



NEXT STEP PROGRAM Handbook
Verizon and CWA
Current Revision: March 2010

NEXT STEP PROGRAM HANDBOOK.....	1
2.1 BACKGROUND	6
INTRODUCTION	6
THE NEXT STEP PROGRAM BACKGROUND.....	6
ELIGIBILITY REQUIREMENTS.....	7
2.2 ENROLLMENT CRITERIA.....	9
APPLICATION PROCESS AND REQUIREMENTS.....	9
ENTRANCE TEST PROCEDURES AND REQUIREMENTS.....	10
RETAKE THE ENTRANCE TEST.....	12
DIGITAL AUTHORIZATION FORM	13
PROGRAM SELECTION CRITERIA	14
ASK GUS	15
2.3 PROGRAM PARTICIPATION	16
COLLEGE ENROLLMENT CRITERIA.....	16
CERTIFICATES OF RESIDENCY	16
CLASS LOCATIONS.....	16
CLASS SCHEDULES.....	17
OTHER SCHEDULED ACTIVITIES:	17
COURSE REQUIREMENTS.....	18
TRANSFER CREDIT POLICIES AND OPTIONS	19
<i>Program Policy</i>	19
<i>"No Transfer Courses" (Nonwaivable)</i>	20
<i>Credit for Both courses in a Semester</i>	20

<i>Credit for one course in a Semester</i>	20
GRADE POINT AVERAGE (GPA)	21
NOT MAINTAINING REQUIRED GPA	21
INCOMPLETE COURSES.....	22
FAILED COURSES	22
TRANSFERS TO OTHER NEXT STEP PROGRAM COLLEGES	23
PROGRAM COSTS	23
PROGRAM COSTS NOT COVERED BY THE PROGRAM.....	24
COMPUTERS/CALCULATORS	24
ACCESS TO THE VIRTUAL COMMUNITY	25
CAMPUS FACILITIES	26
STUDENT COMPLAINT PROCEDURES	26
2.4 COMPANY AND PROGRAM POLICIES.....	27
COMPENSATION	27
REIMBURSEMENT AGREEMENT	27
JOB REQUIREMENTS.....	27
JOB FUNCTIONS AND REPORTING LOCATIONS.....	27
BENEFITS	28
UPGRADE AND TRANSFER PROCESS.....	28
SENIORITY	29
DAILY TRAVEL ALLOWANCE.....	29
BOARD AND LODGING.....	29
PROGRAM ATTENDANCE.....	29
<i>Attendance at the Start of the Semester</i>	30
SHIFTED TOUR.....	31
NIGHT TOURS	31
OVERTIME.....	32
VACATION DAYS	32
HOLIDAYS.....	32
CANCELLATION OF CLASSES.....	32
SEPARATION FROM THE NEXT STEP PROGRAM PROCESS AND REQUIREMENTS.....	33

<i>Temporary Separation from the Next Step Program</i>	33
<i>Corporate Leave of Absence</i>	33
<i>Disability</i>	33
For Associates who go on disability after the start of the semester.....	34
<i>Suspension</i>	34
<i>NEXT STEP Program Leave of Absence</i>	35
<i>Permanent Separation from the Next Step Program</i>	35
<i>Student Initiated Withdrawal from Program</i>	36
<i>Academically Ineligible</i>	36
<i>Company Ineligible</i>	36
<i>Termination/Resignation/Retirement</i>	36
APPEAL PROCESS TO REENTER THE PROGRAM	37
2.5 RESOURCES	38
COURSES REQUIRED FOR ASSOCIATE DEGREE IN TELECOMMUNICATIONS TECHNOLOGY:	
VERIZON	38
PARTICIPATING COLLEGES AND COLLEGE COORDINATORS - NEW YORK	39
NY NEXT STEP PROGRAM TEAM.....	40
AUTHORIZATION FOR RELEASE OF INFORMATION FORM.....	41
ASK GUS LETTER MAILED BY HUDSON VALLEY CC.....	42
REIMBURSEMENT AGREEMENT LETTER	43
TRANSFER CREDIT RESPONSE FORM.....	44
PROGRAM WITHDRAWAL/RETREATS AND RECEIPT FOR RETURN OF PROGRAM SUPPLIES	45
ABOUT WWW.NSPINFO.COM.....	46
2.6 INFORMATION ON THE ENTRANCE TESTS AND PREPARATION COURSES..	47
WHAT IS ASSET?	47
HOW DOES ASSET WORK?.....	47
ASSET SCORING	47
HOW ARE ASSET SCORES USED?.....	47
WHAT IS CUNY ACT?	47
HOW DOES CUNY/ACT WORK?	48
CUNY ACT SCORING	48

HOW ARE CUNY/ACT SCORES USED?.....	48
WHERE CAN I GET HELP?.....	48
<i>Home Study Courses</i>	49
<i>Writing Skills: Practical English and the Command of Words</i>	49
<i>Numerical Reasoning: Real Life Math and the Power of Numbers</i>	49
<i>Numerical Reasoning: Basic Math (Lessons 1, 2, 3, and 4)</i>	49
<i>Elementary Algebra: Basic Math (Lessons 5 and 6)</i>	49
<i>Home Study Courses and NSP</i>	50
ONLINE MATHEMATICS HELP	50
USING AN ACT STUDY GUIDE TO PREPARE FOR BOTH TYPES OF ENTRANCE TESTS.	51
APPENDIX 1 TRANSFER OF CREDIT, COLLEGES' POLICIES	53
<i>Broome Community College Policy</i>	53
<i>Bronx Community College Policy</i>	53
<i>Clinton Community College Policy</i>	53
<i>Dutchess Community College Policy</i>	54
<i>Erie Community College Policy</i>	55
<i>Hudson Valley Community College Policy</i>	56
<i>Mohawk Valley Community College Policy</i>	56
<i>Nassau Community College Policy</i>	56
<i>New York City College of Technology Policy</i>	57
<i>New York Institute of Technology Policy</i>	57
<i>Onondaga Community College Policy</i>	57
<i>Queensborough Community College Policy</i>	57
<i>Suffolk Community College Policy</i>	58
<i>SUNY Canton</i>	59
<i>Westchester Community College Policy</i>	59
APPENDIX 2 ATTENDANCE COLLEGES' POLICIES.....	60
<i>Bronx CC</i>	60
<i>Broome CC Attendance Regulations</i>	60
<i>Clinton CC Attendance Requirement</i>	61
<i>Dutchess CC Absences and Tardiness</i>	61
<i>Erie CC Telecommunications Technology Program Attendance Policy</i>	62

<i>Hudson Valley CC Attendance Policy</i>	63
<i>Mohawk Valley CC</i>	63
<i>Nassau CC</i>	64
<i>New York City College of Technology</i>	64
<i>New York Institute of Technology</i>	64
<i>Onondaga CC</i>	64
<i>Queensborough CC</i>	65
<i>Suffolk County CC</i>	65
<i>SUNY Canton</i>	66
<i>Westchester CC</i>	66

2.1 Background

Introduction

Welcome to the NEXT STEP Program (“Program”). This handbook provides associates with general information about the Program. It includes several sections that address eligibility criteria, the enrollment process, company policies, and questions about the Program.

The NEXT STEP Program Background

NEXT STEP is a groundbreaking workforce educational partnership with Verizon, the Communications Workers of America (CWA), and the International Brotherhood of Electrical Workers (IBEW). NEXT STEP is a developmental studies Program that offers qualified Verizon associates an opportunity to earn an Associate Degree in Applied Science with a concentration in Telecommunications Technology. The Program began with a collective bargaining agreement between the CWA, the IBEW, and Verizon. Through an innovative partnership with the Lead Colleges, Hudson Valley Community College (“HVCC”) in New York and Springfield Technical Community College (“STCC”) in New England, and several community colleges within the New York and New England geographical areas (“Partner Colleges,” “Participating Colleges”) the academic Program was created. This partnership provides a progressive, competency-based educational program that will allow associates to keep pace with advancing technology, to understand changing marketplace realities and to develop and heighten customer service skills. The curriculum introduces associates to the latest technology in the telecommunications industry and provides associates with the necessary skills and knowledge to perform effectively in the competitive telecommunications environment of the future.

The Collective Bargaining Agreements (CBA) between CWA, IBEW and Verizon govern corporate-related Next Step Program issues and are the foundation for the guidelines. The exact language may be found in the 2003 NY PLANT CBA or by consulting the local Union representative.

Union - Management Educational Partnership

This partnership is the result of the 1994 bargaining agreement between Verizon, CWA, and IBEW Local 2213 and is part of the Employee Development Program section of that agreement. All parties recognize the telecommunications industry has changed dramatically over the last decade and will continue to change at an ever-increasing pace. For Verizon to meet the competitive challenge, it is important to prepare associates for the continuing changes in technology and the marketplace. The CWA, the IBEW, and Verizon agreed to provide an opportunity for qualified employees to gain the skills, knowledge, and technological expertise necessary to take them all into the future.

Eligibility Requirements

All full-time, permanent Verizon associates who are members of the Communications Workers of America (CWA) or the International Brotherhood of Electrical Workers Local 2213 will have the opportunity to enroll in the Program. The employee must have at least 8 years of net credited service. On September 1 of the year of entrance into the Program, the employee must be in a Field Technician (FT) title, a Central Office Technician (COT) title, or qualified on the UTB-R and the Technical Minicourse (TMC)/ the appropriate qualifying corporate tests. Any job change triggered by acceptance into the Program will be in the same geographic area of the associates' current job regardless of the geographic location of the college chosen.

To be eligible for the Program, an associate must have a high school diploma or General Equivalency Degree (GED) and two years of college preparatory mathematics, or demonstrated competence in math, as defined by college requirements.

Program candidates must at least meet the minimum scores on the four sections of the ASSET OR CUNY ACT college entrance exam(s), as dictated by the college selected by the candidate, before becoming eligible for admission into the Program. Candidates must also meet all college enrollment requisites, as defined by the college's standard policies, before entering and while taking part in the Program. CUNY candidates will no longer need to take both the ASSET and the CUNY ACT tests to be candidates for the

Program, effective with the class entering the Fall 2006 semester (See 2: Enrollment Criteria).

2.2 Enrollment Criteria

Application Process and Requirements

The Program has a yearly registration that generates the applicant pool for a specific academic year. An associate applies by registering on- line or by calling a toll-free number (available for a specific, limited period) during an announced registration. The annual application period begins with an official announcement in late summer and it extends from late summer through late fall). The NEXT STEP Program sends out advance notice to all NY associates about the application period by US mail to the home address of record, and may use other corporate communication medium. The letter details the colleges that the Program anticipates will take part in the cycle as well as specific dates of the registration period since there is some variation year to year. Note: The application and selection for different academic years overlap because of many time-sensitive qualifying criteria. If an associate wants to ensure consideration for each cycle, (s)he must apply each cycle regardless of where (s)he is in the on going selection procedure.

An associate must apply during the proper application period to be eligible to take the entrance test and be considered for admission into the Program. (It is essential that an associate notes and keeps his or her confirmation number for future reference. An associate can have as many as two unique confirmation numbers at any given time, one for each of the overlapping cycles).

During the application period, an associate must provide his or her name, social security number, and the name of the college (s)he wants to attend (an associate may only select one college, but may change the selected college as long as the application period is still open. At the end of the application period for each academic year the college choice is locked in as the last college selected for a particular registration period). In addition, new-to-craft (NTC) associates must provide valid driver license information, including issuance and expiration dates, and select a job function(s) for which he or she wants to qualify. Effective 2009 all associates will also need to accept the electronic Authorization Form during registration in order to complete the registration.

The net credited service date (NCSD) drives participation in the Program's College entrance test(s). Each qualified associate invited to take the entrance tests will get a letter sent to the address of record with the examination date, time, and location.

Once an associate successfully completes the entrance test, his or her scores remain valid until the associate enters the Program. Effective with the cohort entering the Program in the Fall 2005 semester, all candidates for CUNY colleges must take and pass the current version of CUNY ACT tests, regardless of past performance on any other test. Effective with the Fall 2006 semester or later, CUNY candidates cannot be excused from the entrance test. All testing is by seniority within each college's pool of candidates for the respective registration period.

Those associates who do not reach the minimum score(s) for any section of the entrance test should take a development course(s) to strengthen competency in those areas. Associates testing at a non-CUNY college must take a developmental course before taking the test on the third and each subsequent time for any section of the entrance test. Associates must wait for the next testing cycle to retest. Candidates for a CUNY college must check with the specific college about the compulsory remediation that is required for all CUNY candidates before any retesting.

Entrance Test Procedures and Requirements

The entrance test evaluates a student in four basic skill areas: reading, writing, basic mathematics and elementary algebra. The evaluation is a placement tool for technical education programs nationwide.

Comparison of an associate's test results against national norms predicts if an associate has the ability necessary to perform college level work in a technical curriculum. An associate who has not met the test benchmarks may experience significant difficulty in completing the demanding courses within the Program.

Associates do not need to study for the entrance test, however the handbook section 2.6 (Entrance Test Information) has the four skill areas appearing on this evaluation for practice.

Each Partner College offers an entrance test following each application period. The colleges schedule the test date and time, normally Monday through Friday between the hours of 8 AM - 5 PM.

An invitation letter letting the associate know the date, time, and location for the entrance test goes to the home address. The first time testing, an associate takes the test during company time. The entrance test can last from 4 hours to a full day, depending on the college selected. Associates scheduled to take the test in the morning can expect they will return to work for the rest of the day. Those scheduled for the entrance test in the afternoon will report to work in the morning and get release time to travel to the scheduled test location.

If an associate cannot take the test on the date scheduled, (s)he must call 1-800-883-2220. Hudson Valley CC, the lead college, will ask why the associate needs to reschedule the test date and it has the final authority to decide if there is "just cause" to warrant a change. If an associate fails to call and reschedule the entrance test date, (s)he may arrange with the Partner College to take the entrance test on his or her own time. However, Partner Colleges are not obligated to arrange another test session for an associate and do not have to add testing sessions. Therefore, if the candidate cannot take the test at another time during the testing cycle, (s)he is no longer eligible for that application period.

If an associate does not plan to take the entrance test, (s)he must contact the Program Administrator by email at m.malone@hvcc.edu or by fax to 1-518-629-7543 as soon as possible after getting the invitation. Invitations to test depend on seniority and on the pool of tested candidates, so not all associates test. If an associate applied for the Program during that cycle, does not get a test date, and believes (s)he should have been scheduled to test, (s)he should contact the Program Administrator by email at m.malone@hvcc.edu or by fax to 1-518-629-7543.

All supervisors are provided an opportunity to schedule their associates to take the entrance test, so they can coordinate test dates with work schedules. In the absence of VZ scheduling their associates, the Lead College will schedule the remaining candidates. The NEXT STEP staff will provide the field with the final list of scheduled

NYPH_web_030510 f

associates which includes those VZ scheduled and those the Lead College scheduled..., NSP staff asks the field managers to share the schedule with their candidates/associates, however all candidates under consideration receive at their home address an official letter of confirmation.

On the scheduled test date, the associate must bring the letter received from the Program confirming the date and location of the test and his photo identification card.

Associates who do not have the proper identification will not take the entrance test.

College policies may vary on whether to allow the use of calculators in some of the higher-level math test sections of the college entrance test. College policy on the use of calculators prevails. Each associate needs to take the entrance test at the college that (s)he selected. The Lead College will manage any exception to ensure that no disparate treatment occurs.

Whenever possible, college staff evaluate the entrance tests immediately after completion, so associates will receive their results before they leave the testing site. If this is not possible, the associate will receive test results in the mail at his or her home address no later than six weeks after the test date. Tentative dates for the mailing are posted on the homepage of the Program's website.

Retaking the entrance test

An associate can retake the portions of the test not successfully completed. However, retesting will take place following the next application period in which the associate applies for the Program and has met any remediation needs. For applicants to a CUNY college, the applicant **MUST** complete an approved form of remediation before retesting. Each of the CUNY colleges (Bronx, Queensborough, and New York City College of Technology) defines acceptable remediation. For non-CUNY colleges, the applicant must provide proof of having taken and passed a relevant course since last testing before testing on the third and each subsequent time (retests). Since remediation may call for taking a full-semester class, applicants need to check with the college Program Coordinator just after testing to find out what steps to take to be eligible to retest.

An associate only needs to retake the portions for which (s) he did not meet the minimum scores. However, any associate applying to a CUNY college must take and pass the current version of the CUNY ACT test, regardless of past performance on other entrance tests. Again, effective with the Fall 2006 semester, all CUNY candidates must take the entrance test regardless of the CUNY exemption policy. When an associate does not meet the minimum test scores college staff will give the associate a development plan that can help him or her in preparing for the entrance test. Each eligible associate will get a letter during the next testing cycle of the location, date and time when (s) he can retake the missed part(s) of the test. The associate is responsible for completing all needed remediation and letting the college know that (s)he will take the test. If the associate misses the “reschedule dates,” the associate must wait for the next testing cycle. Remediation and retesting takes place on the associate’s own time.

Each potential candidate should brush up on his or her math skills even if (s)he has reached the minimum algebra score because the Next Step curriculum is a heavily math-based technical curriculum. As already mentioned if an associate did not achieve the needed minimum score in algebra as well as in reading, writing, or numerical skills, (s)he will have an opportunity to take developmental courses. Retesting would follow the next application period to qualify for the Program during that cycle. Each associate should check with the Verizon Tuition Assistance Plan to find out if tuition reimbursement is available for developmental courses. The Partner College will let each associate know which course(s) would be suitable for him or her to attend. It is the associate’s responsibility to apply during the next open enrollment period and to let the college know that (s)he wants to retest. All retesting takes place on the associate’s own time.

Digital Authorization Form

Effective 2009, for associates applying to start the Program in the Fall 2011 semester, a digital acceptance of the Authorization Form is required. The Authorization Form allows colleges to provide specific information to HVCC and for HVCC to report Program status and summary information to Verizon and Partner Colleges. Previously, the Program required associates to submit a signed paper copy of this form, along with the social security number before taking the entrance test. To be responsive to associates

requests for greater security of sensitive information, the Program has eliminated the paper Authorization Form. At the time of registration, applicants will be required to accept the Authorization Form digitally. Failure to accept the form will prevent registration. The content of the form has not changed. Associates can print the full authorization form that appears with the online registration.

Program Selection Criteria

An Associate's acceptance into the Next Step Program is determined by:

1. The number of available openings at each Participating College
2. The seniority, by college, of the Verizon associates who apply to the Program during the relevant registration period. The Program establishes a new applicant pool every academic cycle. This is used to place associates 18 months later in college classes, i.e., the candidate pool established during the fall registration that took place between August and November 2008 will start the Fall 2010.
3. The Lead College (HVCC) ranks all associates who are entrance test qualified, according to seniority by college, as defined by the CWA/Verizon bargaining agreement.
4. Candidates in a technical field remain in their job assignments and their placement in the academic portion of the Program is only contingent on reaching the candidate's NCSD and the candidate meeting the academic requirements.
5. Candidates that are new to the craft (NTC) must meet the academic requirements as well as meet all corporate qualifying requirements for the function(s) selected at the time of registrations for the academic year in question, if the associate's NCSD is reached. Additionally, the associate must be senior enough for one of the limited number of job placements.
6. The Next Step Program makes provisional invitations to qualified associates according to these criteria, until all available seats at the Participating College are filled OR until the Program freeze date is reached AND all qualifications are met.

Ask Gus

A written notification will advise associates that they have the ability to access status information via the Program's web site under ASK GUS—A S(imple) K(ey) to G(et) U(pdated) S(tatus) in a secure socket layer.

As with other NSP correspondence, the Program mails this letter to the associates' home address as it appears in the official corporate records. Associates are able to track their progress through the Next Step Program qualification process, information regarding their qualification status, at www.nspifo.com under ASK GUS_ accessed by using a unique user identifier and password. There are periodic updates made to the information posted, with the date of the last update indicated.

2.3 Program Participation

College Enrollment Criteria

At some point, each qualifying associate will complete the Partner College's registration paperwork, generally around the orientation period. During the entrance test, associates also find out about any other information the college may need, including Certificates of Residence, high school transcripts, or GED score reports, college transcripts and proof of immunizations to complete enrollment. Associates must provide the information requested by the deadline indicated by the college since not supplying the college with the needed documentation will prevent the associate from starting in the Program.

Certificates of Residency

When a Partner College receives partial funding from the communities they serve, all associates taking part in the NEXT STEP Program must provide a certificate of residency to their college every year. The address that appears in the official corporate records is the associate's official home address. The certificate of residence allows the Partner College to bill the home communities (within the state of NY) for the additional funds. Any associate who fails to provide a yearly certificate of residency by the college deadline and whose official address is within the state of NY will be responsible for the extra, out-of-state tuition costs, which are considerably higher than in-state tuition. Verizon will not pay these costs. Failure by the candidate to pay these costs may result in the college being unable to register the associate for later semesters, withholding of transcripts and degrees, and separation from the Program.

An associate needs to be aware the colleges can demand payment of the disputed funds even if (s)he is no longer a participant in the Program.

Class Locations

The Program has partnerships with 15 colleges in the New York area. All classes take place on these college campuses. The Watertown classes are held at the Watertown NY BOCES with the instructors teaching from the Erie CC campus. Each student may attend the college of his or her choice, however as described in the Verizon and CWA letter of agreement, associates will not receive DTA (daily travel allowance) to travel to and from college locations. (A list of Partner Colleges is in Section 2.5 of this

handbook). The associate locks-in the college choice at registration for first semester after acceptance.

Class Schedules

Classes take place Monday through Friday during company time, usually on the same day each week for an eight-hour day and run for 15 weeks each semester. Each semester the associate will attend two courses on the same day from the Associate Degree in Applied Science Telecommunications Technology: Verizon curriculum.

Associates must take the courses on the day offered. If on acceptance to the Program an associate finds that (s)he cannot attend classes on that day, (s)he must call 1-800-883-2220 to have his or her name removed from the roster. Please remember that an associate must apply for the next selection cycle to be eligible for that cycle.

The Partner Colleges advise associates, as early as possible, before the start of the semester, through the www.nspinfo.com web site or through the college Program Coordinator, of the dates and locations for that semester's classes. The Partner Colleges register only those associates listed in the official roster. Only the Lead College may add to the roster so if there are any problems the associate should call 1-800-883-2220 to resolve the issue. The NEXT STEP Lead College provides the approved roster to Verizon, listing associates in the Program at the start of each semester. The notice also references the web site for the class schedule and any schedule adjustments for each Partner College so managers can adjust work assignments.

Other Scheduled Activities:

Before the start of the first semester, an extra day is scheduled for an orientation. The orientation is set up primarily to provide the NSP participants and the college the time to complete the academic enrollment process. It also provides an opportunity to discuss roles and responsibilities with the participants as students and as Verizon employees. The Participating College Program Coordinator organizes and conducts the Orientation day. Following are some of the topics covered:

- Program philosophy and goals
- Verizon Next Step Program orientation video
- Participating College registration/enrollment requirements

- College and Program policies and procedures
- Highlights of critical elements of the NSP Handbook
- Academic calendar

The CUNY Proficiency Exam will require an extra half-day scheduled by CUNY Central according to the college testing policy. This occurs in the semester in which the student attempts his/her 45th credit hour. If the student has not taken any courses at a CUNY college besides NSP courses, this will generally occur in the student's 6th semester of the NSP. If non-NSP courses have been taken, the student may reach the 45th credit hour prior to the 6th semester.

There may also be an extra half-day scheduled during the eighth (final) semester for a graduation recognition event (GRE). The GRE involves the college setting up a luncheon or dinner and the associates are given 4 hours off to attend or prepare for the event. The formal college graduation ceremony and rehearsal are not sponsored events and associates who wish to attend these should do so on their own time.

Course Requirements

To graduate with an Associate Degree in Applied Science-Telecommunications Technology: Verizon, the associate must successfully complete sixteen courses, for sixty credit hours. An associate must attend the courses in a fixed sequence. All courses must meet Program curriculum requirements. Each semester the associate will attend two courses for 15 weeks. There will be no classes scheduled during July and August.

A Program participant earns a degree by successfully completing all course and college requirements as defined by the college that he or she attends, usually after completing four years of study. A Program participant must have a 2.0 Grade Point Average (GPA) to graduate and receive the college degree. Additionally, each associate attending a CUNY college (Bronx, New York City College of Technology, and Queensborough) must pass the CUNY Proficiency Exam (CPE) in order to be awarded a degree (see the appropriate CUNY college website regarding CPE details and restrictions).

Transfer Credit Policies and Options

Beyond specific Next Step Program (NSP) policy limits, the decision to grant or not grant transfer credit for previous college coursework is the academic decision of the individual colleges. Appendix 2 contains each college's policy for transfer of credit. All colleges follow the Program policy, at a minimum, but may impose policies that are more rigorous.

Program Policy

Students can receive transfer credits, based on the college transfer policy, except for those "nonwaivable" courses set by the NSP. Effective Fall 2005 new participants may receive transfer credit for no more than four Program courses, consistent with the college's general transfer credit policies. The associate selects the courses for transfer of credit, during the first semester, in consultation with the college's NSP Coordinator. This is not negotiable. Since the normal policy at each college will apply, specific course details may vary from one college to the next. It is the student's responsibility to apply for transfer of credit, as covered during the Next Step orientation session. The application (for transfer of credit) begins once the student has provided an official transcript to the chosen college. The deadline for the review and awarding of transfer credits coincides with the end of the first semester

The curriculum teams continually review, and revise the NSP courses to stay current with changing technologies and industry needs. As a result, course content and course sequences may change through time. These changes could have an impact on those associates who need to step away from the academic sequence and then wish to reenter the Program. If a student receives transfer credit for a course or has completed a course, and the content has later significantly changed, that student may need to take some courses on his her own time before rejoining the Program. The Lead College and the associate's college, working with the Program Co-Directors make the final determination.

Note: Courses successfully completed with the Program may not be audited. Therefore, the associate must return to work in those cases where the sequence change has a mix of a new and an already taken course.

Once a student enters the Program (s)he cannot take extra courses outside normal scheduled class hours and apply for transfer credit for use in the Program curriculum.

"No Transfer Courses" (Nonwaivable)

The Program does not allow transfer of credit for the first semester courses as well as the four telecommunications courses since these will cover the latest technologies.

In addition, students must take the Labor History (social science) capstone course that applies technologies and competencies learned in the Program to the workplace. These courses take place on company time during normally scheduled Program class days.

Credit for Both courses in a Semester

A student who has transfer credit for both courses in a given semester is a student with advanced standing. Students with advanced standing status can move to the more advanced group to take the next NSP courses needed. They need to meet certain conditions: the college has a cohort for the course, it has seats available to house the student, and the student meets course prerequisites. Alternatively, (s)he may choose to return to work for that semester and rejoin his or her group for the next courses in the sequence.

Credit for one course in a Semester

There are two choices for a student who has transfer credit for only one course in a given semester. (S)he can either audit the transferred credit course, or report to work for that portion of the day. The student should consider his/ her choice since there are college registration deadlines that could void any change in the choice made.

1. Where auditing is a college alternative, if a student chooses to audit, (s)he must take part in all course activities and must complete all course assignments except the final exam. The college is the final arbiter of the associate's auditing responsibilities. The college has the right to refuse participation to any associate who becomes disruptive or does not comply with the instructors' academic standards. Removal from an audited class will result in the associate's separation from the Program.

2. If (s)he chooses to return to work, this must comply with Verizon guidelines for the specific portion of the day that encompasses the waived course. The associate is responsible for working out with his or her supervisor travel time and job assignment. The Lead College will let the appropriate corporate representative know the associate will be back at work for part of the work tour.

It is important to remember that NSP courses with their specialized content are not equivalent to similar courses they might have taken in the past. Skills and knowledge related to Blackboard, NSP e-mail, other specific computer applications, and Verizon umbrella competencies appear throughout all NSP courses. Therefore, associates should carefully choose courses when seeking transfer credit since the choice may affect student performance and grades in later courses.

Once an associate has chosen to audit or return to work, (s)he cannot change the decision for that particular course.

Grade Point Average (GPA)

Students in the Program must comply with the standard college policy on academic standing and GPA. Policies may vary from one college to the next. Each participating college publishes these guidelines in their catalog. Each student will receive a copy of the college handbook for his or her Partner College from the Program Coordinator at his or her school, or be referred to the college website if a hardcopy catalog is not published or distributed. Successful completion of each course is a Program requirement. Colleges are responsible for providing timely intervention and support to a student when it is determined that (s)he is in jeopardy of achieving the overall 2.0 GPA required for graduation.

Not Maintaining Required GPA

The college under the normal college process may terminate a student who falls below the required GPA. In addition, the NSP may remove a student when the GPA falls below that college requirement or if it becomes mathematically impossible for the student to reach a GPA of 2.0 or better needed to graduate.

Incomplete Courses

Next Step Program students must complete all required course work. An “incomplete” course grade must comply with the college policy and will be given only in hardship or emergency conditions. To remain eligible to continue in the Program, a student must resolve all incomplete courses within 30 days of the end of the semester at the college, or by the start of the next semester, whichever occurs first.

Failed Courses

Failure of any course is serious and usually is cause for dismissal from the Program. If an associate fails a prerequisite for a course scheduled for the next semester (s)he may not continue in the Program. The associate will move to the Field Technician or Central Office Technician occupational classification, job, and pension band, according to the job assignment performed while a TTA.

For courses that are not a prerequisite for another course, the following applies: An associate who receives a failing grade in the Program must make up the course on his or her own time. (S)he must receive a passing grade, before graduation and may continue in the Program. Courses that fall into this category for classes graduating in the Spring 2009 or earlier semester are Physics and English II. The course that falls into this category for those graduating in the Spring 2010 semester or later is English II.

The associate will have to make up the course sooner if it is a prerequisite for another course. If an associate receives a failing grade for English I, (s)he must take and pass a comparable course(s) before taking English II in the 7th semester. If an associate receives a failing grade for Digital Systems II (s)he must take and pass a comparable course(s) before taking Telecommunications II in the 6th semester. A course(s) that constitutes a comparable course(s) is as pre-approved by the NSP Program Coordinator at the specific Partner College. Because of the unique nature of the NSP classes, the college may specify that multiple courses must be taken and passed in order to make up an NSP course.

The associate may not take any of these courses through the Verizon Tuition Assistance Plan. If an associate is having difficulty with a course or is struggling to keep up with the predetermined academic requirements, (s) he should seek help. Extra help NYPH_web_030510 f

is available from various avenues such as, peer tutors, college resource center, the college instructor, a private tutor or by speaking with the Program Coordinator at the Partner College. Note: The Program does not cover the cost of private tutors.

Transfers to Other NEXT STEP Program Colleges

During the application period, an associate may only select one college, but may change the selected college as long as the application period is still open. At the end of the application period for the particular academic year, the last college selection is locked in as the associate's college choice. After completing one full semester, an associate may ask to attend a different college. (S)he must meet the normal college transfer policies (transfer to the CUNY colleges might mean taking the CUNY ACT test), and be eligible at the new college based on net credited service date. The Lead College will evaluate the impact of the transfer on the colleges under consideration. The same cohort must exist at the new college and the college must have seats available. The Lead College could deny the transfer if it were to affect either the college or the Program negatively. The Program denies a college transfer to an associate whose credits are not transferable. Associates should submit the college transfer request, in writing, to HVCC thirty days before the start of the next semester. The college to which the associate is requesting the transfer might require the submission of an official transcript (s), at the associate's expense. The college transfer request should be sent by email to malonmar@hvcc.edu or by fax to 518-629-7543.

Program Costs

The Lead College, through its agreement with Verizon pays the Partner Colleges for sanctioned Program costs. Each college will bill Hudson Valley Community College for these expenses. Students should not pay for any Program-related items directly, nor should they buy Program-approved educational materials out-of-pocket.

The NEXT STEP Program pays for tuition costs including registration fees, laboratory fees, graduation fees and other mandatory fees charged to the normal student population at Participating Colleges. The Lead College orders and delivers most textbooks and workbooks to the Participating Colleges. (Associates can keep textbooks for personal use; however, they cannot sell them.) The Lead College will recycle surplus

NYPH_web_030510 f

books to future Program participants whenever possible. A student withdrawing from the Program while a semester is in session must return the books assigned for that semester.

Program Costs Not Covered By The Program

Associates will be responsible for the college expenses incurred when they fail to comply with college policies, including submission of certificates of residency, where applicable; immunization; campus traffic violations; library late fees, etc. Under no circumstances will Verizon pay for expenses related to the failure of a student to meet any college requirement.

Verizon associates need to purchase personal supplies, such as notebooks, paper, pens, pencils, and computer diskettes. Verizon will not reimburse for these expenses. Associates are also responsible to pay for any private tutoring they may need.

Computers/Calculators

Each NEXT STEP Program student will be loaned a laptop computer and calculator during his or her participation in the Program. Each college will give out computers and calculators to the Program students during the first semester. Each student must sign an Equipment Custody Form, which identifies the individual and the serial number of the assigned computer and calculator, to be used for tracking purposes. The computer and calculator are leased by the Lead College, are Program property, and are provided for the use of the student while enrolled in the Program.

Students are responsible for the care and safety of their computers and calculators. They are also responsible for reporting any problems or theft of computers or calculators to the college Program Coordinator immediately. In addition, any loss of computer because of fire, theft or any other personal catastrophic event requires a police report. Students are responsible for the repair or replacement of their assigned laptop computer when damaged because of abuse or negligence or if the repair falls outside the scope of the warranty.

HVCC and the Participating College will review all requests for replacement equipment and supporting documentation. Upon approval, the student will be provided with a

replacement calculator or computer. Replacement computers may be equivalent or older than the broken one, depending on available inventory,

The Lead College reserves the right to reject any requests for replacement calculators and computers when it gets inadequate documentation or it concludes the student has excessively abused the equipment.

If an associate leaves the Program for any reason, (s)he must return assigned books (for the current semester), computers, software, calculators and equipment to the respective college. In rare cases, with prior approval of the NEXT STEP office, he or she may return the items to the associate's supervisor.

The Program has a procedure in place to recover computers and calculators from any associate who leaves the Program without returning the laptop assigned to him or her. If those procedures fail to get the items back, the associate's case goes to a collection agency. The agency pursues indemnification of the Program cost of the computer and associated collection costs. Associates should keep in mind that each laptop computer and associated software costs in the neighborhood of \$2,000. It is this replacement value for which the collection agency will seek remuneration if a laptop is not returned.

Access To The Virtual Community

Hudson Valley CC maintains the Program's website, www.nspinfo.com. The website houses all the components that support a virtual learning community to supplement classroom work. The site includes a variety of applications and links that help in registration, associate status information, class schedules and web links to the participating colleges. It also provides links to many related sites.

The Program uses Blackboard® - a class management program that is widely used throughout higher education. It securely links students, college faculty, and Program administrators; Blackboard extends the boundaries of the classroom beyond the individual campuses. Students and faculty can collaborate on class work and projects outside of the normal class time. The Program's e-mail system integrates students, college faculty, and Program administrators and it is used to distribute Program information to college administrators and students.

Campus Facilities

Program students have full access to their college campus facilities, as described in each college's handbook.

Student Complaint Procedures

Each participating college has procedures for handling student complaints, as outlined in their catalog or handbook. The college catalog is the college specific set of requirements. If a complaint is academic, rather than Program specific, the student must follow normal college procedures as described in the college catalog. For problems specific to the Program, the student should contact the college Next Step Program Coordinator. (See section 2.5 Resource for reach numbers).

2.4 Company and Program Policies

Compensation

Attendance at the college/university shall be treated as a workday.

The title upgrade for Field Technicians and Central Office Technicians to Telecommunication Technical Associate and the new pay treatment will be effective the first day of the week (Sunday) in which the employee is scheduled to begin college classes. New to Craft associates title upgrade is effective the first day of the week (Sunday) in which the employee is scheduled to begin the pre-university job assignment. . At this time, the employees' wages move to the maximum weekly wage rate of a Field Technician/Central Office Technician salary.

Reimbursement Agreement

During Program offers, associates need to sign a reimbursement agreement. It requires associates to repay Verizon for the Next Step tuition costs if (s)he voluntarily leaves employment of the Company within 2 years after completion of the Program. Associates cannot enter the Program without this signed agreement. Repayment does not apply when the associate retires with a service pension.

Job Requirements

An associate must meet the basic qualifications for the job duties for the TTA title. Since TTAs may be assigned to jobs including both inside and outside responsibilities, DOT medical examinations, working a loft or pole climbing, pole climbing with hooks, (as defined by geographic area), driver licenses, and other company tests may be required.

Job Functions and Reporting Locations

Associates who are field technicians and central office technicians do not require any job function change.

The following provisions are in the CWA/Verizon contract about associates who are "new to craft" (NTC). (The contract defines NTC as those associates who wish to enter the Program and are not in the Field or Central Office Technician job classifications before entering the Program). The NTC must move to either the Field Technician or the Central Office Technician job functions once (s)he fully qualifies and before classes

start. The initial period known as the pre-university job assignment starts approximately six months before starting college classes. On occasion, the pre-university job assignments might exceed the six-month benchmark (up to one year) because of college start up schedules.

The pre-university job assignment provides an opportunity for basic corporate and on-the-job training before the associate begins course work in the degree program coincident with the start of the academic calendar. Retreat rights for the company and the associate will apply during the pre-university job assignment.

For employees (NTC), whose current work location is in Upstate New York, the employee will select a work location, by seniority, as offered by the Non-surplus transfer letter. Employees (NTC) whose current work location is in Downstate New York (Westchester and south) will select a work location as offered by the company in a plant organization within the relevant UTP area.

All associates in the Program will meet the basic qualifications for the job duties assigned. If an associate fails to meet the basic qualifications for the job duties while enrolled in the Program, (s)he will return to his or her former job title, pension band and work location.

Benefits

All applicable benefit plans and programs currently in effect under the 1994 Memorandum of Understanding, including Workers Compensation coverage, will apply to an associate's attendance in the Program.

Upgrade and Transfer Process

TTAs will not be eligible to take part in the SPV process or Article 36, Inter-area Transfer Requests, for 36 months from the date upgraded to TTA title. TTAs will be included with the classification they are assigned to (COT and FT) for Article 8 moves within their Article 8 unit.

After 36 months in title, TTAs can take part in the SPV process, and may bid for COT and FT vacancies regardless of their current occupational classification assignment.

After 36 months in title, TTAs will be included with the occupational classification assigned to (COT or FT) for Article 8 and Article 36 transfers, subject to all requirements and conditions of those articles.

Seniority

Before receiving the TTA title and assignment to a work location, associates (NTC) will be offered job opportunities by seniority within a UTP area.

Daily Travel Allowance

No student will receive a daily travel allowance for the one day a week that they travel to college while attending classes (Clarification: this includes travel to and from testing locations, Program orientation, and graduation events).

Board and Lodging

No student will receive board or lodging expenses to attend the Program.

Program Attendance

Class attendance for the Program is a normal workday, paid at straight time under the collective bargaining agreement. It is not intended to prejudice or provide windfalls for an associate, because of an unintentional or peculiar application of the collective bargaining agreement.

As with any other day of work, associates must report to the work location assigned. While attending the Program, students must attend class when scheduled. Students must let their supervisor and the Program Coordinator at their assigned college know if they are unable to attend a class for any reason. Only Verizon management can approve an absence under company policies and guidelines.

It is the responsibility of the individual student to gain approval from the faculty to make up any course work because of his or her approved absence. Where the college has defined more strict rules to this policy those rules apply.

Effective with the start of the Spring 2007 semester the Student Handbook includes the college-specific attendance policies as well as a clarification on the Program implications of missing classes. As a student of the college, an associate must follow the college-specific attendance policy. The full text for all college-specific attendance policies can be found under “Classes, Schedules & Policies” ... “NY College Attendance Policies”.

Attendance at the Start of the Semester

Special Condition 1: Applies to returning students who are not on disability.

If that student is, absent from the first two classes and has not arranged with the assigned Faculty to keep up with the work, (s)he will be withdrawn from all semester classes and will be retreated from the Program.

Special Condition 2: Applies to new students who do not have the TTA title.

An associate who is on disability becomes ineligible and needs to register during a future enrollment period for Program consideration.

Special Condition 3: Applies to students who have the TTA title.

When an associate is on disability at the start of the semester, he or she is withdrawn without prejudice and is eligible to restart in the next available semester after returning to a full day of work.

Note: The disability guideline appears under Temporary Separation from the Next Step Program and is here for easy reference.

Disability

An associate, who is absent from work due to a disability, is not to report to school on his/her assigned day. If an associate attends school while out on disability (s) he is in violation of company policy. This violation may result in disciplinary action that might include termination from the Program and loss of benefits. An associate who is about to start the Program and is on disability will be made ineligible and is required to register during a future enrollment period to be considered again.

Hudson Valley CC will inform the Partner College Program Coordinator and the associate (via US mail to the home address of record) once Verizon has confirmed the associate is ready to return to classes. An associate who is returning from a disability must be working a full day tour to return to NEXT STEP Program classes

For Associates who go on disability after the start of the semester.

An associate who goes on disability after the start of the semester is required to comply with their college attendance policies.

As mentioned above, associates cannot attend classes while out on disability, however, depending on the nature, severity of the illness, and the college policy, the associate may wish to keep up with the work until (s)he can return to class. The NSP team suggests that this option should only be considered if the associate expects to have a speedy return from disability and is comfortable with the academic material. If an associate decides to keep up with the work while out on disability, the following criteria must be met:

1. The associate must get documented support from both instructors stating that the associate can keep up with the coursework and lab work remotely.
2. Once this option is chosen, the associate gives up the protection afforded by the disability status and the disability will not be considered a reason for failure to meet all class requirements.

Shifted Tour

Shifted tour provisions do not apply to a student's college attendance. Assignments to those tours continue, as they have in the past. On the day they attend class, their work shift must be 8:00 AM to 5:00 PM.

Night Tours

Enrollment in the Program does not remove associates from night tours unless their Program participation interferes with their ability to work night tours on workdays when they do not attend class.

Overtime

TTAs are integrated into current overtime procedures; however, during the period of cross-training (inside/outside), employees may not be qualified to perform all overtime work or because of specific cross-training obligations may not be available to work overtime.

Vacation Days

Associates who take vacation on a scheduled college day do NOT get additional time off to attend college since the college program happens on specific days each semester. If an employee misses class, it is his or her responsibility to make up the course work on his or her own time. (Clarification: this does not override the particular attendance policy of the college; it just provides explanation of corporate treatment.)

If an employee attends class during a scheduled vacation week, the employee will be granted another vacation day.

Holidays

If the college holds class on a designated (Article 24) holiday and the employee chooses to attend class, the employee will be granted another day off with pay. The day off may be taken that week or within the following three weeks instead of the Article 24 holiday. (Clarification: this does not override the particular attendance policy of the college; it just provides explanation of corporate treatment.)

There will be times when the school will not hold class on the normally scheduled day because of designated school holidays. On these occasions, employees will report to their normal work location. In addition, employees may be required to attend class on a different day than normally scheduled due to school-designated holidays. Associates need to let their supervisors know of any changes in the class schedule as far in advance as possible. The changes to the class schedule appear on the Program website under the schedule section.

Cancellation of Classes

If it is necessary for the college to cancel a class, the colleges' normal class cancellation policy will apply. In cases of class cancellations, employees must report to their
NYPH_web_030510 f

assigned company work location. Most colleges have emergency closing information on their website. Associates can also check the Program website nspinfo.com for links to the Participating Colleges' sites.

Separation from the Next Step Program Process and Requirements

Temporary Separation from the Next Step Program

Please note the following important information when going on any type of temporary separation from the Program: Effective with the Fall 2006 semester, the Program has made sequence and content changes to some of the Next Step courses. Prior to re-entry, the affected associate will receive notification from Hudson Valley CC, the Lead College, regarding the missed content and what the associate is advised to do to make up this missed content. Associates must make up the missed course content on their own time. Failure to cover the recommended material would negatively affect the successful completion of subsequent courses.

Corporate Leave of Absence

Any NSP participant granted a corporate leave of absence has an automatic leave from the Program. The associate, with the corporate leave, is responsible for notifying the Lead College to make sure the appropriate documentation of the temporary leave is made. The associate must return all materials as if (s)he were permanently leaving the Program.

An associate returning from a corporate leave of absence and seeking to return to the Program needs to know the timing of his or her return to the Program will vary. It will depend on the number of openings available, duration since the associate last attended classes, courses cycle, and courses needed by the associate.

Disability

An associate who is absent from work, on disability, may not go to school on his or her assigned day. If an associate attends school while out on disability (s)he is in violation of company policy. This violation may result in disciplinary action that might include termination from the Program and loss of benefits.

Hudson Valley CC will inform the Partner College Program Coordinator and the associate (via US mail to the home address of record) once Verizon has confirmed the associate is ready to return to classes. An associate who is returning from a disability must be working a full day tour to return to NEXT STEP Program classes

For Associates who go on disability after the start of the semester.

An associate who goes on disability after the start of the semester is required to comply with their college attendance policies.

As mentioned above, associates cannot attend classes while out on disability, however, depending on the nature, severity of the illness, and the college policy, the associate may wish to keep up with the work until (s)he can return to class. The NSP team suggests that this option should only be considered if the associate expects to have a speedy return from disability and is comfortable with the academic material. An associate considering keeping up with the course work while out on disability, must meet the following criteria:

1. The associate must get documented support from both instructors stating that the associate can keep up with the coursework and lab work remotely.
2. Once this option is chosen, the associate gives up the protection afforded by the disability status and the disability will not be considered a reason for failure to meet all class requirements.

See attendance for complete attendance guideline.

Suspension

Any associate suspended from work cannot attend scheduled NEXT STEP Program classes during his or her period of suspension, unless exempt by Verizon and CWA agreement. It is the responsibility of the individual student to make up any course work because of his or her absence.

NEXT STEP Program Leave of Absence

Any Verizon associate wishing to take a leave of absence from the Program must contact the Program Co-Directors to request the leave. The request must be documented and the associate must continue to attend classes until told of a decision. If the leave is granted, the associate must return all materials as if he or she were permanently leaving the Program.

The Program grants a leave of absence for a specific period and the associate must return to the Program at the end of that period. An associate who does not return will be treated as if (s)he had requested a retreat from the Program and must appeal if (s)he wishes to re-enter the Program later.

Hudson Valley Community College will coordinate all such requests with the Co-Directors and the Partner College.

Permanent Separation from the Next Step Program

There are several ways to be permanently separated from the Program. This section will cover those conditions. It will be followed by an outline of the steps necessary to appeal for re-entry.

To withdraw properly from the Program an associate must:

- discuss the circumstances of the withdrawal with the union Co-Director when possible
- notify the Partner College Program Coordinator
- complete a Next Step Program Withdrawal Form
- follow the Partner College's standard procedures for withdrawing from a degree Program
- return his or her laptop computer, calculator, and textbooks for the current semester to the Program Coordinator at the Partner College within 48 hours

It is very important that an associate follow the college's standard procedures for withdrawing from a degree program and follow the documented NSP procedure of notifying the college Program Coordinator of the intent to withdraw. Failure to follow procedures will affect future considerations for appeal to re-enter the Program.

Student Initiated Withdrawal from Program

An associate may withdraw from the Program at any time and for any reason. If an associate drops out of the Program, the associate must retreat to his or her previous title, and cannot take part in any SPV consideration for one year from the retreat date. The associate must complete the withdrawal processes (Program and College withdrawals).

Academically Ineligible

An associate who is required to leave the NEXT STEP Program due to academic ineligibility must complete the withdrawal process. The associate is responsible for any college appeal regarding a specific grade, not meeting the overall GPA requirements, or failure to meet other college requirements, as defined in the college's normal appeal process.

In the case of a "not meeting GPA," appeal, the college may grant the appeal and the student may be re-instated at the college. However, NSP administration reserves the right to review the college re-instatement decision. The NSP administration can determine if the student does not meet the Program requirements as described in the CWA/Verizon labor contract (to be eligible to take part in the Program) and not allow the student to continue. The Program review is the responsibility of Lead College personnel, the Program Coordinator from the participating college, and the Program Co-Directors from Verizon and CWA.

Company Ineligible

An associate who must leave the NEXT STEP Program due to company ineligibility needs to complete the withdrawal processes.

Termination/Resignation/Retirement

Any associate who is terminated, resigns, or retires from Verizon may not attend NEXT STEP Program classes. The associate must return all Program materials before leaving the company. NOTE: It is very important that a student follow the college's standard

procedures for withdrawing from a degree program. Failure to follow procedures will affect future college enrollment.

Appeal Process to Reenter the Program

When initiating an appeal for reinstatement into the Program, an associate must meet all applicable criteria outlined below. Completing and meeting all requirements does not guarantee reinstatement into the Program. Once the Lead College and Program staff has the documentation they investigate and prepare the appeal recommendation regarding readmission. The NSP Co-Directors review the information and make a determination on the request. The Lead College lets the associate know the outcome as well as any relevant information he or she needs.

- The associate must apply during the appropriate application period(s) to self-nominate for the NEXT STEP Program
- When contacted, the associate needs to document the reason he or she should be reinstated. If applicable, the documentation should include supporting documentation that he or she wants considered, as part of the application or that will prove the reason for company ineligibility is no longer valid.
- The associate must prove that (s)he passed the course work from the semester in which (s)he dropped out, was removed, or became academically ineligible. Note: An associate must complete these courses on his or her own time.
- The associate must provide documentation from the Partner College that the make up work satisfy the NSP degree requirements. (This could require the successful completion of more than one course)
- The associate must submit a Next Step Reimbursement Agreement and Authorization for Release of Information Form, if not already on file.
- The associate must submit proof that he or she returned the laptop computer, calculator, and textbooks to the Program Coordinator at the Partner College within 48 hours of having left the Program

2.5 Resources

Courses Required for Associate Degree In Telecommunications Technology: Verizon

The NEXT STEP Program courses address three areas of skills and knowledge: general education, electricity/electronics and telecommunications. The courses appear in the sequence that they are offered. For details on the courses go to the prospective student section of the Program's website.

Semester	Course Sequence
I	Technical Math I **
	Computer Applications **
II	English I
	Digital Systems for Telecommunications I
III	Technical Math II
	Digital Systems for Telecommunications 2
IV	Physics
	Electrical Circuits
V	Introduction to Electronics
	Telecommunications I **
VI	Electronic Communications
	Telecommunication II **
VII	English II
	Telecommunications III**
VIII	Labor History **
	Telecommunications IV**

** These courses cannot be waived.

NOTE: The exact title of courses may vary from one college to the next

Participating Colleges and College Coordinators - New York

NY Colleges	Program Coordinator	Coordinator Telephone	Coordinator E-mail
Bronx Community College	Jalil Moghaddasi	718 289 5373	jalil.moghaddasi@bcc.cuny.edu
Broome Community College	Bina Paramasivaiah	607 778 5039	Paramasivaia@sunybroome.edu
SUNY Canton	Stacia Dutton	315-379-3804	duttons@canton.edu
Clinton Community College	Al Cordes	518 562 4331	cordalbe@nspinfo.com
Dutchess Community College	Leah Akins	845 431 8421	akins@sunydutchess.edu
Erie Community College	Jim Stranz	716 851 1737	stranz@ecc.edu
Hudson Valley Community College	Fred Strnisa	518 629 7622	f.strnisa@hvcc.edu
Mohawk Valley Community College	Donna Skibitski	315 792 5305	dskibitski@mvcc.edu
Nassau Community College	Maureen Ramert	516 572 7699	maureen.ramert@ncc.edu
New York City College of Technology	Aron Goykadosh	718 260 5326	goykaron@nspinfo.com
New York Institute of Technology	Ludmilla Amani	212 261 1714	lamani@nyit.edu
Onondaga Community College	Ron Hinshaw	315 498 2452	hinshawr@sunyocc.edu
Queensborough Community College	Stuart Asser	718 631 6207	sasser@qcc.cuny.edu
Suffolk Community College	Pete Maritato	631 451 4277	maritap@sunysuffolk.edu
Watertown/BOCES	Joe Barrile	716 851 1736	barrilej@ecc.edu
Westchester Community College	Steve Leone	914 606 6658	steve.leone@sunywcc.edu

NY Next Step Program Team

Co-Director (Verizon)
201 Stanwix St, 07 Floor Room N/A,
Pittsburg, PA, 15222

Mary Lynn Kasputis

Telephone	Verizon internal email	Public E-mail
412-497-7397	marylynn.kasputis@one.verizon.com	marylynn.kasputis@verizon.com

Co-Director (CWA)
345 Westchester Ave
Second Floor
Portchester, NY 10573

Thomas (Scotty) Cairney

Telephone	NSP-email	Public E-mail
914.934.9713	cairthom@nspinfo.com	tfcairney@aol.com

Senior Consultant-New York State
80 Vandenberg Avenue- [HVCC-JRD-121](#)
Troy, NY 12180

Sue Lopez

Telephone	NSP-email	Public E-mail
212.620.5561	lopesusa@nspinfo.com	susana.y.lopez@verizon.com

Lead School (Academic Administration/General Information)
Hudson Valley Community College
80 Vandenberg Avenue- HVCC-JRD-121
Troy, NY 12180

Telephone	NSP-email	Public E-mail
800.883.2220	info@nspinfo.com	info@nspinfo.com

Authorization for Release of information Form

For Verizon employees applying to participate in the NEXT STEP Program:

I hereby authorize NEXT STEP Program consortium colleges to release information concerning my name, Social Security Number, entrance test status, and academic standing, including grades, during my application to and participation in the NEXT STEP Program to the Hudson Valley Community College NEXT STEP Program office and to other NEXT STEP Program consortium colleges, as required. I understand that HVCC will report to CWA and Verizon my Program eligibility, based on the qualifying entrance test(s), acceptance into the NEXT STEP Program, Program status, and the NEXT STEP Program courses that are waived due to approval of transfer credit for me. In addition, HVCC will inform the Co-Directors of the Program if I am terminated from the Program due to failure to meet the academic standards of the college in which I am enrolled or if I inform HVCC that I intend to withdraw from the NEXT STEP Program. I further understand that additional information may be provided from HVCC to CWA and Verizon and that such information will be in summary form that does not identify a specific student in the NEXT STEP Program.

Ask Gus Letter mailed by Hudson Valley CC

September XXXX

Name

Address

City, State Zip

Dear Next Step Program Candidate:

As a candidate for the Fall 20XX Next Step Program (NSP) class, you can now access your status information through the Program's website link ASK GUS: A S(imple) K(ey) to G(et) U(pdated) S(tatus). As the NSP qualifying steps progress, you can find information about the qualification status at www.nspinfo.com. There will be periodic updates with the date of last update posted. NOTE: In most cases ASK GUS will be your only notification about your status. Please check it frequently because only selected candidates will get additional time sensitive mail.

When you want to check your status, just do the following:

Go to www.nspinfo.com

Click on the ASK GUS link at the top right corner of the page.

Click on Enter ASK GUS at the bottom of the new open page.

Enter your Candidate ID and password when prompted.

Your Candidate ID is your social security number with no dashes.

Your password is the first initials of your Last Name and First Name (both must be in capital letters) followed by the first three numbers in your social security number. (There are no spaces in your password.)

Example:

The user information for student John Test with social security number 123-45-6789:

Candidate ID: 123456789

Password: TJ123

If you have questions, please send an e-mail to us through ASK GUS. If we don't fully answer your questions, you may call us at (800) 883-2220.

Sincerely,

The Next Step Program Team at Hudson Valley Community College

Please be sure to check your status in ASK GUS frequently. This is our primary means of notifying you of your status.

Reimbursement Agreement Letter

NEXT STEP PROGRAM
REIMBURSEMENT AGREEMENT

As a condition of participating in the Next Step Program (“the Program”), I understand and agree to the following:

1. I agree to reimburse Verizon in full for the total cost of tuition which is being paid on my behalf for my participation in the Program, if I voluntarily leave the employment of Verizon during the two years following completion of the Program for any reason other than retiring with a service pension.

Name: (Print) _____ Social Security # _____

Signature: _____ Date: _____

Manager’s Verification: _____ Date: _____

Transfer Credit Response Form

Please indicate your choice for the course you have transfer credit for by placing a ✓ on the appropriate line. Complete the rest of the form and submit it to your Program Coordinator by the required response date. Thank you.

_____ I choose to report to work during the time that this class is scheduled (your supervisor must approve this)

_____ I choose to audit this class and will abide by the audit policies of the college and the consortium for the Verizon NEXT STEP PROGRAM:

- Attend **ALL** classes **on time**
- Complete **ALL** assignments, homework, and group projects as assigned by the instructor
- YOU **DO NOT** have to take tests, midterms, or finals
- YOU **WILL NOT** receive a grade at the end of the course

(Fill out the enclosed audit form and return with this form)

Print Name:	Social security #:
Course/Section #:	Date:
Signature:	

Please return this form by the date requested. Remember to complete and enclose the Audit Form, if applicable.

NEXT STEP: transfer credit choice

Program Withdrawal/Retreats and Receipt For Return Of Program Supplies

Name _____ Program Entry Date _____

SS # _____ Phone _____

College _____ Responsibility Code _____

_____ has dropped the Next Step Program courses for the current semester and withdrawn from the Next Step Program.

_____ has returned the computer, associated documentation and related equipment, calculator and textbooks for the current semester .

_____ has completed the college's normal withdrawal procedures.

[] Computer returned Model _____ Serial #: _____

[] Calculator returned Model _____ Serial #: _____

[] Current semester textbooks returned

[] College withdrawal procedures completed

Date of Last Class Attended _____

Reason for Withdrawing/Retreating (check all that apply):

[] Academic - other (see comments)

[] Medical - disability [] Academic ineligibility

[] Medical - other [] Not prepared for new work assignment

[] Medical - family illness [] Personal reasons

[] Academic - personal [] Promoted to management position

[] Other: _____

Comments (use reverse side, if needed):

Signature _____
Student

Date _____

Signature _____
Program Coordinator

Date _____

**** The participating college must forward a copy of this form to Hudson Valley Community College ****

About www.nspinfo.com

The Next Step Program website, www.nspinfo.com, is a resource for new and prospective students, college faculty, and Verizon supervisors and managers.

Included among its features are:

Bulletins with up-to-the-minute Program news such as class cancellations, rescheduling

On-line candidate registration (Secure Site)

Next Step Handbook, which contains Program policies and procedures

Class schedules for the current semester

Blackboard - Link to the learning community for all colleges (Secure Site)

Ask Gus (Secure Site)

Links to other, related sites

E-mail system for the Program (Secure Site)

2.6 Information on the Entrance Tests and Preparation Courses

What is ASSET?

The ASSET evaluation program is a series of short placement tests developed by American College Testing (ACT) that lets an associate and the schoolwork together to help in a successful educational program. ASSET helps identify strengths as well as the knowledge and skills needed in order to succeed in the Program.

How Does ASSET Work?

ASSET, as used in NEXT STEP non-CUNY Partner Colleges, has four tests of basic skills in writing, reading, numerical reasoning, and elementary algebra. ASSET scores indicate areas in which an associate is strong and areas in which he or she may need help. Thus, ASSET can identify problems in major subject areas before they disrupt the educational progress, giving the learner the opportunity to prepare more effectively for needed courses.

ASSET Scoring

The maximum possible score on any segment of the ASSET is 55. The lowest possible score is 23. The following are the minimum acceptable performance levels for the Program.

Writing	35	Numerical Skills	34
Reading	34	Elementary Algebra	34

How Are ASSET Scores Used?

An associate must achieve a minimum score on ASSET for eligibility to the Program at any non-CUNY college to which he or she applies. Seniority is also an important factor in determining who gets the opportunity to test to qualify for the Program in any enrollment period.

What is CUNY ACT?

The ACT is America's most widely accepted college entrance exam. It assesses students' general educational development and their ability to complete college-level

work. The multiple-choice tests cover four skill areas: English, mathematics, reading, and science. The Writing Test, measures skill in planning and writing a short essay.

How Does CUNY/ACT Work?

CUNY requires its students to be proficient in reading, writing, and mathematics. To this end, it assesses the skills levels of applicants to its colleges as part of the admissions process.

CUNY ACT Scoring

Reading: a scaled score of 70 or more.

Writing Sample: a total score of seven or more.

Mathematics: scaled scores of 30 or more on each of the first 2 sections of the test: numerical skills/pre-algebra and algebra. Some colleges require students to achieve higher scores before they can register for credit-bearing mathematics courses.

How Are CUNY/ACT Scores Used?

An associate must achieve a minimum score on CUNY/ACT for consideration in the Next Step Program at any CUNY college. Seniority is also a factor in determining who is given the opportunity to register for NEXT STEP in any enrollment period.

Where Can I Get Help?

An ASSET Study Guide with sample questions from all four parts of the test is available on the ACT website: <http://www.act.org/asset/index.html>. An ACT study Guide with sample questions for all parts of the test is also available on the Act website: <http://www.act.org/asset/pdf/StudentGuide.pdf>. The same information appears in the Program's website <http://www.nspinfo.com/>

In addition, associates can prepare themselves by taking appropriate developmental courses in basic skills at local colleges using the Verizon Tuition Assistance Plan.

Various Home Study courses can help employees prepare in advance for entrance tests. These self-study courses are offered at no cost to employees and cover writing, reading, numerical reasoning, and elementary algebra. There are also study guides available at bookstores and public libraries for the ACT, a test that is similar to the ASSET entrance test used at non-CUNY Program colleges.

Home Study Courses

Writing Skills: Practical English and the Command of Words

This comprehensive course is designed to improve oral and written communication skills. All phases of language and effective communication are addressed in forty-eight brief lessons written in a style that quickly captures and holds the student's attention.

Among the topics included are:

- vocabulary development
- pronunciation
- writing
- diction
- grammar
- spelling
- punctuation
- usage

Numerical Reasoning: Real Life Math and the Power of Numbers

This course consists of forty-eight interesting, to-the-point units that build mathematical skills in a concise, logical way. The program addresses problems the student has to deal with daily:

- basic math operations
- business math applications
- statistics
- financial applications
- consumer issues
- problem solving

Numerical Reasoning: Basic Math (Lessons 1, 2, 3, and 4)

Elementary Algebra: Basic Math (Lessons 5 and 6)

Certain elements of this course may be new to some employees. For others, it will serve as a refresher of math skills that have faded over time. The components of the course are:

- Lesson 1: Basic Arithmetic
- Lesson 2: Fundamental Fractions
- Lesson 3: Decimals

- Lesson 4: Exponents, Powers, and Roots
- Lesson 5: Introductory Algebra
- Lesson 6: Advanced Algebra

Home Study Courses and NSP

If an associate wants extra preparation, for the courses in the NEXT STEP curriculum in section 2.5, the following Home Study courses might help. They can be useful before or during Program participation.

<u>NEXT STEP Course</u>	<u>Related Home Study Course</u>
Computer Applications	Computing Concepts for End-Users
Technical Math I	Basic Mathematics Real Life Math and the Power of Numbers
English I	Power Writing Practical English and the Command of Words Speed Learning
Electrical Circuits	Basic Electricity

Associates interested in any of the Home Study courses can call Verizon Home Study at CAEL 1-800-497-5465, Option #2. The associate should have the material within two weeks. If he or she plans to take a Home Study course, allow enough time to order the course and complete it. Some Home Study courses take only a few hours to finish, while others take much longer. The work is self-paced and completed on the associate's own time. There is no charge for Home Study courses.

Online Mathematics Help

To assist Verizon associates coming into the Next Step Program (NSP), the Mathematics Curriculum Group has identified several options to help students prepare for the NSP Technical Mathematics 1 course. These options include web sites, books, and intuitive software (ALEKS) intended to enhance mathematical skills.

NSP candidates who pass the entrance ASSET exam with a low score or candidates who are uncomfortable with their mathematics skills are urged to take one or more of the following actions:

NYPH_web_030510 f

1. attend summer class(es) in Algebra 1 and Algebra 2
2. arrange for tutorial assistance such as a prep course using ALEKS, www.aleks.com (Prep for Beginning Algebra, \$30 for six week access)
3. practice to improve your mathematics skills at one or more of the following web sites:
 - a. www.sosmath.com
 - b. www.purplemath.com
 - c. www.mathtv.com
 - d. www.freemathhelp.com
4. purchase and work through one or more of the following books in elementary algebra:
 - a. Schaum's Outline of Elementary Algebra (ISBN #0071611630)
 - b. Bob Miller's Algebra for the Clueless (ISBN #0071473661)

Using an ACT Study Guide to Prepare for both types of entrance tests.

There are many books available at bookstores and libraries designed to help people prepare for the ACT, a test that is similar to the ASSET test used at Program non-CUNY colleges, but not quite the same. (Some four-year colleges and universities require the ACT for admission. The ACT covers English, Mathematics, Reading, and Science Reasoning.)

Associates who decide to use an ACT study guide to prepare for taking ASSET, should note the following similarities and differences:

- the English part of ACT is similar to the Writing Skills part of ASSET. Both measure understanding of correct use in grammar, punctuation, sentence structure, writing strategy and writing style.
- ASSET has two mathematics parts, Numerical Skills and Elementary Algebra. Numerical Skills tests the ability to perform basic math operations using whole numbers, decimals, and fractions. It also measures understanding of prime numbers, absolute values, scientific notation, and square roots. Elementary Algebra measures skills often taught in a first year high school algebra class, including evaluating and simplifying algebraic expressions, solving linear and quadratic equations, and performing

operations and use polynomials. The ACT has a single mathematics section that goes beyond elementary algebra, and includes intermediate algebra, geometry, and trigonometry.

- the Reading parts of the ACT and the ASSET are similar. The ACT has more questions and covers four different kinds of reading material: prose fiction, humanities, social sciences, and natural sciences. Both tests measure the ability to find specific information in text, and to make logical inferences that extend beyond the text information.
- Science Reasoning, the fourth part of the ACT, is not a part of the ASSET nor needed for the Program.

A word of advice: Using an ACT study guide to prepare for the ASSET can be helpful, but it can also be confusing. While some parts of both tests are similar, some are not. The ACT mathematics, for example, covers more mathematics than that needed to take the ASSET.

By carefully examining the sample questions in the Numerical Skills and Elementary Algebra sections in the ASSET Study Guide, an associate will get an idea of the math covered in the ASSET. With this in mind, he or she can then go to any ACT study guide and review only the math topics found in the ASSET test.

Appendix 1 Transfer of Credit, Colleges' Policies

Broome Community College Policy

Non-transferable courses at Broome Community College include Computer applications, Technical Mathematics I, Social Science, and the four Telecommunications courses. Other technical courses such as Electrical Circuits, Electronics I, Electronics II, Digital Systems I, and Digital Systems II will in general not be waived; unless the student can clearly demonstrate that (s)he has fulfilled all of the course requirements.

Bronx Community College Policy

The Verizon Telecommunication Program at Bronx Community College follows the Program transfer credit policy. It does not accept transfer credit for the following course:

- Math 10 (Math 1)
- ELC 13 (Computers applications)
- HIS 23 (Social Science)
- And any telecommunication course (TEC 11, TEC 21, TEC 31, TEC 41)

All other prior coursework will be reviewed and transferable credits will be accepted as appropriate.

Clinton Community College Policy

Clinton Community College follows the transfer policies of the Next Step Program with the following additions. Decisions to transfer credits are at the discretion of the registrar with consultation with appropriate faculty when transfer credit is awarded for the following:

Academic credits earned at a post-secondary institution that is authorized by a state Department of Education to grant an academic degree. Only grades of "C" or better will be transferred to CCC. For grades less than C, see the policy on the "Transfer of D grades" below.

1. Credit earned through military service schools based upon the recommendation of the American Council on Education regarding collegiate level courses.
2. Credit earned through the United States American Forces Institute courses, based on the recommendation of the American Council on Education
3. Credit by examination through the College Level Examination Program (CLEP) when results meet the recommendation of the American Council on Education.

Transfer credits do not affect the quality point average earned at Clinton Community College. Only credit hours transfer, not grades or quality points do not.

Policy on Transfer of D grades

Clinton Community College will accept for credit a maximum of three (3) courses (not more than 12 credit hours) for which a student had earned a “D” for transfer credit. The “D” grade course(s) from the transfer college must have been earned within five (5) years from the date of application for transfer of the “D” credit and either a or b below:

- a. The student has completed a minimum of twenty-four (24) credit hours of study elsewhere with a grade of C or better for at least twelve (12) of the twenty-four (24) hours; OR
- b. The student has satisfactorily completed one full semester at Clinton Community College with a grade of C or better for at least twelve (12) credit hours of study.

Dutchess Community College Policy

We recognize the uniqueness of the Verizon Next Step Program and the course work within the Program. In theory, college level courses taken elsewhere are not the same as those courses offered within the Next Step Program. Yet we wish to be fair to those students who have completed course work at other institutions of higher education.

We use the following guidelines when accepting course work for transfer credit within the Next Step Program:

1. Only courses taken within a three-year period prior to entering the Next Step Program are considered for transfer credit.
 2. To receive transfer credit for the Next Step English 1 course a student must have had formal course work in the following areas – composition, public
- NYPH_web_030510 f

speaking and technical writing. All three are components of Next Step English 1 and are important to your success in subsequent courses within the Next Step Program.

3. To receive transfer credit for the Next Step English 2 course a student must have taken an English literature course that had the American dream, labor and/or technology as its primary focus.

Any student wishing to take a Proficiency Exam for courses older than the three-year limit may do so. Students must notify us of this intention and **MUST** take all desired proficiency exams within one year of entering the Program. Proficiency exams cannot be taken during a regularly scheduled class and must be done outside of your scheduled Next Step class day.

If a student is granted transfer credit

1. He/she will receive a copy of the Next Step audit policy.
2. He/she will discuss their responsibilities within the course they are auditing with their instructor.
3. He/she will register for the course. The change to audit status will occur during the 10th week of the semester. Students will receive a midterm grade. Students must have a grade of C or better at this time before a change to audit status will be granted.
4. The change to audit status will only occur if the student has followed the audit policy as outline by the Next Step Program and their instructor.

Erie Community College Policy

Students transferring to Erie Community College from other accredited institutions of higher education may receive whole or partial credit for courses taken at the other institutions. To arrange for the transfer of credits, the student must have an official transcript of his/her work as well as a catalog from the other institution sent to the Campus Admissions Office. Once the official transcript is received, the coordinator in the appropriate academic department will evaluate the transcript and supporting documents and decide on the acceptability of the transfer material and the amount of credit that will be transferred. No transfer credits will be computed in the cumulative quality point average, and no grade below a "C-" will be transferred.

Hudson Valley Community College Policy

Due to the specialized focus and unique mission of the Verizon Next Step Program, transfer credit will only be considered for English Composition I and II, Mathematical Applications II, and Physics.

Mohawk Valley Community College Policy

Mohawk Valley Community College follows the Next Step Program policy on awarding transfer credits.

Nassau Community College Policy

For S07, S08, and S09 Cohorts:

Nassau Community College will only consider transfer credits for NSP courses if the associated course(s) listed here have been completed at the college:

Telecomm Circuits (2nd semester) – both ELT 115 and ELT 116

English Composition I (2nd semester) – ENG 101

Technical Mathematics II (3rd semester) – Math 111 or higher

Electronics I (3rd semester) – ELT 113 within 5 years

Electronics II (4th semester) – ELT 213 within 5 years

Physics (4th semester) – both PHY 101 and PHY 102

Digital I (5th semester) – ELT 214 AND ELT 215 AND ELT 217, all within 5 years

Digital II (6th semester) – ELT 310 within 5 years

English Composition II (7th semester) – ENG 102

Courses taken from another college will be evaluated by the Admissions Office and the Engineering Department Chair.

For S10 cohorts and beyond:

Transfer credits for VERIZON Telecommunications program:

TNY Telecom circuits NCC ELT112 and ELT115

Within a five year period

NYPH_web_030510 f

TNY Electronics I	NCC ELT113 and ELT213	
TNY Electronics II	NCC ELT330	
TNY Digital I	NCC CRT201	Within a three years period
TNY Digital II	NCC CRT202	

No change from existing transfer criteria for English, Math, and Physics.

Courses from other institutions will have to be evaluated by the department chair and/or faculty members assigned to the telecommunication program.

New York City College of Technology Policy

New York City College of Technology follows the Program transfer credit policy.

New York Institute of Technology Policy

New York Institute of Technology will consider prior coursework for transfer credit only for the following NSP courses:

Technical Mathematics II (3rd semester)

English Composition I (2nd semester)

English Composition II (7th semester)

Physics (4th semester)

Onondaga Community College Policy

All transfer credit will be awarded on an individual basis and is awarded by the Electrical Technology Department at Onondaga Community College. Consideration will be given to the accreditation of the institution at which the courses were taken, individual course content, and length of time spent in each lecture and lab.

Queensborough Community College Policy

Queensborough Community College will accept transfer credits toward the A.A.S. degree in Telecommunications Technology: Verizon with the exception of specific non-NYPH_web_030510 f

transferable courses designated by the Verizon Next Step Program policy. Students who receive transfer credit will have the option to audit the class indicated or to return to work during the corresponding time the class meets, according to Program policy.

If students do wish to retake the course for credit and the course was originally taken at Queensborough, the students' grade-point average will be computed in either of two ways:

- 1) if students originally received a D or worse for the course, their new grade will be substituted for the old; or
- 2) if students received a C or better, the new grade will be averaged with the old grade. Stipulations 1 and 2 also apply to students who take non-transferable courses as part of the Program but who have previously been granted credit for the same courses at Queensborough: new grades will either be substituted or averaged as indicated above.

Suffolk Community College Policy

Suffolk CCs Transfer Credit Policy is outlined in the SCC catalog.

To summarize:

1. Request for credit by evaluation for previous course work (or for credit by examination) should be made through the Central Admissions Office (or through the NSP Program Coordinator). An official transcript from ALL prior academic institutions must be submitted.
2. Grades for prior course work accepted for transfer credit are not noted on the transcript, nor are they used in computing the cumulative average.
3. In addition to transfer credit for course work, portfolio assessment and independent learning may be used toward earning credit. (Students must take a Portfolio preparation course prior to this assessment method.)
4. Credit may be awarded for high school AP courses (equivalent to NSP courses) with a score of at least three on the AP exam.
5. Credit may be awarded for course work successfully completed with a grade of at least C- or better at another accredited institution for courses deemed equivalent.
6. Credit may be awarded by CLEP and RCE exams. If no exam is available for the particular course in question, a student may request to take a Challenge exam (these are not available for all courses).

7. Credit will be awarded for the equivalent NSP Telecommunications Technology courses offered through one of the participating colleges.

SUNY Canton

Students transferring to SUNY Canton from other accredited institutions of higher education may receive whole or partial credit for courses taken at the other institutions. To arrange for the transfer of credits, the student must have an official transcript of his/her work as well as a catalog from the other institution sent to the Office of Dean, Canino School of Engineering Technology. Once the official transcript is received, the coordinator will make an evaluation regarding transfer credit to be accepted at Canton. Three constraints exist regarding the acceptability of transfer credit:

The source institution for credit must be accredited.

No grade below 2.0 on 4.0 scale will be accepted for transfer credit.

SUNY Canton AAS degree candidates are required to complete a minimum of 15 credit hours on campus. Irrespective of this statement, the Telecommunications Technology: Verizon Option AAS degree candidates are exempt¹ from this requirement.

Westchester Community College Policy

Westchester Community College will accept transfer credits for up to four courses. In the case of English 101 and English 102, if the student has previous credits from either WCC or another college for both courses, WCC will only accept the credits for one English course.

¹ See agreement of October 20, 2008, signed by Christine Gray on November 11, 2008, authorizing this exemption.
NYPH_web_030510 f

Appendix 2 Attendance Colleges' Policies

Bronx CC

Attendance at all classes is required. There are no provisions for unexcused absences or for unexcused free cuts. Instructors keep an official record of absences in their grade folders and communicate with the Office of the Registrar regarding excessive absences involving individual students.

In the event of an unavoidable absence, students are encouraged to immediately file evidence of reason for the absence so that it will be available if questions of appeals should arise. Evidence should be shown to all instructors involved and their signatures affixed as evidence of their having witnessed the documentation.

Students excessively absent as indicated in the Guide for Excessive Absences chart (page 8 of the online catalogue) may first be warned. If absences continue, they will be debarred, with an assigned grade of "WU" which is a failing grade.

Broome CC Attendance Regulations

General Policy: Colleges throughout the nation have found that students who regularly attend classes have a better success record than students who do not regularly attend classes. With the intent of encouraging student success, BCC strongly urges students to regularly attend their classes. In fact, the College's policy is that a student is expected to come to all class sessions prepared to participate in an appropriate manner. Absence from class is considered a serious matter and never excuses a student from class work. A student must complete all assignments, examinations, and other requirements of any course, to receive credit.

Absence from class may also affect a student's academic standing and eligibility for financial aid if the student is administratively dropped for non-attendance (See Deregistration below).

The College understands, however, that students sometimes, due to uncontrollable circumstances, are absent from classes. In these cases, the students need to meet with their instructors to discuss missed work.

NYPH_web_030510 f

Department Exceptions

Within the spirit and framework of the College policy, each department may develop its own guidelines to meet its needs. Such guidelines are subject to the approval of the Vice- President for Academic Affairs.

Clinton CC Attendance Requirement

Regular attendance is considered essential for successful study and is expected at all lecture and laboratory periods for which the student is registered.

If, for some unavoidable reason, a student should miss a class, it is the student's responsibility to contact the instructor (s) as soon as possible to determine what measures can be taken to make up the missed work to maintain the continuity of the course. However, the instructor is not obligated to give make-up work, quizzes, examinations or extended due dates because of student absence.

If a student misses more than 15 percent of the classes, the student may be withdrawn from the course and receive a grade of WY (unofficial withdrawal). The decision to withdraw the student is at the discretion of the instructor.

Dutchess CC Absences and Tardiness

Since excessive absences or tardiness may affect the quality of a student's academic performance, the College expects all students to attend classes regularly. Faculty members are free to determine their own policies regarding irregular class attendance.

Students must complete all assignments, examinations, and other requirements in all of their courses. Absence does not constitute exemption from such obligations, and it is the student's responsibility to take the initiative in making up any work missed.

Students must be aware, however, that the opportunity to make up an examination is not a student right, rather it is a privilege granted under special circumstances. Faculty members are free to determine their own policies regarding make-up examinations, except that examinations must be offered for absences due to religious observances, hazardous weather conditions, or due to verifiable medical reasons. In the event of

hazardous driving conditions due to inclement weather when the college remains open, students should make their own determination whether to attempt to travel to class based on safety considerations. Where appropriate, faculty will allow students who miss class under these conditions an opportunity to make up work missed. Excessive absences, however, may make it not appropriate to continue in the course. Students must be informed, in writing, at the beginning of each semester of the make-up examination policy for each course.

Students should be aware that non-attendance at classes will not result in automatic withdrawal from a course. Unless the student initiates a formal course withdrawal request through the Registrar's Office, non-attendance will result in an "F" grade.

Erie CC Telecommunications Technology Program Attendance Policy

The following is the Attendance Policy for all course outlines submitted to the ECC Curriculum Committee at the time of their acceptance:

Attendance: All students are expected to attend every session of each course for which they are registered. Students are responsible for all that transpires in class whether or not they are in attendance. Excessive absence or lateness may lead to failure in a course or removal from the class roster. Students must notify the instructor of any anticipated absences.

The following policies are listed in the Erie Community College Catalog:

Attendance Policy: Students are expected to attend class regularly in every course for which they have registered. Attendance regulations for specific courses are established by the course instructor, announced and distributed in writing at the beginning of the semester, and may have a bearing on the student's grade. Additional requirements are found in individual course syllabi. Students are obligated to contact their instructors if they are unable to attend class during the first week. Students not attending class during the first week may be dropped from class by the instructor.

Absences from Class: Students who anticipate an absence should contact the appropriate instructor(s) in advance. In the case of an unexpected absence, students

should speak to the instructor(s) as soon as they return to campus or during their absence. Of course, in either case, the anticipated or the unanticipated absence, the student is responsible for all material covered. As required by law, instructors are responsible for keeping accurate attendance records.

Erie CC also follows the policies listed in the Next Step Erie Program Guidelines.

Therefore, any Next Step student, who violates these policies, will be subject to review by the Telecommunication Technology program faculty and administration.

Determination will then be made whether the student will receive a failure in the course or be considered for removal from the class roster. The recommended maximum "Excessive absence or lateness, will be twenty percent or as indicated by an instructor's individual course syllabi whichever is less."

Hudson Valley CC Attendance Policy

Excessive absence interferes with the successful completion of a course of study and diminishes the quality of group interaction in class. To encourage students to accept their obligation to attend class the following policy is established:

Class attendance is a matter between the instructor and the student. Instructors are obliged to announce and interpret specific attendance policies to their classes at the beginning of the part of term in the course syllabus.

Faculty is encouraged to be considerate of students with special circumstances.

Mohawk Valley CC

Attendance is expected at all sessions. Repeated absence may result in failing the course. During the first week of each term, the instructor will inform the students in writing of the attendance requirements with regard to activities, such as exams, quizzes, papers, tasks, projects, experiments, discussions, panels, reports, class participation, and other work associated with the course. State University of New York regulations require evidence of pursuit of prescribed course work. Students who fail to satisfy those regulations may be deleted from the class on the official census date.

Nassau CC

Students are expected to attend all classes. Absences due to illness or for other serious reasons may be excused by the instructor. Students are advised that absences in excess of 10% of the total class meetings may result in the student being dropped from the course. Some departments may have additional attendance guidelines and related grading policies. The instructor shall detail the specific attendance policy for his or her class. Students are responsible for all course work missed.

New York City College of Technology

Students are expected to attend each class meeting. They may be absent without penalty for no more than 10% of the class instructional hours in the semester. Unless a department has specified in writing a different attendance policy, including all courses with laboratory, clinical or field-work, this college policy shall govern as follows:

Class Meets	Allowable Absence
1 time per week	2 absences per semester
2 time per week	3 absences per semester
3 time per week	4 absences per semester
Etc.	

New York Institute of Technology

Students are expected to attend every class session. Instructors will inform students of the exact number of absences and late-arrivals permitted during the semester. Students who exceed these limits may be subject to failure. If a student misses any class or test, the instructor has the right to either grant or deny an opportunity to make up the work that was missed. In such cases, the instructor shall be the sole judge of the validity of a student's explanation for having missed the class or test.

Onondaga CC

Attendance Policy: Students are expected to attend class regularly in every course for which they are registered. Attendance regulations for specific courses are established by the course instructor, announced, and distributed in writing at the beginning of each

semester. Students are advised that absences in excess of ten percent of the total class meetings may result in the student being dropped from the course.

If a student is absent, it is the student's responsibility to contact the instructor(s) as soon as possible to determine what measures can be taken to make up the missed work. However, the instructor is not obligated to give make-up work, quizzes, examinations or extend due dates because of student absence.

Queensborough CC

It is very important that students attend every scheduled class meeting of a course. Attendance is monitored from the first day a class is scheduled to begin. Absence from class can seriously reduce the student's chances of completing a course successfully. Generally, absences beyond 15 percent of course hours may result in a failure for a course. Lateness to class can be considered as an absence as well. Therefore, excessive lateness may also produce a failing grade. Students needing to miss class on certain days for religious observance are referred to the Student Regulations section of the catalog. Students are responsible for notifying their instructors in advance of an intended absence.

Suffolk County CC

The college expects that each student will exercise personal responsibility with regard to class attendance. All students are expected to attend every class session of each course for which they are registered. Students are responsible for class whether or not they are in attendance. In the college catalog and Program Guidelines, the college defines excessive absence or lateness as more than the equivalent of one week of class meetings during the semester. Excessive absence or lateness may lead to failure in a course or removal from the class roster.

An instructor may remove a student from the class roster at any time when, in the judgment of the instructor, absences have been excessive.

SUNY Canton

Students are expected to accept to full responsibility for meeting all of the academic requirements for every course in which they are enrolled. Attendance regulations are determined by the faculty of each department based upon their academic requirements for each curriculum/and or course. Each department will state clearly the attendance policy in writing to the student at the beginning of each semester. Therefore, AN UNEXCUSED ABSENCE FOR ANY REASON IS HANDLED BETWEEN THE STUDENT AND THE INSTRUCTOR. Unexcused absences may result in dismissal from the course. A grade of "F" will be recorded for a student dismissed unless the student makes formal application for withdrawal from the course prior to the semester deadline for withdrawing, consistent with the college withdrawal policy. Refer to the student catalogue for additional information.

Westchester CC

It is strongly recommended that you not "cut" a class without legitimate reason. If you have to miss a class, take note of the number of absences you are allowed. Every absence has a negative impact on what you learn and what grade you will earn.

Being ill does not allow you more absences. If you are legitimately ill for three days or more, inform the Student Health Center.

You will not be penalized for being absent on religious holidays.

It is important to remember that you may be at risk of losing financial aid if you cut class excessively. If you have a problem, talk to the professor or an academic counselor. College is a big investment; do not throw away your money by cutting class!