

**What Illinois
workNet Center
Career
Coaches/Advisors
need to know about**



Obtaining Basic Information on Oakton's WIA Certified Programs

Advise your customers that they can visit Oakton's WIA Certified Programs Web site, www.oakton.edu/acad/wia/ (described below) or schedule an appointment with an Academic Advisor or Counselor to gather information regarding Oakton's programs. Please tell your customers program information will not be provided over the telephone. If they telephone, they will be told to either schedule an appointment or visit the Web site.

Referring a Customer to Oakton

If your customer knows which academic program(s) in which they are interested, instruct him or her to make an appointment with an Academic Advisor or Counselor in one of Oakton's **Advising and Counseling Centers**. The Oakton Academic Advisor or Counselor will review the classes required for the program selected, provide a schedule of classes, explain how to register for classes, outline college policies and procedures, and discuss college resources.

Des Plaines Campus
1600 East Golf Road
Des Plaines, Illinois 60016
847.635.1741
Room 1130

Ray Hartstein Campus
7701 North Lincoln Avenue
Skokie, Illinois 60077
847.635.1417
Room A105

If your customer has not made a decision about the career they want to pursue, they can be referred to Oakton for career counseling. Instruct him or her to make an appointment with a Career Counselor in Oakton's Career Services. Career Services does not offer walk-in career counseling or career counseling via the telephone.

Career Services is located in Room 1125 on the Des Plaines Campus and within the Advising and Counseling Center, Room A105 on the Ray Hartstein Campus. Your customers can make an appointment to see a career counselor at either location:

Career Services
Des Plaines Campus
1600 East Golf Road
Des Plaines, Illinois 60016
847.635.1735

Advising and Counseling Center
Ray Hartstein Campus
7701 North Lincoln Avenue
Skokie, Illinois 60077
847.635.1417

Oakton's WIA Certified Program Web site

Advise your customers to visit Oakton's WIA Certified Programs Web site if they want to learn about Oakton's WIA certified programs. The URL for Oakton's "WIA Certified Programs" Web site is www.oakton.edu/acad/wia/.

The viewer can also locate this Web site by going to Oakton's home page, www.oakton.edu, clicking on the "Prospective Students" link and then clicking on the "WIA Certified Programs" link or by entering "WIA" in the search field on Oakton's home page (of course the user can also simply type in the URL).

The goal of this Web site was to make ITAs easier for prospective students, Counselors and Advisors by having the information typically required by Illinois workNet Center Career Coaches/Advisors already compiled.

The main page is a list of Oakton's WIA certified programs. Just click on a program title to find information regarding that specific program. Information includes the courses which comprise the

certificate or associate degree, an itemization of costs (application fee, in-district and out-of-district tuition and student activity fee, registration fees, lab fees, books, and graduation fee), explanation of tuition and fees, an explanation why starting and ending dates cannot be provided, information regarding chargebacks, and assessment testing. Sample semester-by-semester schedules and “special notes” can also be found on many of the program pages.

Tertiary pages include an explanation of how to get started if the student is planning to enroll in a credit program, planning to enroll in an Alliance for Lifelong Learning program and a small directory.

Illinois Workforce Development System Web site

The Illinois Workforce Development System Web site has limitations. The overriding challenge is that the information on this State Web site must be numerical or is restraining in some other way; the fields provided do not allow for flexibility or explanation.

Given the inherent challenges, it is important to keep the following in mind when reviewing the State Web site or working with customers.

Top Three Challenges:

1. The response to the question, “How many weeks does it typically take to complete this program?” on the State Web site is not reflective of how program length is measured at Oakton. A number has been entered only because it is a required field. Oakton is on a semester system. Oakton gauges probable program length in terms of semesters, not weeks. Furthermore, Oakton’s three semesters are not the same number of weeks: fall and spring semesters are sixteen weeks, the summer term is typically seven weeks (although some classes in the summer are eight weeks). Therefore, the exact number of weeks a specific student would take to complete a specific program **varies significantly**. **Note:** weeks in-between semesters are not included in the number listed on the State Web site.

Many factors can impact the number of semesters a student will need to complete a certificate or associate degree. Factors include the semester in which the student begins his or her studies (fall, spring or summer), the number of courses for which a student enrolls per semester, course prerequisites, or placement into developmental English, reading and/or mathematic courses.

Please keep in mind that the semester in which the student begins his or her studies can play a critical role in determining how many semesters will be required for program completion.

The Stationary Engineer License Preparation Certificate, a five course certificate program, provides an excellent example regarding how the time needed to complete a program can vary. This certificate can be completed in two or three semesters; however, the number of weeks from start date to end date varies considerably.

Only three factors have been taken into account for this example, the semester in which the student begins his or her studies, course prerequisites, and course availability. Other factors could impact a student’s schedule, however. The possible hypothetical situations are too numerous to be included here.

In this example, depending on the semester the student begins his or her studies, it could take 32, 48 or 39 weeks of classroom attendance or 36, 66, or 47 consecutive weeks to complete.

There are five courses required for Oakton's Stationary Engineer License Preparation Certificate, Curriculum: 0067

Courses for a Certificate:	Credit Hours
AHR 101 Introduction to Air Conditioning and Refrigeration	4
AHR 104 Introduction to Electricity and Automatic Controls	4
AHR 206 Residential Hot Water Boilers and Hydronics Technology	3
AHR 209 Low Pressure Steam Boilers and Operation	3
AHR 210 High Pressure Steam Boilers and Operation	3
Total Semester Credit Hours for Certificate:	17

The following are three semester-by-semester schedules for a student in the Stationary Engineer License Preparation Certificate program: (1) fall semester start, (2) spring semester start and (3) summer term start. Note: a number of AHR courses are only offered once a year, AHR 206 has a prerequisite of AHR 101 and AHR 102 or consent of department chair, and AHR 210 has a prerequisite of AHR 209.

With a fall start a student could complete the certificate in two consecutive semesters. Looking at the number of weeks, a student could complete the program with 32 weeks of classroom attendance, with 4 weeks in-between the fall and spring semesters. The consecutive number of weeks would be 36.

Fall	Spring
<ul style="list-style-type: none"> - AHR 101 Introduction to Air Conditioning and Refrigeration - AHR 209 Low Pressure Steam Boilers and Operation (only offered in fall semesters) 	<ul style="list-style-type: none"> - AHR 104 Introduction to Electricity and Automatic Controls (only offered in spring semesters) - AHR 206 Residential Hot Water Boilers and Hydronics Technology (only offered in spring semesters and the student will need consent of department chair to take AHR 206 with out the prerequisite of AHR 102) - AHR 210 High Pressure Steam Boilers and Operation (only offered in spring semesters)

With a spring start a student could complete the certificate in three semesters, however not consecutive semesters. The summer term would be excluded because none of the remaining required courses are offered in the summer term. Looking at the number of weeks, a student could complete the program with 48 weeks of classroom attendance, with 14 weeks between the end of spring until the start of fall when the student would not be in class, and 4 weeks in-between the fall and spring semesters. The consecutive number of weeks would be 66.

	<p>Spring</p> <ul style="list-style-type: none"> - AHR 101 Introduction to Air Conditioning and Refrigeration - AHR 104 Introduction to Electricity and Automatic Controls (only offered in spring semesters)
<p>Summer None</p>	
<p>Fall</p> <ul style="list-style-type: none"> - AHR 209 Low Pressure Steam Boilers and Operation (only offered in fall semesters) 	<ul style="list-style-type: none"> - AHR 206 Residential Hot Water Boilers and Hydronics Technology (only offered in spring semesters and the student will need consent of department chair to take AHR 206 with out the prerequisite of AHR 102) - AHR 210 High Pressure Steam Boilers and Operation (only offered in spring semesters)

With a summer start a student could complete the certificate in three consecutive semesters, including summer. Looking at the number of weeks, a student could complete the program with 39 weeks of classroom attendance, with 4 weeks in-between summer and fall, and 4 weeks in-between the fall and spring semesters. The consecutive number of weeks would be 47.

<p>Summer</p> <ul style="list-style-type: none"> - AHR 101 Introduction to Air Conditioning and Refrigeration (AHR 101 is offered every semester including summer) 	
<p>Fall</p> <ul style="list-style-type: none"> - AHR 209 Low Pressure Steam Boilers and Operation (only offered in fall semesters) 	<p>Spring</p> <ul style="list-style-type: none"> - AHR 104 Introduction to Electricity and Automatic Controls (only offered in spring semesters) - AHR 206 Residential Hot Water Boilers and Hydronics Technology (only offered in spring semesters and student will need consent of department chair to take AHR 206 without the prerequisite of AHR 102) - AHR 210 High Pressure Steam Boilers and Operation (only offered in spring semesters)

2. There is no available field on the State Web site for out-of-district tuition. Therefore, it is not possible to list the costs for out-of-district students.

Oakton Community College District 535 serves residents in the communities of Des Plaines (part of *), Evanston, Glencoe, Glenview, Golf, Kenilworth, Lincolnwood, Morton Grove, Mount Prospect (part of *), Niles, Northbrook, Northfield, Park Ridge, Rosemont, Skokie, Wilmette, and Winnetka.

*Contact Oakton's Office of Admission at 847.635.1629 for exact in-district addresses.

Out-of-District residents who wish to enroll in an Oakton program not available at their home institution may apply for a chargeback or joint agreement to attend Oakton at the in-district rate. Tell your customer if they wish to attend Oakton under a joint agreement or chargeback, they need to contact the Admissions Office at **their home college**. Most colleges require residents to apply for a chargeback or joint agreement at least 30 days prior to the beginning of the semester.

If the prospective student is **not** awarded a chargeback, Oakton's out-of-district rate will apply. Therefore, if Career Coaches/Advisors are unable to approve an ITA with costs that are different than the costs listed on the State Web site, it will be impossible for an out-of-district student to use an ITA at Oakton.

3. The State Web site does not provide space for instructions on how prospective students are to proceed. The site only lists the contact name, their email and telephone number. Prospective students frequently are under the misconception that they must meet with the contact person. When a prospective student talks to the contact person and she explains that they need to make an appointment with an Academic Advisor in the Advising and Counseling Center, the prospect student often will not accept this fact without debate. Unfortunately, this makes for an unsatisfying first impression of Oakton. Advise your customers that they will not be meeting with the contact person. However, please contact Robin Vivona if there are problems.

Having a Program Added to Oakton's List of WIA Certified Programs

If a prospective student will be utilizing a WIA ITA, according to the legislation they are limited to Oakton programs on the State WIA Certified list. If a prospective student wants a program added to the certified list, the procedure is as follows. The prospective student talks to their Career Coach/Advisor at the Illinois workNet Center. If the career coach/advisor is in agreement, they will contact the Coordinator of Planning and Development at Workforce Board of Northern Cook County with the request. If the Workforce Board believes this program would be a beneficial addition to Oakton's list of WIA Certified Programs the coordinator will contact the Manager, Career Services with the request to add a program. If Oakton agrees this program would be a beneficial addition it will be added to the IWDS web-site.

The Coordinator of Planning and Development at Workforce Board will enter information on the Workforce Investment Act Title 1-B Training Provider Certificated Web Site for Oakton.

IMPORTANT NOTE: Requests for an additional program must be made at least 15 business days prior to the beginning of the semester.

Forms

Oakton's Advising and Counseling Center created its own form to be used for program research: "Degree/Certificate Estimate Worksheet." *This is the only form which will be completed by Oakton Advisors and Counselors.*

In addition, for prospective students who will be utilizing an ITA, Oakton Academic Advisors and Counselors will print out the appropriate program page from Oakton's WIA Certified Program Web site and attach it to the form provided by their Illinois workNet Center Career Coaches/Advisors.

Math and English Placement Tests and Prerequisites

Math and English Placement Tests are used to determine appropriate math and English course placement. Be aware that placement may be in a course that will not grant college credit.

Placement tests and prerequisites can impact the number of credit hours required. While Oakton's WIA Certified Programs Web site has noted the number of credit hours for a certificate or associate degree, we are unable to state the number of developmental courses that may be required. Placing into developmental courses or needing to complete other required course prerequisites may increase the number of credit hours for any given student. Some registration restrictions may occur based on placement test results.

An exit test is given at the end of each developmental English and English for the Non-Native Speaker course. The results of this exit test are used to determine the next English course placement. Advancement through English for developmental and Non-Native Speaker courses is determined by skill level, not by a predetermined sequence.

Students who wish to enroll in a math or composition course or other courses with math or composition prerequisites must take English and math placement tests (or present appropriate ACT/high school or college transcript data) to meet course prerequisites. In addition, full-time students are required to take English and math placement tests (or present appropriate ACT/high school or college transcript data) to assist in educational planning and advising.

Academic Advisors

Students at Oakton are not assigned an Academic Advisor. We encourage students to develop a relationship with an Academic Advisor and to request this person when scheduling appointments. However, it is up to the student to do so.

Note: the Family Educational Rights and Privacy Act of 1974 (FERPA) prohibits Academic Advisors from providing student information to anyone other than the student. Student information is provided only during a face-to-face meeting and students must show a photo ID. Oakton Academic Advisors are unable to provide Career Coaches with "progress reports."

Student Web Services

Students need not meet with an Academic Advisor to gain access to their academic record. Oakton provides a variety of Web services (**myOakton**) to support students during their academic career. These services enable students to register for classes, update address and contact information, view their academic record, and see final semester grades. myOakton is a password protected site.

Transcript Request

To have an official Oakton Community College transcript sent to another college, university, employer, or other agency, a student must complete a transcript request form and return it to the Office of Registration and Records. The Transcript Request form can be printed from Oakton's Web site, www.oakton.edu/records/transcript.htm.

Oakton suggests that Career Coaches/Advisors require customers to provide them with a signed Oakton Transcript Request form at the time of ITA approval. The completed Transcript Request form is to be retained by the Career Coach until such time as a transcript is needed. When the transcript is needed the Career Coach/Advisor will mail the signed original Transcript Request form to the Office of Registration and Records. Oakton's Office of Registration and Records has agreed to waive the \$3 fee for transcript requests mailed by Career Coaches. Please make a note on the form which reads, "Per Oakton's Director of Registration and Records, the \$3 transcript fee has been waived for this student whose studies have been paid for with Workforce Investment Act funds."

Oakton cannot release a transcript without a signed **request** from the **student**. A signed "WIA Release of Information" form is insufficient. Please keep in mind that a request for a student's transcript made by a Career Coach/Advisor cannot be fulfilled.

Attendance

Oakton does not maintain attendance records, therefore Oakton will be unable to provide attendance information.

Refunds

Refunds are given only when a student officially withdraws from a class by the refund date. Refund dates are based on the starting date of the semester. If the class begins later than the first week of the semester, refund dates are based on the starting date of the class.

For example, with a sixteen week class a 100% refund is given if the student officially withdraws by the end of the first week of class (Saturday noon). A 50% refund is given if the student officially withdraws by the end of the second week of class (Saturday noon) . After this date **NO** refund is given.

ITA Book Vouchers - Bookstore

Important things to remember regarding ITA book vouchers.

1. Advise your customers that Oakton's Bookstore will require the student to provide photo identification.
2. Oakton's Bookstore will only allow the purchase of required text and "required" supplies [required supplies is defined in point #4] with an ITA voucher.
3. Make certain that the course number and section number are listed on the book voucher.
4. Do NOT write the name of the books or book prices on voucher. Costs change frequently; an Oakton bookstore staff member will write the names of the required texts and the correct price for each book on the voucher.
5. Only supplies that are listed on the syllabus will be considered "required" supplies. When supplies are included on the voucher, Oakton's Bookstore will attach a copy of the syllabus. Pens, notebooks, etc. are NOT considered required supplies.
6. Oakton's Bookstore will only accept vouchers with correct signature. If the voucher is unsigned, Bookstore staff will advise the student to return to their Career Coach/Advisor for signature.

7. Oakton's Bookstore would prefer vouchers to be on 2 or more part NCR paper.
8. If a student is taking courses on both the Des Plaines and Ray Hartstein Campuses two (2) vouchers (one for each campus) will be required.
9. Vouchers will be processed after 7 days. Only items that the student has received will be listed on the voucher.
10. If for any reason the student needs to pick up items after the initial voucher has been processed, an additional voucher will be required. Late starting classes will require a second voucher, because it is unlikely that the Bookstore will have the books for late starting classes at the beginning of the semester.
11. If changes are made to the voucher (the form typically used), please advise Oakton's Bookstore Manager, Sally Neist 847.635.1679, of the change.