



*CURRICULUM PROCEDURES REFERENCE MANUAL*

## Section 6

# Instructional Service Agreement (ISA) Procedures

**SECTION 6**  
**INSTRUCTIONAL SERVICE AGREEMENT (ISA)**  
**PROCEDURES**

**Level-One Instructional Service Agreement (Permission Slip):** Level-One agreements should be utilized when a college is requesting permission to deliver curriculum course(s), a curriculum program or continuing education courses into another college's service area. These agreements do not involve the sharing of resources or FTE. This level of agreement does not have to be approved or kept on file by the System Office, however, it must be kept on file at participating colleges for audit purposes.

A suggested template is provided for a Level-One ISA (Attachment 1). Colleges may add additional specifications to these templates to satisfy unique needs or clarify individual institution requirements, however, please note that a Level-One ISA must include the following:

- a. Be approved by each local board of trustees unless the board has delegated authority to the president to enter into Level-One Instructional Service Agreements;
- b. Be signed by the presidents of each participating college;
- c. Specify the course(s) or program(s) to be delivered into the other college's service area;
- d. Specify the plan for delivery of the instruction;
- e. Specify the conditions and time frame for termination of the agreement; and
- f. Be maintained on file at all colleges involved for audit purposes.

*If the Board of Trustees has not delegated authority to the president to enter into Level-One ISA's; an original signature should be included. An electronic or stamped signature may only be utilized for the Board of Trustees signature if the agreement is accompanied by approved Board Minutes.*

**Level-Two Instructional Service Agreement** (Joint Offering of a Course): Level-Two agreements should be utilized when two or more colleges are jointly offering curriculum or continuing education courses. Level-Two involves the sharing of resources in order to offer a course and colleges contributing resources toward instruction may share FTE. These agreements must be filed with the System Office prior to implementation of the course(s). They do not require System Office approval.

A suggested template is provided for a Level-Two ISA (Attachment 2). Colleges may add additional specifications to these templates to satisfy unique needs or clarify individual institution requirements, however, please note that a Level-Two ISA must include the following:

- a. Be approved by each local board of trustees unless the board has delegated authority to the president to enter into Level-Two Instructional Service Agreements;
- b. Be signed by the president of each participating college;
- c. Specify the course(s) to be delivered to the other college's service area;
- d. Specify the plan for delivery of the instruction;
- e. Specify the proration of resources and FTE allocated for each college;
- f. Specify the conditions and time frame for termination of the agreement;
- g. Be filed with the System Office President prior to implementation of the course(s); and
- h. Be maintained on file at all colleges involved for audit purposes.

*If the Board of Trustees has not delegated authority to the president to enter into Level-Two ISA's; an original signature should be included. An electronic or stamped signature may only be utilized for the Board of Trustees signature if the agreement is accompanied by approved Board Minutes.*

*The delivery of curriculum courses or continuing education courses delivered into another college's service area via non-traditional delivery as defined in 1G SBCCC 200.93(e)(1) does not require an instructional service agreement.*

### **Level-Three Instructional Service Agreement (Joint Offering of a Program)**

Level-Three agreements should be utilized when two or more colleges are jointly offering a curriculum program. Level-Three involves the sharing of resources and colleges contributing resources towards instruction may share FTE. This agreement must be signed by the System Office President prior to implementation of the program.

We have created a suggested template for a Level-Three ISA (Attachment 3). Colleges may add additional specifications to these templates to satisfy unique needs or clarify individual institution requirements, however, please note that a Level-Three ISA must include the following:

- a. Be approved by each participating board of trustees;
- b. Be signed by the board of trustees chair of each participating college;
- c. Be signed by the president of each participating college;
- d. Specify the program to be shared;
- e. Specify the plan for delivery of the program;
- f. Specify the proration of resources and/or FTE allocated for each college;
- g. Specify the conditions and time frame for termination of the agreement;
- h. Certify that appropriate and adequate resources are available between participating colleges. Where feasible, joint utilization of physical facilities, equipment, materials, and instructional faculty shall be considered;
- i. Certify that the curriculum program meets the standards of the appropriate accrediting agency or licensing authority;
- j. Specify which college will grant the award;
- k. Specify that only the college providing the instruction will record the letter grade on the student transcript;
- l. Specify that any participating college(s) that does not have approval of the State Board of Community Colleges for the program will not award a certificate, diploma or associate degree under the authority of the approved level three instructional service agreement.
- m. Be signed by the President of the North Carolina Community College System prior to implementation of the program; and
- n. Be maintained on file at each participating college for audit purposes.

Notification of termination of a Level-Three Agreement shall be sent to the System Office President by the college which grants the award, prior to the effective termination date. Please use the form provided (Attachment 4).

*The delivery of curriculum programs delivered into another college's service area via non-traditional delivery as defined in 1G SBCCC 200.93(e)(1) does not require an instructional service agreement.*

*A college may not delegate curriculum program approval to another college. Program approval is granted by the State Board of Community Colleges using criteria set forth in 1D SBCCC 400.6.*

References: 1A SBCCC 300.1(a), 1G SBCCC 200.93(e), 1D SBCCC 400.7, and CC04-219

## PROCESS FOR APPROVAL

**Level-One ISA:** This level of agreement does not have to be approved or kept on file by the System Office, however, it must be kept on file at participating colleges for audit purposes.

### **Level-Two and Level-Three ISA:**

The Agreement must be signed by the College President and the Board of Trustees Chairperson of each of the participating institutions. A Level-Two ISA does not require Board of Trustee signature if the Board has delegated authority to the president to enter into a Level-Two ISA.

The Level-Two and Level-Three ISA must be submitted **prior** to implementation of the course/program.

The applying/host college (approved by the State Board of Community Colleges to offer the course or curriculum program) should submit the signed Level-Two or Three Instructional Service Agreement via email to [programs@nccommunitycolleges.edu](mailto:programs@nccommunitycolleges.edu)

Please utilize the following submission deadlines when filing a Level-Three ISA (CC04-219):

Intended Implementation	Filing Deadline
Fall	June 15
Spring	November 15
Summer	March 20

Thank you for adhering to the filing deadlines. This time is needed for the thorough processing of agreements. Academic Programs and Legal Services will not be able to process a Level-Three ISA received after the implementation of the program.

# **Instructional Service Agreements (Level I, II and III)**

## **Attachments**

## Level-One Instructional Service Agreement (ISA) (Attachment 1)

*The Level-One ISA should be utilized by a college requesting permission to deliver continuing education courses or curriculum courses/programs in an area assigned to another college by providing a written, level-one instructional service agreement. Resources must be solely provided by the college requesting permission to enter into another college's service area. The requesting college will not divide FTE with participating college(s). (The following agreement format is suggested.)*

\_\_\_\_\_ would like to provide the following courses(s) and/or program(s) in the  
(Institution)

service area assigned to \_\_\_\_\_ :  
(Institution)

**Course(s)/Program(s):** \_\_\_\_\_  
\_\_\_\_\_

### Plan for Delivery of the Instruction:

\_\_\_\_\_  
\_\_\_\_\_

This Level-One ISA meets all requirements in 1D SBCCC 400.7(a). This agreement shall

become effective on \_\_\_\_\_ and will terminate on \_\_\_\_\_ or will  
(Date) (Date)

terminate under the following conditions: \_\_\_\_\_  
\_\_\_\_\_

This Agreement has been mutually agreed upon by the president and board of trustees for each institution.

**Institution:** \_\_\_\_\_

**Institution:** \_\_\_\_\_

\_\_\_\_\_  
Signature, President Date

\_\_\_\_\_  
Signature, President Date

\_\_\_\_\_  
Signature, Board of Trustees Chair Date

\_\_\_\_\_  
Signature, Board of Trustees Chair Date

The Board of Trustees may delegate authority to the College President to enter into a Level-One ISA. If delegation has been authorized, please indicate by checking the following box: ☐

The Board of Trustees may delegate authority to the College President to enter into a Level-One ISA. If delegation has been authorized, please indicate by checking the following box: ☐

## Level-Two Instructional Service Agreement (ISA)

Level-One ISA Page 1 of 1  
(Attachment 2)

*The Level-Two ISA should be utilized when two or more colleges plan to jointly offer curriculum or continuing education courses by sharing resources. The Level-Two ISA should only be used when a certificate, diploma or degree is not awarded. One or more of the participating colleges must be approved to offer the curriculum courses in an approved program of study or offer the continuing education course that has been approved by the State Board. FTE may be shared between the participating colleges. (The following agreement format is suggested.)*

College Offering the Course(s): \_\_\_\_\_

Participating College: \_\_\_\_\_

Participating College: \_\_\_\_\_

Contact Person: Name: \_\_\_\_\_ College: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Email Address: \_\_\_\_\_

**Curriculum** Course Prefix/Code/Title(s):

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**OR**

**Continuing Education** Course Prefix/Code/Title(s):

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(Please select either curriculum courses or continuing education courses. Utilize a separate form for each area if colleges are jointly offering both type of courses.)

**Proposed Starting Semester and Year:** \_\_ Fall \_\_ Spring \_\_ Summer 20\_\_

**Plan for Delivery of the Course(s):** \_\_\_\_\_  
\_\_\_\_\_

**Proration of Resources:** \_\_\_\_\_  
\_\_\_\_\_

**Proration of FTE (if applicable):** \_\_\_\_\_  
\_\_\_\_\_

**Termination Time Frame and Conditions:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Level-Two ISA Page 1 of 2*

**Other Terms of the Agreement:** \_\_\_\_\_



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*This Agreement meets the requirements in 1D SBCCC 400.7 (b) and has been mutually agreed upon by the president and board of trustees for each institution.*

**Institution:** \_\_\_\_\_

**Institution:** \_\_\_\_\_

\_\_\_\_\_  
Signature, President                      Date

\_\_\_\_\_  
Signature, President                      Date

\_\_\_\_\_  
Signature, Board of Trustees Chair      Date

\_\_\_\_\_  
Signature, Board of Trustees Chair      Date

The Board of Trustees may delegate authority to the College President to enter into a Level-Two ISA. If delegation has been authorized, please indicate by checking the following box: ☐

The Board of Trustees may delegate authority to the College President to enter into a Level-Two ISA. If delegation has been authorized, please indicate by checking the following box: ☐

Please email a signed copy to the System Office. This agreement must be **filed** with the System Office **prior** to implementation of the course(s). Each college must maintain a signed copy of this agreement at their local institution.

**Level-Three Instructional Service Agreement (ISA)***(Attachment 3)*

*The Level-Three ISA should be utilized when two or more colleges plan to jointly offer a curriculum program by sharing resources. Level-Three should only be used when a certificate, diploma or degree is awarded. One or more of the participating colleges must be approved to offer the curriculum program. FTE may be shared between the participating colleges. (The following agreement format is suggested.)*

**College Approved to Offer the Curriculum (Host College):** \_\_\_\_\_

**Participating College:** \_\_\_\_\_ **Participating College:** \_\_\_\_\_

**Participating College:** \_\_\_\_\_ **Participating College:** \_\_\_\_\_

**Contact Person: Name:** \_\_\_\_\_ **College:** \_\_\_\_\_

**Phone Number: ( )** \_\_\_\_\_ **-** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

**Program Title:** \_\_\_\_\_ **Program Code:** \_\_\_\_\_

**Proposed Effective Term:** \_\_ Fall \_\_ Spring \_\_ Summer 20\_\_

**Plan for Delivery of the Course(s):** \_\_\_\_\_

\_\_\_\_\_

**Proration of Resources:** \_\_\_\_\_

\_\_\_\_\_

**Proration of FTE (if applicable):** \_\_\_\_\_

\_\_\_\_\_

**Termination Time Frame and Conditions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**College awarding the degree:** \_\_\_\_\_

**Other Terms of the Agreement:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**Level III Instructional Service Agreement (ISA) (Attachment 3A Instructions)**  
**Participating Program of Study (POS)**

Colleges previously filed Level III ISA programs of study in the Institutional Information Processing System (IIPS) which is no longer being maintained. Colleague functionality will eventually be available for the filing of Level III participating ISA, but is not currently available. Therefore, the following *manual* process should be utilized for participating Level III ISA programs of study that are revised after the original approval:

**Original Participating Level III ISA Program of Study**

1. The original request for a Level-Three Instructional Service Agreement must include the proposed participating Level III POS (Attachment 3A). The program of study will be an incomplete POS since only the host will offer the entire program.
2. The System Office will send approval of the Level III ISA and the participating POS to the host and participating college. The approved Level III ISA participating POS should then be replicated in local Colleague by the participating college.

The host college will enter their complete program of study for the curriculum in Colleague as their traditional program since they already have independent State Board approval for the entire program. Typically, the host college would already have their traditional POS filed and approved in Colleague.

**Revised Participating Level III ISA Program of Study**

1. The participating college should utilize Attachment 3A to indicate a revised participating Level III ISA POS which includes the addition or deletion of courses. Attachment 3A should **only** indicate the courses offered at the participating college. The program of study will be an incomplete POS since only the host will offer the entire program.
2. The participating college should send Attachment 3A to the host college for review and signature.
3. The host college should email the signed POS to: [programs@nccommunitycolleges.edu](mailto:programs@nccommunitycolleges.edu)
4. The System Office will mail a copy of the revised POS to both the host and the participating college. The participating college should replicate the approved revision in local Colleague. The approved hard copy should be maintained for documentation by both the participating college and the host college. A copy will also be maintained on file by the System Office.
5. If the participating college needs to update their approved program of study to simply reflect a new version of approved course(s), then the participating college should update their local Colleague Level III ISA POS. The college is not required to submit the revision to the System Office for review. The participating college should send a copy of the updated POS to the host college. Example: The participating college is approved to offer ENG 111 as part of their participating Level III POS. ENG 111 is revised. The participating college may simply update its local Colleague POS to reflect the revised version of ENG 111. (Colleges should not add or delete courses without filing a revised participating Level III ISA POS for host and System Office approval.)

**Proposed Participating Level III ISA Program of Study** (Attachment 3A)

Complete the following to indicate the proposed program of study for the participating college as part of the Level III Instructional Service Agreement. The POS will be **incomplete** since only the host is eligible to offer the entire program. This form should also be utilized for amended/revised participating Level III programs of study.

Program Title: \_\_\_\_\_ Program Code: \_\_\_\_\_

Participating College: \_\_\_\_\_ Host College: \_\_\_\_\_

The following is an amendment/revision to an existing Level III participating POS: ☐ Yes ☐ No

Effective Term of Revised Program of Study: ☐ Fall ☐ Spring ☐ Summer 20\_\_

Contact Person Name: \_\_\_\_\_ Email: \_\_\_\_\_

A. GENERAL EDUCATION: The following general education courses may be taken by students at the participating college:

**1. Communication:**

Course Number	Course Title (Credit)
ENG 111	Writing and Inquiry (3)

(Example format)

**Communication Pick List if applicable:**

Select a course(s) from the following:

**2. Humanities/Fine Arts:**

Course Number	Course Title (Credit)
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**Humanities/Fine Arts Pick List if applicable:**

Select a course(s) from the following:

**3. Social/Behavioral Sciences:**

Course Number	Course Title (Credit)
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**Social/Behavioral Pick List if applicable:**

Select a course(s) from the following:

**4. Natural Sciences/Mathematics:**

Course Number	Course Title (Credit)
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**Natural Sciences/Mathematics Pick List if applicable:**

Select a course(s) from the following:

**Total General Education SHC that may be taken by students at the participating college** \_\_\_\_\_

**B. MAJOR HOURS**

**1. Core:** The following course(s) may be taken by students at the participating college:

Course Number	Course Title (Credit)
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Required Subject Area(s) if applicable:

**Total Core Semester Hour Credits that may be taken by students at the participating college**\_\_\_\_\_

**2. Concentration (if applicable):** The following course(s) may be taken by students at the participating college:

Course Number	Course Title (Credit)
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Required Subject Area(s) if applicable:

**Total Concentration Semester Hour Credits that may be taken by students at the participating college**\_\_\_\_\_

**3. Other Major Hours:** The following course(s) may be taken by students at the participating college:

Course Number	Course Title (Credit)
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Required Subject Area(s) if applicable:

**Total Other Major Semester Hour Credits that may be taken by students at the participating college** \_\_\_\_\_

**C. OTHER REQUIRED COURSES** (If applicable): The following course(s) may be taken by students at the participating college:

Course Number	Course Title (Credit)
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**Total Other Required Semester Hour Credits that may be taken by students at the participating college**\_\_\_\_\_

**\*Total Semester Hours Credit that may be taken by students through the participating college's Level III ISA program**\_\_\_\_\_

*\*Please note that the participating program of study should **not** reflect a complete program of study. Only the host is eligible to offer the entire certificate, diploma or associate in applied science program.*

Please obtain the following signatures ONLY IF the participating program of study is being submitted as a revised or amended participating program of study:

Participating College: \_\_\_\_\_

Host College: \_\_\_\_\_

Signature, President	Date
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Signature, President	Date
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***The participating college, host college, and System Office must maintain a copy of the approved participating program of study for documentation of approval. The approved program of study should be replicated at the participating college on local Colleague.***

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**Termination Form** (Attachment 4)  
**Level III Instructional Service Agreements**

**Program Title:** \_\_\_\_\_ **Program Code:** \_\_\_\_\_

**Requested End Term (program's last term to be offered):** \_\_\_\_ Fall \_\_\_\_ Spring \_\_\_\_ Summer 20\_\_

**Contact Person:** \_\_\_\_\_ **College:** \_\_\_\_\_

**Phone Number:** (\_\_\_\_) \_\_\_\_ - \_\_\_\_ **ext.** \_\_\_\_ **Email Address:** \_\_\_\_\_

**Reason for Termination:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Host College	Signature, College President	Date
Participating College	Signature, College President	Date
Participating College	Signature, College President	Date
Participating College	Signature, College President	Date

The president of the host college and the president of each participating college should sign and date the termination form. Signing this document certifies concurrence in the decision to terminate the agreement and compliance of any termination terms specific to the agreement.

Once the termination form has been received and reviewed, System Office staff will update internal records and will send the host and participating college(s) a letter of acknowledgement.

Please email the completed form to: [programs@nccommunitycolleges.edu](mailto:programs@nccommunitycolleges.edu)