

# National Transit Institute: Course Registrant and Participant Code of Conduct

(effective March 25, 2024)

*By registering for any National Transit Institute (NTI) event via the Rutgers University Division of Continuing Studies Registration System, you are agreeing to adhere to the Code of Conduct below:*

## **COURSE REGISTRATION**

- All individuals registered for an NTI course will receive a course enrollment confirmation sent to the email address associated with their Rutgers University Division of Continuing Studies Registration System account. Course registrations are **not** transferrable.
- A waitlist confirmation will also be emailed to individuals placed on a course waitlist. If a slot becomes available, a waitlisted registrant will be contacted by the course Program Coordinator offering admission. NTI staff will **not** respond to emails inquiring about open slots.
- **Please read your confirmation email carefully, noting if you have been enrolled or waitlisted for a course.** Emailed registration and waitlist confirmations can land in spam / junk folders, please check. Emailed confirmations come from: [nti@CE-Registration.rutgers.edu](mailto:nti@CE-Registration.rutgers.edu).

## **COURSE CANCELLATION / NO-SHOW / ATTENDANCE**

### *Course Cancellation*

- All virtual course cancellation notifications must be received at least (10) business days prior to the course start date. All in-person course cancellation notifications must be received at least (30) business days prior to the course start date. Cancellation notification must be emailed to the course Program Coordinator.
- Course cancellation notifications inside of (10) business days for a virtual course or inside of (30) business days for an in-person course **must** come from the registrant's immediate supervisor or manager and be emailed to the course Program Coordinator with a valid explanation why the course is being dropped (explanations of "scheduling conflicts" or required participation in emergency meetings will warrant a penalty for the registrant to be determined on a case-by-case basis).
- Failure to adhere to cancellation notification guidelines will result in a six-month course registration suspension\* for the registrant.

### *No-Show*

- Registrants that fail to attend a course are will be deemed a "no-show" and will serve a one-year course registration suspension. The suspension will be reduced

to six- months if, within (10) days of the end of the course, the registrant's supervisor or manager forwards an email to the course Program Coordinator with an explanation why the registrant failed to participant in the course (explanations of "scheduling conflicts" or required participation in emergency meetings will warrant a penalty for the registrant to be determined on a case-by-case basis).

### *Attendance*

- Every course participant **must** sign the attendance sheet **every day** a course is delivered. Participants that fail to sign the attendance sheet each day will receive an "incomplete" for the course and serve a six-month course registration suspension.
- Course participants are permitted to miss no more than (30) minutes of instruction each day a course is delivered. Participants that miss more than (30) minutes of instruction on any one day will receive an "incomplete" and serve a six-month course registration suspension. If an emergency arises, please contact the course Program Coordinator as soon as possible.
- Participants receiving an "incomplete" will **not** receive a Certificate of Completion.
- Participants must attend the **entire** duration of a (single) course offering to receive a Certificate of Completion. Attending portions of separate course offerings will **not** count towards course completion.
- "Pre-planned" or anticipated course absences will **not** be permitted. If you know, beforehand, you will not be available for the duration of the course, please do not enroll. If an emergency arises, please contact the course Program Coordinator as soon as possible.

### **VIRTUAL CLASSROOM EXPECTATIONS**

To maximize your virtual learning experience please:

- Access the course on a laptop or PC with a high-speed internet connection (course participation via phones or other small electronic devices are not encouraged)
- Participate with a webcam, headset, and microphone.
- Turn your webcam on unless you must momentarily step away.
- Mute your microphone unless you are speaking.
- If possible, print or download the course participant workbook and course materials to have on hand.
- Be seated at a comfortable table or desk in a quiet environment and maintain a professional immediate camera view.
- Actively participate!

### **IN-PERSON CLASSROOM CONDUCT**

- Course participants must dress in business casual attire.
- No one may accompany a course participant into the building hosting the course.
- Course participants will not engage in conversations with other participants during course instruction. Instructors reserve the right ask any participant(s) to leave the classroom for excessive talking. In such case, the participant(s) will receive an "incomplete" and be subject to a course registration suspension.

- Participants must address other participants and the course instructor(s) respectfully. The instructor(s) reserves the right to ask any participant to leave the classroom that speaks disrespectfully or in a harassing manner or tone. In such cases, the participant will receive an “incomplete” and be subject to a prolonged course registration suspension.
- Within the course host facility, course participants are **only** permitted in the course classroom and any other locations designated by the course instructor or host facility liaison (i.e., bathrooms, etc.). Participants wandering into non-designated areas of the host facility may be asked to leave the facility. In such case, the participant will receive an “incomplete” and be subject to a prolonged course registration suspension.
- Under **no** circumstances is an individual permitted to “walk-in” a course. An individual must be officially registered to participate in a course. Waitlisted individuals are **not** permitted to walk-in a course. All walk-ins are subject to a course registration suspension.

### **REQUEST FOR SPECIAL ACCOMODATIONS**

All requests for special accommodations of course materials must be emailed to the course Program Coordinator at least two weeks prior to the start of the course.

### **APPEALS**

Registrants / course participants can appeal a registration suspension or non-issuance of a Certificate of Completion in writing to the NTI Executive Director.

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*\* - When an individual is serving a course registration suspension, they are prohibited from registering or attending any courses and will be dis-enrolled from any course(s) they are enrolled in during their suspension.*