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Introduction

This manual has been designed to assist non-credit program coordinators in identifying available resources. It also clarifies NIU regulations that govern the process of delivering non-credit programs.

NIU has a long tradition of service to residents and organizations in the Northern Illinois region. Non-credit programs are an important part of this tradition. Much effort goes into planning and implementing a successful event and NIU has significantly invested in staff and other resources to carry out the mission of this service.

Evaluation and self-review are an integral part of any endeavor. To that end, in 2003, NIU Internal Audit completed an audit of non-credit programming. Several recommendations came from that study, including the development of a manual that could be used campus-wide when planning a non-credit program. This Non-Credit Programming Handbook is the result. Several people contributed to this effort, including staff members from Outreach Education & Training, the external programming offices, and the internal audit office, as well as the Vice President for Administration and University Outreach. As non-credit programming continues to evolve, so will this document. The latest version can be found at www.outreach.niu.edu in the Planning Tools section on the Conference Services page.
Coordination Resources

Non-credit programs can be initiated by nearly all departments and units across the campus. NIU has several staff resources available to assist in developing a program plan. For example, each college has an External Programming or Outreach Office. Non-credit programs originating within a specific college can be handled in two ways: 1) through the External Programming Office for that particular college; 2) through Outreach Education & Training upon the approval of the External Programming Director from that college.

Those offices or units not represented by an academic college have access to professionals in Outreach Education & Training and are encouraged to use these services.

The administration of coordination services, in general, will vary, but may include the following:

- Budget development
- Program planning
- Marketing
- Site selection
- Facility arrangements
- Speaker arrangements
- Transportation
- Coordination of vendors used to produce the program
- On-site Coordination
- Evaluation services
- Payment of invoices

For a complete directory of offices that offer coordination services, please see Exhibit A, page 19.
Registration

All programs that collect fees must use Outreach Education & Training to register participants. This policy is stated in the Business Procedure Manual, Item 5.1. (Please refer to Exhibit B, page 20.) Programs that do not collect or assess fees have the option of using Outreach Education & Training.

Outreach Education & Training offers a comprehensive non-credit registration service to the entire NIU community. Fees apply for this service. Contact Outreach Education & Training at 753-0277 for more information.

Registration services include:

- Fully-staffed call center
- Participant registration by telephone, fax, mail, or secured Internet
- Customized tracking of all registration items
- Cash, check, purchase order and credit card payment capabilities
- System for depositing daily income directly into an organization’s NIU cost center
- System of tracking of Continuing Education Units
- Confirmation of registration sent to all participants
- Production of output (name badges, participant lists, tent cards, etc.)
- Technical support and database administration 24 x 7
- Complete audit trail for financial transactions

Registration Process

Outreach Education & Training registration involves the following steps/processes:

- Program Request Form
- Confirmation Letters
- Continuing Education Credit
- Cancellation and Refund Policies
- Consistent Pricing and Discounts
- Written Verification for Cancellations, Transfers, Special Pricing, Special Discounts, Changes to an Order
- Printing of Program Materials
- Reports
- On-site Activity
- Closing Programs
- Bank Processing Charges
- System Training
- Cost Centers
- University Hot List—Financial Holds
- Outreach Education & Training’ Billing Letters
- Reconciliation
1. Program Request Form

The first step in establishing registration services in the Outreach Education & Training database is to provide program information. This is done on the Program Request Form (Exhibit C, page 22). This form is available in both hard copy and electronic formats and should contain the following information:

- Program title
- Program dates and times
- Program location(s)
- University cost center and account number where income will be deposited
- Program Coordinator
- Pricing categories and discounts
- Cancellation/Refund policy

All of the above are necessary before a registration can be processed.

Before Outreach Education & Training can complete the process of adding a program to the registration system and begin accepting registrations, a cancellation and refund policy must be provided by the office submitting the program. Copies of the brochure and registration form are needed to assist the call center in serving registrants. The cancellation and refund policy should be clearly stated on the program brochure and on any Internet advertisement of the program.

Each office should review the information entered into the registration system to check for accuracy and completeness and notify Outreach Education & Training of any discrepancies or changes.

Online registration is available for all programs. Coordinators can elect to receive an e-mail every time an online registration is received for one of their programs.

2. Confirmation Letters

The confirmation letter contains details regarding the participant’s order, payment information, location, dates, times, and a cancellation policy. Every attendee receives a mailed confirmation letter (Exhibit D, page 24), which also serves as receipt for payment. In addition, Outreach Education & Training sends each attendee a map of the program’s location. Upon request, Outreach Education & Training will insert additional information, provided that it fits into a business-size (#10) envelope. NIU has a mandatory refund policy for all non-credit activities. If a program does not have a stated refund policy from the program sponsor, then the standard NIU policy will apply:
A full refund will be given to registrations cancelled at least 10 working days prior to the start of the program.

Special or important information unique to the program can be printed on attendee confirmation letters. This information also appears online directly before the registration form when someone registers via the Internet.

3. Continuing Education Credit (CEU)

Participants in NIU’s continuing education programs may receive non-academic credit for some activities. Outreach Education & Training has been given the responsibility for awarding and tracking CEU’s. This responsibility is outlined in the Academic Policy and Procedures Manual (APPM) under Section III, Item 15. Normally such activities are sponsored by:

1) an NIU college, department or unit;

2) a not-for-profit organization with an educational mission;

3) a for-profit group with an NIU co-sponsor.

As dictated by the APPM, the following criteria must be met for a program to be eligible for CEU’s:

1) The program must be planned in response to clearly identified continuing education needs of a clientele group or target population;

2) Learning objectives must be specified for each program prior to its initiation;

3) Qualified instructional personnel must be directly involved in conducting the program;

4) Specific performance requirements for CEU’s must be established prior to offering the program;

5) Student registration procedures must provide sufficient detail to provide necessary information for a permanent record of individual participation;

6) Evaluation procedures identified during the planning process must be used to determine the effectiveness of the program.

Outreach Education & Training will also maintain a permanent CEU record retrieval system for seven (7) years. Program sponsors must maintain supporting documentation that verifies attendance at the program. The sponsor will provide a system for identifying participants who meet the requirements for satisfactory CEU completion. This system may include, but may not be limited to, providing sign-in sheets or testing materials.
Requests for transcripts must be submitted to the Outreach Education & Training Registration Office in writing and contain the following information: date of request, full name, course(s) attended, participant’s complete mailing address, complete address of where the transcript should be sent (if different from participant address), and the participant’s signature. University policy prohibits the release of transcripts for an individual with a financial obligation to NIU.

One continuing education unit (CEU) is equal to ten (10) contact hours of participation in an organized continuing education experience under responsible sponsorship, capable directions, and qualified instruction. **In no instance shall the award of CEUs be equated with college credits applicable toward a degree.**

Outreach Education & Training is an approved provider through the Illinois Department of Professional Regulation for the following professions:
- Licensed Clinical Professional Counselor
- Registered Social Worker
- Certified Public Accountant
- Marriage and Family Therapist
- Speech-Language Pathologist/Audiologists

**4. Cancellation and Refund Policies**

As stated earlier in the “Confirmation Letter” section, NIU requires a cancellation and refund policy to be established for all non-credit events. This policy must be clearly stated on event brochures, websites and related marketing materials. If no policy is identified for a program, the standard NIU policy stated on page 7 will apply.

It is good practice to state within the policy effective dates, financial penalties regarding cancellations, and instructions on how to obtain a refund. See Exhibit E, page 25 for examples.

**5. Consistent Pricing and Discounts**

Pricing and discounts should be administered **consistently** throughout the registration process and clearly stated on event brochures, websites, or other marketing materials. No discount (including complimentary categories) should be created or given to a participant unless it is available to all registrants that meet the discount criteria.

**6. Written Verification for Cancellations, Transfers, Special Pricing, Special Discounts and Changes to an Order**

Outreach Education & Training requires an audit trail be maintained for each participant’s registration activity. Therefore, written notification from the program coordinator or the participant in the program is required prior to making any changes to program information or to a registrant’s order. This provides documentation if questions arise regarding why an
order was changed. If a sponsor cancels an event, all registrants must receive a full refund. A substitution for a registered participant should be allowed for programs when feasible.

7. Printing of Program Materials

The Outreach Education & Training non-credit registration system can produce a variety of items, including:

- Name badges
- Tent cards
- Participant lists
- Sign-in sheets
- Attendee agendas
- Certificates of completion
- Packet identification labels
- Mailing labels

These items can be generated by staff in offices that have a connection to the registration database. Staff in Outreach Education & Training will also produce these items. An hourly charge will apply.

8. Reports

The non-credit registration system can produce a variety of reports that provide detailed participant information, program income and demographic data. See Exhibit F, page 26. Program reports can be generated by staff connected to the registration database. Staff in Outreach Education & Training can also produce program reports.

Each External Programming or Outreach Office has been provided with pivot tables (an Excel file designed by NIU ITS) in the non-credit registration system called Bank Processing Charges and GL Income and Expenses. This report shows all income and expense by GL account and by event.

Any new user of Outreach Registration Services can request that an expense report be created for their use. This is done by contacting the Outreach Education & Training business office.

9. On-Site Activity

Outreach Education & Training staff can assist on site at an event to check in registrants, process walk-in registrations and accept payments. All payments collected on site (regardless of who collects them) must be returned to Outreach Education & Training and deposited into the non-credit registration system the next business day.
In addition to collecting payments, Outreach Education & Training staff will provide the necessary equipment to produce name badges on site.

10. Closing Programs

The non-credit registration system tracks both an END date and an OUT date for each program. It is important to distinguish between the two. The END date is the actual date that the program is concluded. The OUT date is the date when all post-event registration activity for the program is expected to be completed. Post-event activity includes late payments, tracking of CEU’s, processing refunds, etc. All programs should be closed and all accounts settled within 14 days after the event’s OUT date.

The audit guideline of 14 days past the OUT date allows the Business Manager time to receive notification of closure and complete the actual billing. The entire program closing process should be completed within 30 days of the OUT date. Under no circumstances should an event be allowed to remain “unsettled” for an extended period of time without just cause for the delay.

To complete the program closing process, Outreach Education & Training will send a report detailing the number of participants in the program to the sponsoring unit or External Programming Office. This will be sent as an e-mail with a request to review. Based on the number of participants indicated in the report, the Outreach Education & Training Business Office will charge the cost center and account provided at the time the program was first established in the non-credit registration system.

11. Bank Processing Charges

In order for NIU to accept credit cards, the University contracts with a bank to act as the credit card processor. NIU Treasury Operations Office negotiates the contract and associated fees with this processor on behalf of all units on campus that accept credit cards. The bank processing fees are charged to the event sponsor as a percentage of the transaction amount. These fees apply both on a charge and a refund. No department or unit is allowed to contract for any credit card processing services individually. Questions regarding this policy should be addressed directly with NIU Treasury Operations Office.
12. System Training

External Programming Offices and departments using Outreach Registration Services typically have a copy of the Event Business Management System (EBMS) database software loaded onto a computer. This allows access to view event data, generate reports and create program output. Outreach Education & Training has a staff person dedicated to assisting clients with this process and will provide one-on-one training and support.

13. Cost Centers

Program income is deposited into the sponsoring organization’s cost center, using one of the approved accounts listed below:

330340 Deferred Income
330600 Deposits
401200 Conferences and Seminar Fees
430100 Sales/Receipts
430160 Sales - Other
453100 Miscellaneous Income
430290 Sales/Serv-Not Classified Above

14. University "Hot List" - Financial HOLDs

NIU produces a monthly “Hot List” which contains the accounts for individuals/companies that are in arrears to the university. Outreach Education & Training’ business office compares this list with current registrants in the non-credit registration system. If a registrant identified on the “Hot List” is currently active in the registration system, a HOLD is placed on his/her account. This HOLD will not allow the registrant to register for another event until the HOLD is removed.

15. Outreach Education & Training’ Billing Letters

The NIU Accounts Receivable office requires that a Tax Identification Number (TIN) or Social Security Number (SSN) be provided in order for a NIU invoice to be generated. University Legal Services strongly discourages asking program participants for SSN’s.

With approval from the NIU Controller’s Office, Outreach Education & Training has developed a billing letter that is generated for all outstanding accounts and does not require the collection of SSN’s. This letter is sent to each registrant who has a balance due at the time his/her registration is processed. After an event has ended, another billing letter is sent to all registrants with outstanding balances. A registrant is given 30 days to make payment. If payment is not received within this time, a financial HOLD is placed on his/her account in the Outreach Education & Training non-credit registration system. No income is recorded in the program sponsors cost center until the registrant makes payment.
16. Reconciliation

Non-credit program income received and processed through Outreach Education & Training is deposited at the NIU Bursar’s Office. To assist each entity in reconciling PeopleSoft income reports, the Outreach Education & Training business office sends a report to each department or External Programming/Outreach Office. This report contains the details of the Bursar’s deposit and can be matched to the PeopleSoft income report.

Each External Programming or Outreach Office should regularly reconcile the PeopleSoft cost center using the reports provided by Outreach Education & Training.
Contracts

Both NIU Internal Audit and University Legal Services strongly recommend that all activities be outlined in a contract when the institution is engaging with an external entity. If payments to the external entity are necessary, a contract is required as it is the only mechanism available for establishing a Purchase Order with the outside organization. Contracts should indicate the following:

- Identity of parties involved
- Timeframe for the agreement
- Detail of service/deliverables of all parties
- Fees
- Mandatory certifications required by the State of Illinois
- Mandatory signatures

1. Contracts with External Agencies or Individuals

No work on a project can begin before a signed contract is in place.

A standard agreement, pre-approved by University Legal Services, should be used. (see Exhibit G, page 29). It is not necessary to use this exact agreement, but it is critical that University Legal Services review alterations to this contract before it is initiated with the external entity.

Contracts should be routed for signatures in the following order:

1) Three originals are sent to the external entity for signature;
2) Originating unit (internal NIU party) signs;
3) All originals are returned to the Internal NIU party.
4) Internal NIU party signs the agreement and then forwards all copies to University Legal Services;
5) University Legal Services secures signatures of the Executive Vice President, Chief of Operations and/or the President and returns a fully executed copy to the external entity and the Internal NIU party.

Note: This process can take up to six weeks (or longer) once the external party has returned the three originals to NIU.

2. Contracts with Internal NIU Departments/Units

NIU units working together should craft an agreement outlining the details of the project. The agreement should include the pertinent details of the activity. This document becomes official and binding when signed by both parties. Changes in any terms of the agreement require signed acceptance from both parties (see Exhibit H, page 33).
Additional Related Information

1. Sales Tax

Purchases of commodities are not exempted from sales tax. If participants pay a fee, commodities such as educational materials, food and beverage, purchased as a part of that program, are subject to sales tax.

Sales tax must be collected and reported on merchandise sold, such as shirts, books, etc. The NIU Controller’s Office can provide assistance and additional information on reporting sales tax.

2. Unrelated Business Income Tax

The unrelated business income tax (UBIT) applies to all organizations exempt from tax under section 501(a). Illinois tax law requires not-for-profit organizations to pay tax on unrelated business income. This means that a not-for-profit organization that does substantial activity and derives income from it not specifically related to its stated purpose must pay unrelated business income tax on that revenue. (For example, museums pay income tax on profits from sales at museum stores because the sale of merchandise is not part of the institution’s primary mission.)

An activity is considered unrelated business, and subject to UBIT if it meets three requirements:

1) It is a trade or business;
2) It occurs regularly;
3) It is not substantially related to the furtherance of the exempt purpose of the organization.

There are, however, some exemptions to this general rule. Contact the NIU Controllers Office, part of the Division of Finance and Facilities, to verify if a non-credit activity is subject to UBIT.

3. Fundraising Activities

NIU recognizes that raising funds, collecting donations, or soliciting sponsorships may be necessary to support non-credit programming, provide scholarships to program participants, and to offset program expenses.

Money collected as a donation must be deposited in a Foundation Cost Center administered by the NIU Foundation. These funds can only be used for their stated purpose. Before collecting or soliciting any donation, please consult with staff from the NIU Foundation for assistance.
4. Cash Handling Workshop

Each semester, representatives from Internal Audit, the Bursar’s Office, and Treasury Operations conduct a workshop covering the proper collection, receipting and depositing of income. The workshop is intended for managers of cash operations, and for staff responsible for handling and depositing cash. Topics covered in the workshop include:

- cash sales controls;
- cash custody;
- cash deposits;
- general guidelines for achieving internal control over cash transactions.

NIU internal auditors recommend that a written job description specify the types of cash handling tasks an employee performs. The description should also include the approximate amount of cash the employee handles on a regular basis.

All employees handling cash, checks and credit cards are encouraged to attend this workshop.

5. Customer Invoicing

NIU’s General Accounting Office has strict guidelines regarding the invoicing procedure for external parties. These regulations apply to any outside individual or group that owes money to the university. All invoices must be processed through the Accounts Receivable Office. No department or unit within the university, except Accounts Receivable, can create or submit an invoice directly to the external party.

Below is the Accounts Receivable policy as stated in the Business Procedure Manual Section No. 6-1:

1) Direct billings by any university department are a violation of university policies of internal control and are in conflict with audit recommendations.

2) Accounts Receivable is defined as any amount owed the university by an individual, organization, or agency whose funds are not controlled by the university.

3) Invoices in an amount less than $0.99 shall not be prepared for processing through the Accounts Receivable Office.

4) Departments should submit all charges incurred prior to month-end by no later than the 15th day of the following month.

5) To be able to fulfill Illinois reporting requirements regarding receivable accounts and allow for more extensive collection efforts, the Accounts Receivable Office requires a valid Tax Identification Number (TIN) for all accounts extended credit. The guideline requires a Social Security number for an individual or an FEIN (Federal Employers Identification Number) for a company. Any billing requests without the
SSN or TIN information will be returned. If a customer refuses to provide this information, credit should not be extended.

6. Fiscal Year Crossover

All non-credit programs should conform to the Fiscal Year calendar for tracking income and expense. If a program with continuous open enrollment crosses fiscal years, it should be closed out on June 30th and reopened as a “new event” established July 1st. This is most applicable for online non-credit programs or similar events that do not have defined start and end dates.

7. Deferred Income

Income received in one fiscal year for an event occurring in the next fiscal year must be deposited into deferred income accounts. For more information, contact the NIU Controller’s Office.

8. General Security Issues

Offices that keep personal information electronically, such as names, addresses, phone numbers, or educational data, should have security software loaded on the server/computer storing this information. Equipment should be secured in a locked facility and access to technical information such as logins and passwords must be protected. Any server/computer not located at Information Technology Services (ITS) should have a security audit conducted by ITS staff.

Paper records of financial transactions must be kept for seven years. All records that contain SSN’s, credit card numbers and expiration dates must be stored in a locked cabinet with limited access. Each department should develop a written procedure governing access to these files.

After seven years, paper records containing personal information may be destroyed. These records cannot be recycled or deposited in the trash. They must be shredded. NIU Physical Plant contracts with a shredding service. Contact the Physical Plant for more information.

Employees with access to academic information, credit card numbers and/or Social Security Numbers are subject to background investigations. Contact Human Resource Services (HRS) for information regarding the Campus Security Act. HRS maintains a list of positions for which background investigations and can assist with the process.
9. Data Replication

Duplicate registration tracking systems containing personal information must maintain the same security as required of the Outreach Education & Training non-credit registration system. Contact Outreach Education & Training for additional information.

10. Mailing Lists

Mailing lists generated from a non-credit activity may not be used without prior written approval from the program sponsor. Under no circumstances can NIU mailing lists be shared with external organizations unless all parties contained in the list have given written consent.

Any individual requesting removal from a mailing list must do so in writing. NIU departments receiving such requests must act immediately to remove the information.

Information about participants in non-credit programs is university property. This data can be used in mailing lists to promote other programs and services, but must be safeguarded and used in accordance with the federal guidelines set forth in the Gramm-Leach-Bliley Act. University Legal Services routinely offers a workshop explaining the guidelines and implications of this act. Please contact University Legal Services for additional information.
Editor’s Note: In some cases, formatting of the following exhibits has been altered slightly to accommodate pagination. Content of appendices has not been changed.

Exhibit A: Coordination Resources, page 19
Exhibit B: Business Procedure 5.1 (excerpts only), page 20
Exhibit C: Event Request Form, page 22
Exhibit D: Confirmation Letter, page 24
Exhibit E: Sample Cancellation/Refund Policies, page 25
Exhibit F: Sample Registration Reports, page 26
Exhibit G: Sample contract for use with outside agency, page 29
Exhibit H: Sample agreement for use between NIU departments, page 33
Exhibit A

Coordinator Resources

Outreach Education & Training ................................................................. 753-0277

College External Programming Offices:
  Business ................................................................................................. 753-5791
  Education ................................................................................................. 753-3005
  Engineering & Engineering Technology ........................................ 753-6902
  Health & Human Sciences ..................................................................... 753-8996
  Law School .............................................................................................. 753-9670
  Liberal Arts & Sciences .......................................................................... 753-5200
  Visual & Performing Arts ........................................................................ 753-4509

NIU Special Events Office ......................................................................... 753-1999
Exhibit B

**Business Procedure 5.1**

A complete copy of the Business Procedure Manual is available online at http://www.finfacil.niu.edu/BusProcedureManual/index.htm

This university policy requires that all income from non-credit programs be collected and receipted by Non-credit Registration Services (NCRS), also known as Outreach Education & Training. The Vice President for Administration and Outreach can grant exceptions to this policy. To receive an exemption, an application must be completed and is available from the vice president.

Following is the applicable portion of BP 5.1:

**Non-credit Conferences, Seminars, and Other Continuing Education/Public Service Activities**

Noncredit programs include conferences, workshops, institutes, symposia, clinics, online courses and other such continuing educational/public service activities which do not award academic credit but for which fees are charged and collected through cash, checks or credit cards. Non-Credit Registration Services (NCRS) are provided through the Division of Administration and this unit is charged with collecting and receipting fee income associated with non-credit programs. Departments or groups with a compelling reason to administer programs independently of NCRS must have written approval from their own vice president and the Vice President for Administration. The standard business practices for receipting, depositing, and record keeping outlined below apply to all such programs.

All programs must have a published policy for charging fees, offering discounts, and giving refunds. The policy must be followed consistently.

All billings to external individuals or groups must be made through the university billing and accounts receivable system administered by the Bursar. On-line registration and payment by credit card can only be made through approved, secure university sites. Contact the Director of Treasury Operations for information on the sites available. When payments are received via the Internet, by phone or by mail, confirmations may be issued to the registrant rather than receipts. Such confirmations should provide a means for the sponsoring department to track total registrations received and accepted.

All proceeds from these programs must be deposited intact at the Bursar’s Office or an authorized depository bank. Pre-numbered receipts should be issued to each registrant and copies maintained either by NCRS or the sponsoring department, as appropriate. A supply of pre-numbered receipt books can be obtained at no cost from the Bursar’s Office. A representative of the department must sign out each receipt book. At the conclusion of the function, either NCRS or the sponsoring department must account for all pre-numbered receipts issued. In the case of year-round activity, these receipts should be accounted for periodically. Specialized pre-numbered receipts can be designed and purchased by the department where volume and/or longevity of the activity will justify such receipts. The need should be discussed with the Bursar.

For all registrations, the following information must be maintained: A list of people who attended the activity, the amount paid, method of payment, and the date payment was received, along with copies of individual receipts for all registrations processed. This list should include information on who attended the activity free of
charge as guests of the university. These lists should be retained by NCRS and/or the sponsoring department as a part of the activity’s permanent record for future auditing purposes. Additionally, these records will be used to provide data for various university reports.

NCRS charges fees for their services as approved by the university. In all cases, NCRS and the departments requesting the use of their services should have a written agreement documenting the services to be performed and the fees to be assessed. The fee will be invoiced on a schedule agreed to by the parties. When a non-credit continuing education or public service activity is conducted at a site other than the DeKalb campus, the travel, transportation and lodging expenses of NCRS personnel will be paid by the activity in addition to the fee for registration services. These expenses will be documented and charged to the activity within ten business days of the event.
Non-Credit Event Request Form

Internet Registration?  ☐ No ☐ New Request ☐ Revision ☐ Revision Date

Coordinator Name

College / Division  NIU Outreach

Financial Account  Financial Account Dept

Revision Date

Please use care in selecting a category and type for your event. This information will be used for university reporting and should be consistent.

Category  Add New Category  New Category to be added:

Type  Add New Type

New Type to be added:

Academic Dept. (Class)  Add New Class

Event Name:

Event Location:

Event Dates: From  _______ Through  _______ Event Max.  _______ No Continuing Ed Credit

Event Time: Start  _______ End  _______ Onsite Registration Begins at:

Cancellation Policy: (required)

Notes to be included on registrant confirmation letters (in addition to location and event date/time.)

Header Notes:

Footer Notes:

Miscellaneous Instructions:
Functions, Discounts, and Pricing (list each as you want it to appear on the event.)

Cut Off Date for Early Registration: 

<table>
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<tr>
<th>Function Name</th>
<th>Check to Show on Internet</th>
<th>Start Date</th>
<th>Start Time</th>
<th>End Date</th>
<th>End Time</th>
<th>Early Price</th>
<th>Standard Price</th>
<th>Maximum</th>
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</thead>
<tbody>
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</tbody>
</table>

If additional functions are necessary, please add an additional page listing the remaining functions, dates, times, pricing, and maximums.
Registrant Confirmation

2004 Motorcycle Safety Rider Classes (6851)

If there is no refund policy listed below or in the brochure, a full refund will be given to registrations cancelled at least 10 working days prior to the start of the program.

Program Information:
Weekend Classes are Friday 6 p.m. - 10 p.m., Saturday & Sunday 8 a.m. - 6 p.m. Week long Classes are Monday - Friday 6 p.m. - 10 p.m. Persons not in the classroom for roll call at 6 p.m. sharp will lose their place in class and forfeit their deposit. Students are required to wear a helmet, eye protection, gloves, above the ankle shoes/boots, long sleeve shirt or jacket and long pants when riding exercises. All locations are listed below. Please refer to your specific class location in the description above & on the map provided.

Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Start-End</th>
<th>Rate</th>
<th>Quantity</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>328-30D College of DuPage Glen Ellyn (Participant) 08/16/04 6:00 PM - 08/20/04 10:00 PM</td>
<td>Fri 04/02/04 6:00 PM - Sun 10/24/04 5:00 PM</td>
<td>20.00EA</td>
<td>1.00 EA</td>
<td>20.00</td>
</tr>
</tbody>
</table>

Payments:

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<tr>
<th>Date</th>
<th>Payment</th>
<th>Card / Check #</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/05/04</td>
<td>Visa</td>
<td>xxxxxxxxxxxxxxx4079</td>
<td>-20.00</td>
</tr>
</tbody>
</table>

Additional Information:
Class Locations: APEC-Aviation-Professional Education Center-1860 Hawthorne Ln – West Chicago, IL. The classroom is accessed from the west side of the building. COD - College of DuPage - 425 22nd St - Glen Ellyn, IL 60137-4959 See the enclosed map for your location. CLC - College of Lake County - Washington St - Grayslake, IL The classroom is located in Building "D", Room D-201. ECC - Elgin Community College - 1700 Spartan Dr - Elgin, IL 60123-7193 The classroom is a Mobile office trailer located at the top end of parking lot #2. GTC - Great Lakes Naval Training Center - Great Lakes, IL 60088 The course is held in Building 3400. You must sign in at the security desk and wait in the cafeteria. HCC - Highland Community College - 2998 W Pearl City Rd - Freeport, IL 61032 The classroom is located in Building "B", Room 102. MCC - McHenry County College - 8900 US Hwy 14 - Crystal Lake, IL 60012-2761. The classroom is in Building "E", room E-105. NIU - Northern Illinois University - DeKalb, IL 60115 Courses are held in the Holmes Student Center and will meet in either room 306, 406 or 506. Check the enclosed schedule or at the HSC front desk on the first night of class. RVC - Rock Valley College - Mulford Rd - Rockford, IL - Technology Center, Room 213 WCC - Waubonsee Community College - Route 47 at Harter Road - Sugar Grove, IL. The classroom is located in Building "A", Room 131.

Refund Policy: Cancellations must be made in writing (e-mails are acceptable) and received within 48 hours prior to the start of the assigned course in order to be eligible for a refund of the registration deposit. There will be no deposit refunds for persons who are late for the start of class, do not show up or drop out of the course. NO SUBSTITUTIONS ARE PERMITTED.

MULTIPLE REGISTRATIONS If you registered for multiple courses you will be CANCELED from all but the first one you registered for. Check the quantity—if it is a zero you have been taken out of that class and your credit card refunded

All information contained in the note fields above is customizable to the event sponsors needs.
Exhibit E

Sample Cancellation/Refund Policies

Cancellation/Refund: A $75 service fee will be charged for any withdrawals from a course. NO REFUNDS will be given after two weeks prior to the start date.

Cancellation/Refund Policy for Computer Lab Sessions - NO REFUNDS

All cancellations must be received in writing. Fax to 815-753-6900.

PARTICIPANT CANCELLATION/TRANSFER POLICY  1) If you are unable to attend a course for which you have enrolled, we encourage you to send a replacement or reschedule your class well in advance of our catering confirmation and printing orders. Please call more than 5 working days prior to the course start date if you need to reschedule. 2) If you reschedule more than 5 working days before the course start date, we will extend you two change-of-date transfers with no transfer fee. Please note that a fee of $120 will be assessed after two transfers made more than 5 working days in advance of the course start date. 3) If the registrar at 1-800-656-5317 receives your cancellation or first or second transfer notice (by telephone, followed by a fax or letter) more than 5 business days in advance of the course start date, you will not be charged a cancellation or transfer fee. If you cancel or transfer less than 5 business days in advance of the course start date, or if you wish to make a third change-of-date transfer, we will charge a $120 late cancellation or transfer fee to cover non-refundable catering costs, dated printed materials, and contract confirmations with presenters. 4) Registration may be canceled by phone, but a written request to cancel your enrollment on company letterhead must follow the same day by fax (1-815-753-6900) or mail for verification and inclusion in our records.

Cancellations/Refunds: Requests for refunds are accepted if written notification is received by Friday, September 10, 2004 (Refunds will be issued minus a $25 processing fee). Cancellations received after that time will be charged 50% of the total program fee. No refunds issued for cancellation received on or after September 13. Substitutions of registrants may be made, without penalty, anytime prior to the program's commencement. All reservations confirmed by payment. All cancellations must be submitted in writing. Fax to 815-753-6900.

Cancellation Policy: Cancellations should be submitted via fax (815-753-6900) or in writing to Registration, University Outreach, Northern Illinois University, DeKalb, IL 60115. Cancellations must be received no later than Friday, August 9, 2004. Refunds will be issued on cancellations received prior to August 9, 2004 less a $50 processing fee. No refunds will be issued after Friday, August 9, 2004.
### Registration Payment Status

**Event:** HR Summit (7020)  
**Start-End:** Thu 10/14/04 08:30 AM - Fri 10/15/04 04:30 PM

<table>
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<tr>
<th>Bill-To-Account</th>
<th>Registrant</th>
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<th>Status</th>
<th>Date</th>
<th>Registrant</th>
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<tr>
<td>*Andrews Koehler &amp; Passarelli PC</td>
<td>Andrews Koehler &amp; Passarelli PC</td>
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<td>Active</td>
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<tr>
<td>*Lister, Kathy</td>
<td>Brophy, Denice</td>
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<td>08/02/04</td>
<td>150.00</td>
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<tr>
<td>*Marshall Advantage America</td>
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<td>124590</td>
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<td>250.00</td>
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<tr>
<td>*McGough &amp; Associates</td>
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<td>*Nallen, Dawn M.</td>
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<td>*Schumacher, Kathryn M.</td>
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**Grand Total:** 5,433.00  
* Denotes an order that is paid

---

* CEIM324

NIU -- Non-Credit SQL(40), 09/09/04 11:40 AM
### Registration Revenue Summary

<table>
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<th>Event: HR Summit (T020)</th>
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<td><strong>Function / Item</strong></td>
<td><strong>Min - Max</strong></td>
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<tr>
<td>Full conference</td>
<td>0 - 150</td>
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<td>Participant</td>
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<tr>
<td>Full conference Totals:</td>
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<tr>
<td>Team Registration Single Day - Friday 10/15 per person</td>
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<tr>
<td>Group Single Day Registration</td>
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<td>Team Registration Single Day - Friday 10/15 per person Totals:</td>
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<tr>
<td>Sponsor Breakfast Thursday 10/14</td>
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<tr>
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<td>Sponsor Break Thursday P.M. 10/14</td>
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<td>Sponsor Break Thursday P.M. 10/14 Totals:</td>
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<td>CEUs 1.3 Full Conference</td>
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<td>CEUs 1.3 Full Conference Totals:</td>
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CEMDX  
Page 1 of 2  
RID -- Non-Credit SG(403), D9239/04 11:46 AM
### Registration Revenue Summary

**Event:** HR Summit (7020)  
**Start-End:** Thu 10/14/04 08:30 AM - Fri 10/15/04 04:30 PM

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<tr>
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<th>Active</th>
<th>Held</th>
<th>Cancel</th>
<th>Total</th>
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<td>CEUs 0.6 Friday Conference Totals:</td>
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</table>
LETTER OF AGREEMENT

This agreement is entered into this the date, by and between Northern Illinois University name of unit, in DeKalb, Illinois and the name of outside agency for brief description of project or service.

It is understood that this letter of intent if signed by both parties, becomes a binding agreement between these two parties in accordance with the terms hereby set forth and that no other agreement expressed or implied can alter the terms of this agreement unless signed by both parties.

SECTION I

The responsibilities of NIU are as follows:

A. Detail the responsibilities or services to be provided by NIU.

SECTION II

Name of outside agency will be responsible for the following:

A. Detail the responsibilities of the outside agency.

SECTION III

Fees

A. Detail the fee structure and the payment method and timeframe of payments for the project.

SECTION IV

Contacts

The contact(s) for NIU is/are:
Provide very detailed contact information for the involved NIU parties.

The contact(s) for name of outside agency is/are:
Provide very detailed contact information for the outside agency.

SECTION V

Independent Contractor At all times during the term of this agreement, NIU shall not be considered to be an employee of NAME OF OUTSIDE AGENCY, but shall be treated as an independent contractor for purposes of payroll tax withholding and reporting at the federal, state and local level. The parties agree and understand that NAME OF OUTSIDE AGENCY may be required to file a form 1099 on compensation (exclusive of expense reimbursement) paid to NIU. NIU agrees to be responsible for payment of all federal, state and local income and Social Security payroll taxes which may be due on account of compensation received under this agreement.
Confidentiality Each party and its agents, employees and representatives shall treat as confidential all information relating to the business of the other that comes to its attention during the course of performance under this agreement. All such information shall remain the property of the party to whose business such information relates.

Applicable Law This agreement shall be interpreted in accordance with laws of the state of Illinois.

SECTION VII Signatures

______________________________   ________________________________
Name of Party for NIU      Name of Party for Outside Agency
Northern Illinois University  NAME OF OUTSIDE AGENCY

_______________________________   _______________________________
Date            Date

_______________________________
Eddie Williams, Executive Vice President, Chief of Operations
Northern Illinois University

_______________________________
Date

Northern Illinois University is an equal opportunity institution and does not discriminate on the basis of race, color, religion, sex, age, national origin, handicap, or status as a disabled or Vietnam-era veteran. The Constitution and Bylaws of Northern Illinois University afford equal treatment regardless of political views or affiliation and sexual orientation.
SECTION VIII

Lifetime Learning Tax Credit

This program is eligible for lifetime learning tax credit ___yes    ___no.

If yes, NAME OF OUTSIDE AGENCY will be responsible for reporting payments from this conference to the IRS.

SECTION IX

CERTIFICATIONS

The undersigned certifies the following as required by the laws and regulations of the State of Illinois and the rules and regulations of the Board of Trustees and Northern Illinois University:

1. Nondiscrimination
   The undersigned shall abide by the requirements of federal Executive Order 11246 and the Rules and Regulations of the Illinois Department of Human Rights, and there shall be no discrimination because of race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental handicap unrelated to ability or an unfavorable discharge from military service in the employment, training or promotion of personnel engaged in the performance of the undersigned's agreement with Northern Illinois University.

2. Bribery
   The undersigned has not been convicted of bribery or attempting to bribe an officer or employee of the State of Illinois, nor has the undersigned made an admission of guilt of such conduct which is a matter of record, nor has an official, agent or employee of the undersigned been so convicted or made such admission of bribery on its behalf and pursuant to the direction or authorization of a responsible official thereof.

3. Tax Entity
   Under penalties of perjury, the undersigned certifies that its federal Taxpayer Identification Number is ___________. The undersigned further certifies that it is doing business as a (please check one):

   ____ Individual    ____ Real Estate Agent
   ____ Sole Proprietorship    ____ Governmental Entity
   ____ Partnership    ____ Tax Exempt Organization
   ____ Corporation    (IRC 501 (a) only)
   ____ Not-for-profit Corporation    ____ Trust or Estate
   ____ Medical and Health Care Services Provider Corporation

4. Drug Free Workplace (for contracts of $5,000 or more)
   If the undersigned has 25 or more employees, it is familiar with the Drug Free Workplace Act, 30 ILCS 580/1 (1994) et seq., and will provide a drug free workplace in compliance with said act.

5. International Boycotts (for contracts of $10,000 or more)
   Neither the undersigned nor any substantially-owned affiliated company is participating or shall participate in an international boycott in violation of the provisions of the United States Export Administration Act of 1979 or the regulations of the United States Department of Commerce promulgated under that act.

6. Conflict of Interest
   The undersigned is not a firm, partnership, association or corporation in which any person who holds elective office in the State of Illinois, who holds a seat in the Illinois General Assembly, who is appointed or employed in any office or agency of Illinois state government or the Capital Development Board or the Illinois Toll Highway Authority, or is the spouse or minor child of any such person is entitled to receive more than 7½% of the distributable income thereof, or in which any such person, together with his or her spouse or minor children, is entitled to receive more than 15% of the distributable income thereof.
7. Retention of Documents
The undersigned shall maintain, for a minimum of three (3) years after the completion of its contract with Northern Illinois University, adequate books, records and supporting documents to verify the amounts, recipients and uses of all disbursements of funds passing in conjunction with said contract; said contract and all books, records and supporting documents related to said agreement shall be available for review and audit by the Illinois Auditor General; and the undersigned shall cooperate fully with any audit conducted by the Illinois Auditor General and shall provide full access to all relevant materials. Failure to maintain the books, records and supporting documents required by this paragraph shall establish a presumption in favor of Northern Illinois University for the recovery of any funds paid by Northern Illinois University hereunder for which adequate books, records and supporting documentation are not available to support the purported disbursement.

8. Nonappropriation
This agreement is subject to termination and cancellation without penalty in any year in which the Illinois General Assembly fails to make an appropriation to make payable under the terms hereof.

9. Delinquent/Non-Payment of Debt
The NAME OF OUTSIDE AGENCY certifies that it is not barred from entering into a contract pursuant to Section 50-11 of the Illinois Procurement Code, 30 ILCS 500/50-11, based on the fact that it knows or should know that it is delinquent in the payment of any debt to the State of Illinois as defined by the Debt Collection Board. The NAME OF OUTSIDE AGENCY further acknowledges that the University may declare this agreement void if this certification is false or if the NAME OF OUTSIDE AGENCY is determined to be delinquent in the payment of any such debt during the term hereof.

NAME OF OUTSIDE AGENCY

By___________________________

Title_________________________

Date__________________________
Exhibit H

Office Memorandum

To:

From:

Date:

Re: Service Agreement

This letter serves as documentation of the agreement between (list NIU unit providing services to the project) and (list NIU unit for which services are being provided) for the following project.

Name of project

Description of services requested/provided

Timeframe for project

Fees being charged by providing unit

Misc. information

Contact information for both parties

The undersigned acknowledge and accept the terms set forth in this document as accurate.

_________________________________ ______________________________
signature     signature

____________________   ___________________
date       date