

POLICY & PROCEDURES MEMORANDUM

TITLE:	DAY ONE GUARANTEE
EFFECTIVE DATE:	March 24, 2009
CANCELLATION:	none
OFFICE:	Academic Affairs (AA)

POLICY STATEMENT

In accordance with the [Louisiana Community and Technical College System’s Day One Guarantee \(LCTCS\) Policy](#), Delgado Community College is dedicated to providing highly skilled, trained workforce and free retraining for any graduate not meeting the employer’s needs. The College is responsible for ensuring the Day One Guarantee promise: *“If one of our graduates educated under a standard program, or his/her employer, finds that the graduate is deficient in one or more competencies as defined in the standards, the community or technical college will retrain the employee at no cost to the graduate or the employer.”*

The College has developed curriculum standards for its occupational programs with the direct involvement of business and industry employers. These standards serve as the industry-validated specifications and allow the College to offer business and industry partners this guarantee. The procedures for ensuring the Day One Guarantee are specifically outlined in this memorandum.

PROCEDURES & SPECIFIC INFORMATION

1. **Purpose**

To publish the procedures for ensuring the LCTCS Day One Guarantee for Delgado Community College.

2. **Scope and Applicability**

This policy and procedures memorandum applies to graduates/completers, beginning in Fall Semester 2008, of all degree, certificate, technical diploma, and technical competency area (TCA) occupational programs.

3. **Program Requirements**

The College guarantees that all graduates/completers of its degree, certificate, technical diploma, or technical competency area (TCA) occupational or technical programs will have the competency in the identified skills represented in the required courses in the major for the program. In the event a graduate/completer is not able to demonstrate the expected basic, entry-level skill competencies for the required courses in the major to his or her employer, the student will be retrained at no additional cost, subject to the following conditions:

- (1). The coursework for the degree, certificate, technical diploma, or TCA must have been completed at Delgado Community College.
- (2). This guarantee applies to all required courses in the major that applied toward the degree, certificate, technical diploma or TCA and were successfully completed no more than three years prior to graduation or completion.
- (3). The graduate/completer must be employed in his or her first full-time job that directly relates to his/her program of study within one year of graduation from the occupational or technical program.
- (4). The employer must verify in writing within 90 days of the graduate/completer's initial employment in a full-time job that directly relates to his/her program of study that the graduate/completer lacks competency in specific technical skills, as represented in the required course(s) in the major of the degree, certificate, technical diploma, or TCA.
- (5). The employer must identify and verify to the occupational or technical program's Division Dean, the specific competencies of the required course(s) in the major in which the graduate/completer is deficient.
- (6). The retraining is a one-time only opportunity for the graduate/completer, and it does not apply to those graduates/completers who have been industry certified or professionally licensed in their field.
- (7). The retraining must be limited to courses regularly offered by the College. In the event the course(s) or program is no longer offered, the nearest equivalent course(s) will be offered.
- (8). The retraining must be completed within two consecutive semesters [includes fall or spring semesters, but summer sessions may be permitted if course(s) are offered].
- (9). To fulfill the requirements of the retraining agreement, the student must earn a "C" or better in the designated course(s). The last grade earned by the student will stand as the final grade for that course.

- (10). Delgado Community College will waive all tuition and related lab and student fees for those course(s) identified in the retraining plan. However, students are responsible for fees that are legislatively mandated to be paid by ALL students.
- (11). The sole recourse available to participants enrolled in this guarantee program will be limited to retraining in the same course(s) and is not intended to establish any cause of action.

4. **Procedures**

- A. On the [Day One Guarantee Retraining Agreement, Form 1410/009](#) (Attachment A), the employer identifies the specific competencies for the required course(s) in the major in which the graduate/completer is deficient. The employer submits the form to the occupational or technical program's Division Dean.
- B. The graduate/completer and the Division Dean (or appropriate College official overseeing the academic program) develop and document a retraining plan that specifies the required course(s) in the major needed for retraining and the competencies to be demonstrated on the [Day One Guarantee Retraining Agreement Form, Form 1410/009](#).
- C. The Division Dean submits the agreement form to the Vice Chancellor for Learning and Student Development for approval.
- D. Upon approval the Vice Chancellor for Learning and Student Development submits the agreement form to the College Registrar for processing. The College Registrar maintains the original of the retraining agreement and provides copies to the graduate/completer, Division Dean, Vice Chancellor for Learning and Student Development, and College Bursar.
- E. The graduate/completer is responsible for meeting with the Division Dean (or appropriate College official overseeing the academic program) to complete the necessary registration process for re-enrolling in the designated retraining course(s).

SIGNATURE

Ron D. Wright
Chancellor

Attachment:

Attachment A - [Day One Guarantee Retraining Agreement \(Form 1410/009\)](#)

Reference:

[Louisiana Community and Technical College System Policy 8.001 "Day One Guarantee"](#)

Review Process:

Ad Hoc Committee on Day One Guarantee 11/12/08

Academic Affairs Council 1/29/09

Business Affairs Council 2/10/09

College Council 3/24/09

Distribution:

Electronically Distributed Via Electronic Mail System



DAY ONE GUARANTEE RETRAINING AGREEMENT

----- To be completed by Graduate/Completer -----

Graduate/Completer's Full Name: _____ Today's Date: _____

Degree/Certificate/Technical Diploma/TCA Earned: _____ Graduation Date: _____

Academic Division and Program: _____ Student ID # _____

Local Mailing Address: _____

City: _____ State: _____ Zip Code: _____ Contact Phone #: _____

----- To be completed by Graduate's Initial Employer -----

Supervisor's Name: _____ Contact Phone #: _____

Organization: _____ Graduate's Full-time Hire Date: _____

Local Mailing Address: _____

City: _____ State: _____ Zip Code: _____

List specific competencies in which you are requesting the graduate be retrained:

Supervisor's Signature

Date

----- To be completed by Division Dean (or Appropriate College Official) -----

Day One Retraining Plan - First Semester			Day One Retraining Plan - Second Semester		
Semester/Year: _____			Semester/Year: _____		
Course Prefix & Number	Title	Sem. Hrs.	Course Prefix & Number	Title	Sem. Hrs.
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Total Credit Hours: _____			Total Credit Hours: _____		

Division Dean's Signature: _____ Date: _____

I agree to the terms of Delgado's Day One Guarantee policy. I understand I must earn a 'C' or better to fulfill the requirements this agreement and the last grade awarded will stand as my final grade for the course(s) above. I further understand a lower final grade may affect the transferability of that course to another program or institution. Delgado will waive all tuition, related lab, and student fees for the course(s) above, excluding fees legislatively mandated to be paid by ALL students.

Graduate/Completer's Signature: _____ Date: _____

----- Approvals and Processing -----

Approval: _____
Vice Chancellor for Learning and Student Development Date

Processed: Registrar's Signature: _____ Date: _____

Original agreement maintained by College Registrar; Copies to Graduate/Completer, Division Dean, VCLSD, Bursar
Form 1410/009 (3/09)