor is responsible for making arrangements to notify all the students on the class roster.

If an instructor is unable to teach a class, he/she should call the JobLink Coordinator at (219)399-8134 and leave a message. He/she should also call the front desk at (219) 399-8136 in the event that the Coordinator is not in the office that morning. However, a message MUST be left on the Coordinator's extension.

When returning to JobLink, the instructor must fill out the **Class Make-Up** form. The form must be approved and initialed by the Coordinator. All the students on the class roster must be notified of this change well BEFORE the rescheduled day either by receiving a copy of the class make-up form, by a phone call or an email.

Missed classes should be rescheduled on the same day of the week that they were originally offered. When days are changed, this is often disruptive to students, and they do not attend the make-up class. *All schedule changes are detrimental to the overall success of a course.*

INVOICE AND BILLING

The Educational Provider must have the following information on file with our office *before* an invoice will be processed. All invoices may be submitted after the 2nd week of class and must agree with the course RFP. The information is as follows:

A completed W-9 form must be filled out and submitted

Sign-in sheets for all past, completed classes

First two weeks of sign-in sheets

All *invoices* including:

- **Invoice date**
- **Invoice number**
- **Name of Educational provider, address, and telephone number**
- **Start and end date of class**

Failure to provide the above information will delay the payment process.

Per Person Classes: Instructors can invoice for the number of students that they set as their minimum on their RFP. If the instructor has registrations beyond their set minimum, JobLink is only obligated to pay for those students that attend classes.

BOOK AND COURSE MATERIAL POLICY

Each instructor is responsible for choosing student books and materials. The Coordinator will purchase them. Give the Coordinator ample time to do that so the books will be ready when the class begins. Any materials purchased for the class should be included in the course invoice. Receipt for the purchases must also be included when invoicing. Please keep the charges as close as possible to the estimated cost on the course RFP. If a substantial difference in price may occur, discuss this with the Coordinator prior to invoicing.

EVALUATIONS

You will receive the student evaluation form in your envelope. Fill out the top portion and make enough copies for all your students. Evaluations should be distributed either on the last day or second to the last day to insure the greatest number of returns.

Assign a student to collect the evaluations and put them in the large envelope provided in your folder. Ask the student to deliver the evaluations to the JobLink office

STUDENT REGISTRATION PROCEDURES

The catalog listing new classes is sent to the homes of the active Local 1010 only, approximately 2-3 weeks before registration. The day it goes to the printer it is uploaded to JobLink's website. There are three catalogs published each year: winter, spring/summer and fall. All potential students can register through our website bkjoblink.org, by phone or in person. They can register up to a day before the class starts in some cases where materials/books are not an issue. However, we prefer at least a one-week window to allow the teacher to prepare enough materials.

Instructors can view the number of enrollments in their upcoming class(es) by visiting the vendor center at <http://www.ihlearningcenter.org/Vendors/center>. Once there, click on the information tab, then class status tab. Classes are listed chronologically by start date.

The Coordinator will do some additional marketing of classes if minimums are not reached. Approximately a week before the class start date, a class will be cancelled if it has not reached its minimum or the Coordinator and instructor decide not agree to run the class. If a class does not reach its minimum, the instructor can agree to charge the normal minimum rate per person and apply that rate to the number of students registered. This will allow the class to run without reaching minimum. However, the standard minimum usually needed is five students per the ICD.

JobLink will not pay for students who never attend the class. But we do guarantee that we will always pay for the minimum number of students (as per the RFP. That means, once the minimum has been reached, even if students drop out, JobLink is responsible for paying the vendor for the minimum number of students if the Coordinator and instructor agree to run class.

Active registration takes precedent over retirees and spouses. Retirees can be "bumped" from class if an active student needs to enroll and the class has maxed out.



Confirmations

Students are given a confirmation of registration when they register in person or sent an email confirmation when registering online or over the phone.

SPOUSE AND RETIREE ELIGIBILITY

1. Spouses and retirees will share the same registration policies. One will not have priority over the other.
2. We will continue allowing spouses/retirees to repeat courses if the maximum has not been reached.
3. Retirees and spouses can repeat ALL eligible courses if:
 - There are no active Local 1010 on the interested list.
 - If the maximum for the course has NOT been reached.
 - They must purchase all materials/books out of pocket.
4. Spouses refers to spouses of active steelworkers only. Spouses of retired steelworkers are not eligible for our classes.

ISSUANCE 13

The governing Board of the Institute for Career Development (ICD) issued a program guideline effective January 1, 2003, that limits each active Local 1010 member to a maximum of \$2000 per calendar year for customized courses.

Tuition Assistance Policy \$2,500 maximum per calendar year remains unchanged.

ISSUANCE 14

The following policy is per the Institute for Career Development:

An active Local 1010 member can expend up to \$4,500 of program funds for combining TAP (tuition assistance) and customized courses under the following circumstances.

Tuition Assistance (TAP): if seeking a degree from a school listed in the current “Accredited Institutions of Post Secondary Education” or by private occupational/vocational schools recognized by the State boards of vocational education. This will also be extended to schools approved by the ICD as “An Exception to Policy provider.”

Customized classes: if courses lead to certification from a nationally accredited body. Candidates must get approval prior to registering for classes and their expenditures may NOT EXCEED \$4,500.

ISSUANCE 15

The ICD policy “Issuance 15” allows retirees access to tuition assistance if:

That retiree has already begun a career goal using TAP funds

That retiree has retired within the last 12 months

JobLink’s previous year’s tuition assistance budget was not depleted

Each retiree is eligible for up to \$2,500 of Issuance 15 funds.

The funds are dispersed on a first-come, first serve basis.

THE INSTITUTE FOR CAREER DEVELOPMENT and LIFELONG LEARNING SKILLS

The ICD creates policies that the programs follow in order to fairly and professionally manage the educational programs. One such policy reflects the purpose of our programs: to equip our participants with useful and transferable skills. To that end, the ICD has identified 14 skills that should be included in our classroom curricula. It is detailed here:

Purpose: To implement Institute for Career Development (ICD) Governing Board policy regulating courses sponsored by the Career Development Program.

Content: The key to a viable program is an emphasis on basic skills that open doors to opportunities. To strengthen the delivery of lifelong-learning skills which are transferable between job opportunities, the Boards expect the program to focus on constantly improving customized courses and to adhere to reasonable standards.

Minimally, all customized courses must include three major components:

1. Information describing the services by the career development program will be presented at least once during each customized course.
2. It must be demonstrated that the customized course will enhance certain portable skills. The vendor/institution offering courses must, in detail, describe activities that will enhance at least **four of the following fourteen skills:**

Learning-to-Learn	Creative Thinking
Reading	Motivation
Writing	Interpersonal Skills
Computation	Negotiating Skills
Oral Communication	Teamwork
Listening	Leadership
Problem Solving	Information Technology

There must be a course-evaluation upon the completion or termination of each customized course. This evaluation should include, but need not necessarily be limited to the learner's evaluation of the course.

THE INSTITUTE FOR CAREER DEVELOPMENT and LIFELONG LEARNING SKILLS *continued*

Policy and Procedure

It is the intention of JobLink's Local Joint Committee that every Customized Course offered by JobLink will continue to comply with the ICD's policy regarding the teaching of at least 4-out-of-14 basic skills. As a result, the following procedures take effect immediately.

1. All proposed NEW Customized Courses must be approved, on the basis of the ICD's requirements, IN ADVANCE of their being offered. Exceptions:
 - a. By virtue of the nature of their content and purpose, in-house basic skills courses taught by JobLink teachers, are excluded from this requirement, e.g., reading, math, creative writing, grammar review.
 - b. Customized courses taught for credit by accredited or licensed institutions, except for personal development courses, are excluded from this requirement.
 - c. Documentation of the 4-out-of-14 basic skills taught by in-house computer courses would be prepared for the entire group of course rather than for individual courses.
2. The Provider Qualification Process consists of the following:
4-out-of-14 Basic Skills instructions provided to prospective provider.
Upon receipt, information reviewed by the JobLink Coordinator for:
 - a. **Compliance:** Does the prospective provider adequately describe how at least 4-out-of-14 basic skills will be taught?
 - b. **Credibility:** Is it reasonable to believe that the basic skills claims made by the prospective provider will actually be fulfilled?
3. Approved Provider/Course Evaluation Process
Approved Courses:
 - a. Once a course has been offered, it is to be evaluated by the Coordinator. Some components of a successful class are:
 1. Successful delivery
 2. Instructor's professionalism (punctuality, record keeping, etc.)
 3. Students' positive feedback
 4. Attendance record of students
 - b. Students evaluate each course. Evaluations are done confidentially with students completing, collecting, and delivering evaluations to Coordinator. Instructor does not come in contact with completed evaluations



THE INSTITUTE FOR CAREER DEVELOPMENT and LIFELONG LEARNING SKILLS *continued*

Our ICD learning centers are committed to a learning environment in which all individuals are treated with respect and dignity. Each and every student has the right to learn in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices. Therefore, the learning centers expect that all relationships among persons in the classes will be business-like and free of bias, prejudice and harassment. It is our policy to forbid all forms of unlawful harassment, as well as any inappropriate or unprofessional conduct. Anyone found to be in violation of this policy will be subject to being removed from vendor status.

Instructor Expectations

We expect instructors to be in class 10 minutes before the start of the class. If after 30 minutes no students have arrived, you may leave but only after leaving word with the Coordinator.

Even though all of our students are adults, language used in the classroom should be appropriate to that setting. Please refrain from profane language or any language that might be deemed offensive to any particular group.

We expect you to have command of your subject beyond notes. Please do not just lecture from them. Incorporate real-life examples to further student understanding.

Stick to the course subject matter. Some degree of socializing is positive, but instructors who get off topic and talk about anything but the class on hand are a source of discontent from students.

Instructors are also expected to dress appropriately for their classes. We have a casual atmosphere at our centers, but we still need to dress like teachers - clean and well-groomed. A disheveled appearance is not acceptable.

Please refrain from any alcohol use on the day that you are teaching.

The classrooms are shared by a number of instructors and it is not fair to one instructor to have to clean up after another one. Please leave the whiteboards clean and the table surfaces clear of garbage. If you use a coffeemaker, please turn it off when you leave at the end of the day and turn off the lights.