

OKLAHOMA STATE UNIVERSITY-OKLAHOMA CITY

**TRAINING & DEVELOPMENT
STUDENT HANDBOOK**

2021-2022

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Oklahoma State University-Oklahoma City is a Higher Learning Commission accredited, state-assisted public college serving the technical education and training needs of Oklahoma.

THE PHILOSOPHY

OSU-Oklahoma City operates in the belief that each person should be:

- treated with dignity and respect,
- afforded equal opportunity to acquire a complete educational experience,
- given an opportunity to discover and develop their special aptitudes and insights,
- provided an opportunity to equip themselves for a fulfilling life and responsible citizenship in a world characterized by change.

THE MISSION

Oklahoma State University-Oklahoma City provides industry-relevant higher education for a diverse student population through innovative technology and experienced faculty and staff; leading to personal growth, graduation, and employment that supports the needs of a multicultural region.

THE VISION

Oklahoma State University-Oklahoma City will improve lives through an educational learning community that is caring, supportive, and accessible.

TRAINING AND DEVELOPMENT

Our mission is to deliver targeted programs consisting of seminars, conferences and workshops that respond to the workforce needs of the public and private sector. OSU-OKC Training and Development has a host of partners from academia and industry who serve as trainers and consultants for specific business and industry training needs. OSU-OKC Training and Development strives to be the resource of choice for improving job skills, professional and technical competence, business and industry contract training and community service seminars, based on a reputation for credibility, quality and responsiveness. Training can be conducted on the OSU-OKC campus or onsite at your organization. For more information, please call (405) 945.3383 or email okc.tdc@okstate.edu. For a list of current classes, visit: www.osuokc.edu/tdc. We can develop industry specific training to meet any organization's needs.

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION

- To be a complete equal opportunity university in all phases of operations, toward the end of attaining the university's basic mission and goals.
- To provide equal employment and/or educational opportunity on the basis of merit and without discrimination because of age, race, color, religion, sex, sexual orientation, genetic information, gender identity or expression, national origin, disability, protected veteran status, or other protected category.
- To subscribe to the fullest extent to the principle of the dignity of all persons and their labors; in support of this principle, sexual harassment is condemned in the recruitment, appointment, and advancement.
- To apply equal opportunity in the recruitment, hiring, placement, training, promotion, and termination of all employees; and to all personnel actions such as compensation, education,

tuition assistance, and social and recreational programs. The University shall consistently and aggressively monitor these areas to ensure that any differences which may exist are the results of bona fide qualification factors other than gender, race, color, religion, sex, sexual orientation, genetic information, gender identity or expression, national origin, disability, protected veteran status, or other protected category.

- To ensure that each applicant who is offered employment at the university shall have been selected on the basis of qualification, merit, and professional ability.
- To provide and to promote equal educational opportunity to students in all phases of the academic program and in all phases of the student life program; and shall consistently and aggressively monitor these areas to ensure that any differences which may exist are the results of bona fide factors other than gender, race, color, religion, sex, sexual orientation, genetic information, gender identity or expression, national origin, disability, protected veteran status, or other protected category.

STUDENT'S RIGHT TO PRIVACY (FERPA)

See the OSU-OKC [FERPA policy](#)

REFUND POLICY

The OSU-OKC Training & Development refund policy is dependent on the type of program.

- **For Career Development (CD) programs** students must contact the Training & Development office 24 hours prior the first class to receive a full refund. After the class has started a refund is not available. The registration can be changed to another person if needed.
- **Refund Policy for Career Certification Programs** click on the link for each program.
 - Court Reporting & Stenography students [click here](#).
 - Amazon Career Choice students [click here](#).
 - SHRM Courses click here.

ATTENDANCE POLICIES AND PROCEDURES

In reference to COVID-19, please refer to the OSU-OKC policy at <https://osuokc.edu/covid19>

All students who attend in person training will be encouraged to follow safety protocols:

- The temperature of each student will be taken at the beginning of each training session.
- Face coverings are required in all buildings and classrooms on campus.
- Social distancing of 6 feet will be encouraged at all times.
- Sanitizing gel will be available in all classrooms and at strategic locations throughout the buildings.
- Frequent handwashing is recommended.

Attendance

Students are expected to attend classes and be in class on time whether attending in-class or online. Instructors will record attendance for every class session to account for in-class and online students.

Remote learning counts and is recorded as being in attendance if the student participates in the online lessons during the allotted time frame.

Absences

Students are asked to contact their instructor via email to report that they will be absent or late. Students are expected to make up all worked missed during the absence.

Attendance Policy for Career Certification Programs

- Court Reporting [click here](#)
- Amazon Career Choice [click here](#)

STANDARDS OF SATISFACTORY PROGRESS (SP)

Career Development Programs (CD)

Career Development Programs (CD) are not designed for grading outcomes. These programs are short in duration and are designed to enhance or improve professional knowledge. CD programs may include but are not limited to *Communication in the Workplace*, *Recognizing Our Best Selves*, etc. These programs usually do not lead to a certification or prepare you for a certification exam. These programs are short training programs (i.e. 3 hours)

Career Certification Programs (CC)

Career Certification programs prepare students to work in a specialized profession. CC programs may include but are not limited to Court Reporting, IT Support Technician, etc. Upon successful completion of a program there is *usually* an industry recognized certification exam the student must pass. These programs are long term (i.e. 8 weeks; 19 months).

In order to successfully complete a program of study, students must maintain satisfactory progress through the completion of the program. The minimum standard for satisfactory progress is 70%.

Satisfactory progress is determined whether a student attends in-class, online or a combination of both (hybrid).

PROBATION

Probation Guidelines for Career Development programs

- Court Reporting [click here](#)
- Amazon Career Choice [click here](#)

COMPLETION REQUIREMENTS

In order to complete a Career Development program, students must successfully complete all of the program's required competencies/hours. Once the student's instructor has confirmed the student has completed the program requirements, the instructor will submit a [Program Completion Form](#) and submit directly to the Training & Development office for review and approval.

Completion Requirements for Career Development Programs

- Court Reporting [click here](#)
- Amazon Career Choice [click here](#)

WITHDRAWAL BY STUDENT

To withdraw from OSU-OKC Training & Development programs, students must notify the instructor via email. Students must refer to the refund policy for Career Development programs. Any school property is to be returned at the time of withdrawal. Students will be responsible for all charges incurred if you fail to withdraw prior to the specific program guideline dates. Non-attendance does not constitute a withdrawal or drop.

Withdrawal Guidelines for Career Certification Programs see below:

- Court Reporting [click here](#)
- Amazon Career Choice [click here](#)

TRANSFER TO A PROGRAM IN PROGRESS

Transfer into specific Career Certification program already in progress is determined on a case by case basis. Courses completed at another institution will be evaluated and determination will be made by the lead instructor, or designated administrator of eligibility to transfer.

Transfer to a Career Certification Program in progress

- Amazon Career Choice transfer policy [click here](#)
- Court Reporting & Stenography transfer policy [click here](#)

TRANSCRIPTS/CERTIFICATE REQUESTS

Students desiring a copy of a transcript or certificate must make the request in writing via email to OSU-OKC Training & Development okc.tdc@okstate.edu. All financial obligations must be cleared before a transcript/certificate will be issued.

STUDENT CONDUCT

Please refer to the OSU-OKC's Student Conduct policy at <https://osuokc.edu/studentconduct>

STUDENT COMPUTER/INTERNET REQUIREMENTS

All students are required to own or have access to a personal computer with internet access. Students who do not own a personal computer are responsible for ensuring that they have access to a computer

at a time when work can be completed and must have rights to download and install software, as needed, for programs.

CAREER CERTIFICATION PROGRAM REQUIREMENTS

COURT REPORTING & STENOGRAPHY

OSU-OKC Court Reporting & Stenography offers students a program that will directly lead to gainful employment opportunities as a court reporter, CART providers, transcriptionists, and other related fields nationwide. The program offered is a Certificate in Court Reporting & Stenography.

The program consists of six (6) modules with three (3) sections per module. Each section is completed in four (4) weeks. After completion of Module 6 Section 3, the student can enroll in the Speed Building classes which begin the 1st of each month. Speed Building courses are not a required part of the curriculum, but students who are waiting to take the certification exam are encouraged to enroll in Speed Building courses. The Speed Building courses will help students maintain or increase their stenography speed.

ATTENDANCE POLICY

Students are allowed to miss a maximum of four classes per module. A module consists of three submodules. For example, Module 1 has Submodules 1.1, 1.2 and 1.3. A student may miss a total of four classes per total module. As this is a very fast-paced PROGRAM, there will be required make-up work. Please let the instructor know when you will be absent from class to ensure you receive the make-up work. Should you have more than four absences per module, a meeting with the instructor is required to designate the student's next steps.

REFUND POLICY

1. Application fees are non-refundable.
2. Request to withdraw from the program must be done so in writing and sent via email to okc.tdc@okstate.edu
3. 100% refund will be granted if request is received 72 hours before the first day of class for new section start date and time.
4. 50% refund will be granted if request is received 24 hours before the first day of class for new section start date and time.
5. Refunds will not be granted after the class has started.
6. Refunds will not be issued for non-attendance nor the inability to finish coursework.
7. Stopping payment on a check or credit card payment does not constitute withdrawal.
8. Students who have received scholarships, grants or educational benefits are responsible for notifying the issuing organization.

SATISFACTORY PROGRESS

Students must meet the following criteria at the end of each course to meet Satisfactory Progress requirements:

1. Maintain an overall grade of 70% for sections and modules,
2. Complete all courses within curriculum sections and modules in the allotted timeframe; and

3. be able to satisfy benchmarks for assessment of sections and modules.

The instructor and Sr. Director review student progress during program benchmarks to determine if Satisfactory Progress is being made and maintained. The instructor provides initial academic advising and recommendations. If the student does not maintain Satisfactory Progress the student will be put on probation. See [Probation Guidelines](#).

PROBATION GUIDELINES

Any student who falls below the 70% threshold will be placed on probation. The instructor will work with the student to develop a plan. If the student is not successful in raising their grade to 70% or higher by the next section, the student will be placed on probation. The student will be on probation for 12 weeks. By the end of the probation period if the student does not raise their grade to 70% or higher they will be suspended from the current cohort program.

PETITION FOR REINSTATEMENT AFTER SUSPENSION

A student who has been suspended from a program for unsatisfactory progress is able to apply for the next cohort. To be reinstated in the next cohort the student must complete the following procedures:

1. Complete the [Petition for Reinstatement](#) form
2. Once completed the form is submitted to the Training & Development administrator
3. Supporting documentation must be sent to Training & Development office via email – okc.tdc@okstate.edu
4. If approved for reinstatement the student must take a placement test. The placement test results will be reviewed by the lead instructor who will decide placement in module and section for the student.

CERTIFICATE OF COMPLETION REQUIREMENTS

To be eligible for a Certificate of Completion in Court Reporting, a student must meet the following requirements:

1. Complete all courses within the six modules for court reporting in theory and skill development courses. This may include extra speed building courses.
2. Pass nine 5-minute dictation tests with at least 95 percent accuracy in the following categories:
 - a. three 180 literary tests,
 - b. three 200 jury charge tests,
 - c. three 225 two-voice testimony tests following the college's exit speed requirement policy

WITHDRAWAL FROM PROGRAM

Before withdrawing from the program the student should speak with their instructor.

TRANSFER INTO A COHORT IN PROGRESS

To transfer into a Court Reporting cohort already in progress will be determined on a case by case basis. Student must have completed the Theory curriculum at previous school. To be consider for transfer the following must be completed:

1. Send a copy of transcripts to okc.tdc@okstate.edu
2. Complete the Request to Transfer form
3. Take the Court Reporter placement test with the lead instructor to determine current abilities.

Decisions will be sent to the email address on the Request to Transfer form.

AMAZON CAREER CHOICE

REFUND POLICY

1. Application fees are non-refundable.
2. Request to withdraw from the program must be in writing via email to okc.amazon@okstate.edu
3. A full refund is available within the first 2 weeks of the class.
4. We do not pro-rate refunds after the first 2 weeks.
5. Stopping payment on a check or credit card payment does not constitute withdrawal.
6. Students are responsible for notifying the Amazon Career Choice representative of their status.
7. Students who have received scholarships, grants or educational benefits are responsible for notifying the issuing organization.

ATTENDANCE POLICY

Attendance policy is dependent on program length. Consult the instructor or the class syllabus for specific guidance.

SATISFACTORY PROGRESS

Students must meet the following criteria at the end of each section within a program to meet Satisfactory Progress requirements:

1. Maintain an overall grade of 70% for sections and modules
2. Complete all courses within curriculum sections and modules in the allotted timeframe; and
3. be able to satisfy benchmarks for assessment of sections and modules.

The instructor and Sr. Director will review student progress during program benchmarks to determine if Satisfactory Progress is being made and maintained. The instructor provides initial academic advising and recommendations. If the student does not maintain Satisfactory Progress the student will be put on probation. See [Probation Guidelines](#).

PROBATION

Any student who falls below the 70% threshold will be placed on probation. The instructor will work with the student to develop a plan. If the student is not successful in raising their grade to 70% or higher by the next section, the student will be placed on probation. During the probation period if the student does not raise their grade to 70% or higher they will be suspended from the current cohort program.

PETITION FOR REINSTATEMENT AFTER SUSPENSION

A student who has been suspended from a program for unsatisfactory progress is able to apply for the next cohort. To be reinstated in the next cohort the student must complete the following procedures:

Complete the [Petition for Reinstatement](#) form.

1. The form and all supporting documentation must be returned to Training & Development office via email – okc.tdc@okstate.edu
2. If approved for reinstatement the student will be enrolled in the next cohort available. The student will be required to start the program from the beginning. Any costs are the responsibility of the student.
3. If the student has exhausted their Amazon education benefits the student will be responsible for cost of the program.

COMPLETION REQUIREMENTS

- Medical Coding & Billing
Students must complete each section of the program with a 70% or higher.
 1. Medical Terminology & Anatomy
 2. Medical Billing
 3. Medical Coding
- IT Support Technician
Students must complete each section of the program with a 70% or higher.
 1. Network +
 2. Security +
 3. A+ (Software)
 4. A+ (Hardware)

WITHDRAWAL FROM PROGRAM

Before withdrawing from the program the student should speak with their instructor. Student must complete the Withdrawal Form. It is the student's responsibility to advise their Amazon Career Choice point of contact at Amazon.

[Withdrawal Form](#)

TRANSFER INTO A PROGRAM IN PROGRESS

Employees of Amazon must be granted approval to enroll in a program 15 days before the program has started. Employees are not allowed to enter a program after the start date.

Society for Human Resource Management (SHRM)

The SHRM CP/SCP and the SHRM-Essentials tuition includes lectures, all study materials, access to the SHRM portal and practice tests for certification exams.

Registration and payment must be received 7 days before the first class starts. Any fees to ship materials overnight or rush shipping is the responsibility of the student.

WITHDRAWAL & REFUND POLICY

1. Request to withdraw from the program must be in writing via email to okc.tdc@okstate.edu
2. Students must give 48-hour notice to withdraw from the class to receive a 50% refund. Otherwise, student is not eligible for a refund.
3. Once books and materials are ordered, students who wish to withdraw are not eligible for a 100% refund.
4. Student may transfer the enrollment to another person. OSU-OKC T&D staff will not arrange this transfer, but OSU-OKC T&D office must be notified and in agreement.
5. Stopping payment on a check or credit card payment does not constitute withdrawal.
6. Students who have received scholarships, grants or educational benefits are responsible for notifying the issuing organization of their withdrawal from the program. Responsibility for reimbursement of funds is the responsibility of the student.

ATTENDANCE POLICY

Attendance policy is dependent on program length. Consult the instructor or the class syllabus for specific guidance.