

## NorthWest Arkansas Community College Administrative Policies and Procedures

## **Developing Customized Programs**

3-10-3

## Policy:

- 1. Initial contact between Corporate & Continuing Education and client is made.
- 2. Based on information provided in the initial contact, a needs assessment process is initiated to determine a course of action.
- 3. A proposal is written by Corporate & Continuing Education to the client.
- 4. The proposal is accepted (or rejected).
- 5. If accepted, a Memorandum of Agreement is signed between the company and Corporate & Continuing Education.
- 6. Program development begins.
- 7. The program is delivered
- 8. The program is evaluated.
  - a. by participants Course Evaluation Form
  - b. by the company Post Training Impact Form
- 9. New opportunities are identified.



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Adopted: March, 2004