



Frequently Asked Questions Regarding the Online Class Confirmation System (OCCS)

All independent contractor instructors confirm that they have taught all classes assigned to them and submit their request for payment of professional fees using our online class confirmation system. To improve efficiency and help improve the “ease of use” of the system, we are providing answers to these commonly asked questions.

1. Which classes do I confirm on the system?

The system must be used to confirm intensive English program classes (professional services provided to I.F. Multicultural Interactive Solutions, LLC) by selecting the appropriate group section(s) from the main class confirmation screen. The system must be used to confirm private/semi-private language training and private/semi-private/open-group test-preparation classes (professional services provided to TLG The Language Group, LLC) by selecting the appropriate section(s) from the main class confirmation screen.

2. How often should I access the system?

Because you can only input information for classes taught during the current processing period, it is important to try to **access the system each day that you teach at least one class** to keep your professional fee request summary current. It should take no more than a few minutes to confirm all of the classes you have taught during a single day.

Helpful Hint: Although it is not absolutely necessary for you to access the system each day you teach, it is strongly recommended for a number of reasons (the most important of which is that it greatly reduces the chance that you will omit a class, especially if you have a heavy class load). *We also suggest not waiting until the last day of the processing period before accessing the system to confirm the classes you taught.*

3. What if I make a mistake when confirming classes?

As long as you notice it during the current processing period, if you make a mistake (for example, you confirm a class you did not teach or enter the wrong number of units), then you can simply click on the orange inlingua icon and resubmit the correct information. If you confirm a class on the wrong date, you can set the number of units taught back to zero to completely erase the confirmation for that class; as a result, the orange inlingua icon will be replaced with the original blue circle.

4. What other actions are involved in order to receive the professional fees associated with the services I have provided to inlingua?

Please be aware that you are required to maintain up-to-date, completed, and signed Pedagogical Charts for each course you teach before receiving your professional fees for each processing period.

Helpful Hint: If you teach a class and enter it into the system without filling out the Pedagogical Chart, you will not receive the corresponding professional fees for that class on the check for that processing period. Once the Pedagogical Chart is properly completed, the center administration will take the necessary action for your professional fees to be included on the next available processing period's check.

5. What if I forget to confirm my class(es) before midnight on the 10th and 25th?

First, this can be avoided by logging in and confirming your classes on a regular basis (see #2). If you happen to forget to confirm a class that was taught (and the Pedagogical Chart was completed correctly - see #4), you will need to submit the details (by e-mail) to the center administration as soon as possible. However, we cannot guarantee that information submitted this way will meet the processing deadline for that period's check. In that case, it would be processed and included on the check for the next available processing period.

6. Are there any exceptions to using the online system to request payment for my services?

Yes, there are a few exceptions. If applicable, your compensation for the following professional services will be processed outside of the online class confirmation system. You will need to provide an invoice by email or in person to receive payment.

- A. On occasion, inlingua will contract with an independent contractor instructor to provide non-instructional support to the center. This is done on a case-by-case basis, and your professional fees for said services will be processed outside of the class confirmation system.

- B. Any IEP instructors designated as peer evaluators will submit their payment request for completing in-class evaluations directly to the department of Professional Development according to the instructions provided at the time they are selected to provide this service.
- C. Any IEP instructors designated as mentors will be compensated for each week that they meet with their mentee, which is processed by the department of Professional Development.
- D. If you teach any sample classes (only for private/semi-private courses for TLG The Language Group), the inlingua center where you provide the service will confirm them for you.

Additional information for Intensive English Programs (I.F. Multicultural Interactive Solutions, LLC)

❖ **How do I track daily student attendance?**

IEP instructors are expected to confirm daily class attendance when the class ends both by having students sign the paper roster and by entering the corresponding information on the inlingua intranet.

❖ **How do I enter final exam and proficiency results for each academic quarter?**

In addition to administering assessments, IEP instructors are expected to manually enter the final results of quarterly student assessments on the inlingua intranet for each group taught during the term.

❖ **What if I do not see the group number that I taught during the processing period on the class confirmation screen?**

If you are unable to confirm one or more of your group classes because the group is absent from your list(s), please immediately contact the center administration so that you can be given access to confirm your classes.

Additional information for Private/Semi-Private Language Training and Test Preparation Classes

➤ **What if I do not see the private/semi-private enrollment that I taught during the processing period on the class confirmation screen?**

If you are unable to confirm one or more of your classes because an enrollment is absent from your list(s), or if you encounter any other inaccurate information, please immediately contact the center administration so that the appropriate action can be taken to give you access (or the inaccurate information can be corrected). It is important to not wait until the 10th or 25th to inform the center of such information because we cannot guarantee that the problem can be corrected during that processing period.

➤ **Is there a way to verify that I am being compensated for all class variables?**

The online system can generate a summary (Pay Report) of all confirmed private/semi-private classes for the current processing period so that you can review and reconcile the instructional services provided to inlingua, including any special class variables (e.g., APP, GPP Electives, or on-site fee). You can print/save a copy of the current professional fee report for your personal records.

➤ **Why did the enrollment disappear from my confirmation screen after I confirmed the last class?**

When all of the pending units have been confirmed, the enrollment will automatically disappear from the class confirmation screen because it has been completed. If this happens before it should by mistake, please contact the appropriate inlingua center so that it can be amended.

➤ **What about Late Cancellations and No Shows?**

Input the information as if you had taught the class and be sure to write it on the Pedagogical Chart then get the student's initials the next time that you see him or her.

➤ **What do I need to do to receive payment for any on-site classes that I teach?**

In addition to confirming your classes online, you need to submit copies of the Pedagogical Charts corresponding to any classes taught outside the inlingua center before receiving your professional fees for each processing period. The preferred method is to e-mail the pedagogical charts; however, you can also leave paper copies in the center.