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Language Center

Administrative Operations Manual

Version 1.0 (Summer 2009)

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Introduction

The *Language Center Administrative Operations Manual* spells out the basic duties and responsibilities of the LC administrative assistant. The administrative operations in this manual are presented in a clear and chronological manner to ensure quality, efficiency and punctuality in the way its users carry out their daily tasks.

The *Language Center Administrative Operations Manual* is divided into four major sections, each of which details what has to be done in a given time of the semester. The manual contains as well an Appendix section that includes all the existing administrative forms, along with samples of email, fax, and memo correspondences.

The *Language Center Administrative Operations Manual* is updated on a regular basis to integrate any new responsibilities, recommendations, or procedures that may improve the efficiency in the implementation of the LC current administrative operations.

The *Language Center Administrative Operations Manual* also serves to liaise between the *Language Center Faculty Handbook* and the administrative operations in the present manual.

LC Assistant Job Description

As stated in *Al Akawayn University Employee Handbook*, the administrative function of the LC assistant is to:

- Provide a positive, helpful first point of contact for visitors to the office of the director
- Answer phone calls and appropriately screen and redirect and answer concerns
- Prepare purchase orders to maintain adequate office supplies
- Provide administrative support for day-to-day operations: to plan and schedule appointments, organize and maintain paper and electronic files, review the work submitted to the director, draft and type a variety of documents and reports, receive and distribute correspondence, prepare travel arrangements and make reservations
- Keep patrons informed about LC services, news and activities
- Remind and follow up department issues, circulating emails and memos to students and faculty, to answer all phone calls and mails, etc
- Follow up LC budget
- File LC documents (memos, invoices, purchasing requests, etc)
- Often contact with Enrollment Services about getting and communicating information related to LC students like classroom reservations, teaching schedules, grades reporting, etc
- Often contact with the VPAA's office (the office of the Vice President for Academic Affairs) about getting and communicating information related to following up faculty contracts, faculty hiring and approval of various LC documents and requests (memos, research grants, etc)
- Often contact with the VPFA about exchanging information related to approval of LC documents and requests like budget proposal, memos, purchasing requests, etc
- Often contact with the Business Office about exchanging information related to payment of invoices, reimbursement checks, travel allowance, etc
- Often contact with Purchasing Services about reporting and following up purchasing requests and office supplies delivery
- Often contact with other schools and centers about getting and communicating information related to various students issues

- Follow up on faculty leave or absences for development activities (lectures and conferences) outside AUI
- Perform other tasks and duties as assigned by the Director

I. Academic Matters

The LC assistant is in charge of carrying out a number of academic operations, most of which are related to serve as liaison between LC faculty and other AUI departments. Likewise, the LC assistant's responsibility is to continually coordinate among LC faculty and LC director.

I.1. Before the Beginning of Semester

Prior to the beginning of the Semester, the administrative body of the Language Center, director and assistant, have the main responsibility of overseeing the faculty hiring process and ensuring, through collaboration with other departments, the smooth settlement of the new and returning faculty.

New Faculty

➤ Before Hiring

- LC director forwards to LC assistant the files of the new faculty who have accepted the job offer at the LC (most of these faculty were interviewed at the TESOL conference).
- LC assistant contacts via email the concerned faculty and sends all relevant/needed information.
- The Chair of the Hiring Committee sends an email to LC assistant including the date and time of the interview of faculty who were not interviewed by the LC director. A file of these faculty is also left in the LC assistant office for the members of the Hiring Committee to look at.
- 30 min before interview time, LC assistant contacts via phone the concerned faculty to make sure the phone number is working properly.
- L.C. assistant forwards the line to the meeting room at the interview time for the Hiring Committee to follow with the procedure.

➤ Upon Hiring

- The newly hired faculty confirms acceptance with LC director.

- LC director gives LC assistant the newly hired faculty complete file.
- LC assistant emails the Housing Application Form (see Appendix) to the new faculty to fill out.
- The new faculty is required to email back or fax the completed Housing Form
- The Housing Form is sent to Housing Services to arrange for accommodation
- LC assistant sends a further email including practical information on settling smoothly in Ifrane and Morocco (See email sample in the Appendix).
- LC assistant sends an email to VPAA with the exact information related to the new faculty (marital status, nationality, housing, flight information, etc)
- VPAA sends the orientation program to the LC assistant.
- LC assistant forwards the orientation program schedule to the new faculty and asks about details regarding the arrival date, time and the flight number.
- LC assistant contacts ITS (help desk) in order to create a Lotus email account to the new faculty member.
- LC assistant arranges transportation for the new faculty from the airport to the residence.
- LC assistant fills out the Vehicle Request Form (See Appendix), which is signed by LC director and sent to the vehicle supervisor.
- LC assistant emails the Vehicle Supervisor the arrival details, and follows up with several phone calls/reminders.

➤ **When Arriving**

- Once the faculty is accommodated, the LC assistant calls him/her to inform him/her about a meeting with the LC director, which usually takes place day 2 of the arrival.
- After the meeting, the LC assistant meets with new faculty member and hands over the office key, supplies and stationary.
- LC assistant accompanies the new faculty to his/her office.
- LC assistant informs the new faculty that LC internal communication functions via Lotus Notes Email.

Returning Faculty

- The L.C. assistant sends a reminder e-mail to the returning/new faculty about of the general faculty meeting
- The L.C. assistant gives the office supplies

I. 2. Beginning of Semester

At the beginning of the semester, the LC assistant provides the new and returning faculty with information about meetings and teaching schedules as well as with institutional communication tools. The LC assistant ensures that lab, MML and SAC schedules are prepared by coordinators and that these have the necessary information and material for their work.

➤ Teaching Schedules

- LC assistant emails new and returning faculty to inform about **the first general meeting** with LC director. The meeting usually takes place on faculty convocation day.
- LC assistant tabulates **faculty teaching schedules** (after being prepared by LC director) and makes copies for all faculty.
- Once the faculty obtain their teaching schedules, LC assistant provides them with the **Internal Textbook Form**, where they specify the textbooks needed for their teaching. The form is signed by both the faculty and LC director. The textbooks are then picked up from the bookstore by the faculty.

➤ MML, SAC & Audio/Video Lab Schedules

- LC assistant reminds LC IT coordinator **to** prepare the **MML schedule**, which is sent to faculty usually the second week of regular class.
- LC assistant reminds the reading coordinator to prepare the **SAC schedule**, which is sent to all teachers the second week of regular class.
- LC assistant reminds listening & speaking coordinator to prepare the **Audio/video schedule**, which is usually sent to faculty the second week of regular class.

➤ **SAC & Audio/Video Lab keys**

- LC assistant provides the reading and listening & speaking coordinators with the SAC and audio/video lab keys.
- LC assistant sends an email to LC faculty to inform them about the procedure to use when data show, camera, tape recorder, etc are needed.
- LC assistant informs the building agent whenever there is a request for data show, camera, tape recorder, etc. The building agent is responsible for installing the material and collecting it after use.

I. 3 Middle of Semester

In the middle of the Semester, the LC assistant circulates evaluations and prepares their summaries for the faculty. She/he also organizes the logistic part of the exams (schedules, classrooms, etc.) and circulates reminders to the faculty to enter and submit the midterm grades.

I. 3.1 Academic Evaluations

➤ Midterm Course Evaluation

- Two weeks before the mid-term exam, the LC assistant makes copies of the mid-term evaluations (See Appendix).
- LC assistant prepares the envelopes with the exact number of students for each course (faculty name & course).
- LC assistant places the envelopes in the pigeon holes of each faculty
- LC assistant sends an email to all LC faculty to inform them about the envelopes and the deadline.
- When all the evaluations are in, LC assistant prepares a summary of each section feedback (See Appendix).
- Once ready, LC assistant places the summary sheets in faculty's pigeon holes, and requests that the summaries are signed before they are seen and signed by the LC director.
- LC assistant files the original forms and makes copies to all faculty. The copies are placed in faculty pigeon holes.

I. 3.2 Midterm Exam Procedure

➤ Proctors & Head Proctors Schedule

- The L.C. assistant asks the test coordinator/L.C. director about the exam date.
- Sends an e-mail to the enrollment at the beginning of each semester (the 2nd week of class) about the exam dates to reserve classes for the midterms.
- 2/3 weeks before the exam, the L.C. assistant prepares the exam schedule for the proctors & head proctors and puts hard copies in the teachers' mail box.

- The building agent posts the schedules in the academic area.
- The L.C. assistant prepares the students' list.
- Two weeks before the exams, LC assistant sends e-mail to the Students Activities to book the sound system technician for the listening exam in the auditorium 4.
- E-mails the restaurant to order pizzas & soda for the exam break (number of pizzas& soda bottles, date, time and location).

➤ **Midterm Grades**

- LC assistant gives hard copies of the score distribution (mid-term) to the faculty (see form)
- E-mails the faculty about the last day to enter grades in "EX" and reminds them to give a hard copy signed & e-mail a soft copy
- The L.C. assistant puts the mid-term grades in separate folders
- E-mails the faculty to give back the exam papers

I. 4 End of Semester

At the end of the Semester, the students write evaluations about their teachers. The ILO's summaries are prepared by the LC assistant, and reports about at-risk students, submitted by LC faculty, are sent to the LC Assistant.

I. 4. 1 Academic Evaluation

➤ Faculty Evaluation (by students)

- 2 weeks before the final exam, LC assistant makes copies of the final evaluations
- Prepares the envelopes with the exact number of students for each course (faculty name & course).
- Puts the envelopes in the pigeon holes of each faculty.
- Sends an e-mail to the L.C. faculty to inform them about the envelopes and the deadline (last regular class day).
- Prepares a summary for each one.
- Once ready, LC assistant gives the evaluations summary to the faculty to sign it and then to the L.C. director for signature too.
- Makes copies to the L.C. faculty and puts them in their mail box and file the original forms.

➤ ILOs Surveys

- 2 weeks before the final exam, the L.C. assistant makes copies of the course surveys according to the students number in each section (see appendix: ILOs form).
- Send an e-mail to L.C. faculty to inform them about the deadline & the ILOs to pick them up from her office.
- Once the ILOs back, the L.C. assistant makes summaries for each skill and e-mail them to the L.C. director, L.C. faculty and skill coordinators.

➤ At Risk Students' Reports

- 2 weeks before the mid-term/final exam, the L.C. assistant sends an e-mail to the L.C. faculty about the at risk students list with comments. The deadline is the last day of regular classes

- Once all the reports are in, the L.C. assistant prepares a general report for each L.C. at risk student (see Appendix for At Risk student Report Form)
- Makes copies for the L.C. director, VPSA & Probation Officer

I. 4. 2 Faculty Contract Renewal & Promotion

The Evaluation Committee makes the decision about faculty renewal/promotion. After final approval by the VPAA, a new contract is presented to the concerned faculty and information is sent to the HR.

➤ Before Contract Renewal Procedure

- The L.C. assistant e-mails the list of the faculty whose contracts have to be renewed to the chair of the Evaluation Committee
- After the faculty files are evaluated, the chair of the Evaluation Committee gives all the completed files to the L.C. assistant who handed them to the L.C. director to prepare the renewal memo.

➤ After Renewal/Promotion Procedure

- L.C. director writes a memo addressed to VPAA.
- L.C. assistant sends the memo to VPAA. The VPAA approves and sends memo to payroll manager who sends it to the Human Resources. The HR prepares a new contract and sends it back to VPAA for signature then back to the L.C. assistant who makes 2 copies, one to the faculty and the other to the L.C. records. The original goes back to the VPAA.

I. 4. 3 Final Exam Procedures

At the end of the Semester, the LC assistant organizes the logistic part of the exams: schedules, classrooms, etc. and circulates reminders to the faculty to enter and submit the final

exam grades which are then sent to Enrollment Services, the Financial Aid Manager and the VPSA.

➤ **Proctors & Head Proctors Schedule**

- The L.C. assistant asks the test coordinator/L.C. director about the exam date.
- Sends an e-mail to the enrollment at the beginning of each semester (the 2nd week of class) about the exam dates to reserve classes for the midterms
- 2/3 weeks before the exam, the L.C. assistant prepares the exam schedule for the proctors & head proctors and puts hard copies in the teachers' mail box.
- The building agent posts the schedules in the academic area
- The L.C. assistant prepares the students' list
- Two weeks before the exams, LC assistant sends e-mail to the Students Activities to book the sound system technician for the listening exam in the auditorium 4
- Emails the restaurant to order pizzas & soda for the exam break (number of pizzas& soda bottles, date, time and location)

➤ **Final Grades & Deliberations**

- E-mails the faculty about the last day to enter grades in "EX" and reminds them to give a hard copy signed & e-mail a soft copy
- LC assistant puts the final grades in separate folders
- LC assistant revises the grades, WF cases and the graduates (passing grade for undergraduate is 70% for graduates: 80%)

- LC assistant separates the grades according to the skills and hands them to the L.C. director before the deliberation of the final exam.
- LC assistant sends hard copies of the grades signed by the faculty and the L.C. director to the Enrollment Services
- Sends a separate e-mail of the super pass cases in the final exam
- LC assistant prepares a list of the passing & failing students and sends it to the Financial Aid manager and the VPSA Project Manager

II. Student Placement

In addition, the LC assistant interacts daily with LC students and communicates information related to tests, courses, faculty. The L.C. assistant also provides the students with the Exchange certificates and French placement test (see appendix).

TOEFL (Test of English as a Foreign Language)

- The L.C. assistant calls & e-mails the Admissions Services to know the estimation of the TOEFL candidates
- Calls & e-mails AMIDEAST about the TOEFL booklets and forms needed.
 - E-mail the Student Activities to reserve the audio technician (sound system)
 - E-mail the L.C. faculty for the TOEFL proctoring and remind them not to open any booklet for demonstration.
 - E-mail the Ground & Maintenance Services for van reservation to pick up the TOEFL booklets from AMIDEAST
 - The L.C. assistant organizes the TOEFL booklets, the answer sheets and the WPT (writing placement test), the answer sheet slides and the supervisor manuals in different boxes with the name of the proctors on them if we have more than 1 test center.
 - Once the TOEFL booklets and the answer sheets are back, the L.C. assistant puts the used booklets (different forms) and the answer sheets in separate boxes and send them back to AMIDEAST
 - After 4 days the L.C. assistant calls AMIDEAST for the TOEFL results
 - The L.C. assistant forwards the e-mail to the L.C. director, VPSA and the Admissions
 - Enter all the TOEFL scores in the “EX “

P.S. Do NEVER send **opened booklets back to AMIDEAST**

P.S. The L.C. does not accept the TOEFL form used recently but at least 1 or 2 years ago

WPT (Writing Placement Test)

- Test coordinator prepares the test
- The L.C. assistant informs the test coordinator about the number of applicants
- After he/she makes copies of the test, the L.C. assistant places the WPT in boxes to go with the TOEFL
- When the L.C. assistant receives back the WPTs, she/he leaves them in secure box in the meeting room and waits for the TOEFL scores.
- Once the TOEFL scores are received, the WPTs are divided in 4 stacks. The following procedure is followed:
 - Students under **420** are not accepted. Their WPT is trashed.
 - Students between **420 & 477** are all placed in **level 1**. Their WPT is not corrected.
 - Students between **480 & 527** are graded and to be placed either in **level 1 or level 2**
 - The WPT above **530** are graded and to be placed either in **level 1, 2 or composition**.
- Once all WPTs are graded, they are given back to the L.C. assistant who enters all the levels in the “EX”

P.S. The test coordinator is responsible for organizing the grading

TEF (Test d’Evaluation Français)

- Receive an e-mail from the French coordinator about the exact date and time of the French test (TEF: test Français)
- Send an e-mail to the registration services to know the exact number of the new students
- Reserve the auditorium and the classes.
- The French coordinator sends an e-mail to AUI students with the exact date and location of the exam
- The L.C. assistant prepares the list of the TEF students with the students’ full names and dates of birth. Post the list in the Academic area
- Send an e-mail to AUI students to check their names and date of birth. Once the list is completed/corrected, the French coordinator e-mails the list to “la chambre de commerce” in France by the French coordinator

- The French coordinator sends an e-mail to the faculty proctors informing them about the test date, time and location
- The L.C. assistant coordinator with the VPSA about the administration proctors and e-mail them the date, location and time
- Sends another reminder e-mail to AUI students
- Once the TEF is administered, the French coordinator counts the TEF booklets and the answer sheets and piles them up in the boxes. The building agent takes care of the mailing (Chambre de Commerce)
- When the results are received from the French coordinator, the L.C. assistant enters the results/levels in the “EX”
- During the pre-registration period, the students are informed by the L.C. assistant about their levels, who fills out the French placement form (see appendix) and stamps it. The student takes the form to the Enrollment services/advisor.

The French levels offered at our University are:

- FRN 3310: Advanced French
- FRN 2310: French for Academic Purposes II
- FRN 1308: French for Academic Purposes I
- FRN 1305: Consolidating French
- FRN 2301: Intermediate French

III. Business English Program

In order to organize the Business English Program, the LC assistant prepares brochures and flyers and arranges program advertising prior to classes. Preparations continue throughout the program until its conclusion when the LC assistant makes a summary of the program evaluation for each level and submits it to the LC director.

Brochure & Flyers Preparations

- The L.C. assistant reminds the L.C. director/L.C. IT coordinator of the BEP brochure's date
- The L.C. assistant receives an updated BEP flyer and brochure from the L.C. IT coordinator in the form of CD.
- The L.C. assistant prepares a PR with the information on the number and the dimensions of the flyer and the brochure and sends it to the purchasing department.
- After 1 or 2 weeks the Purchasing Department sends a "tableau comparative" with the best prices to the L.C. director who makes a decision and signs it.
- After the "bon de commande" is signed, the L.C. assistant receives the brochure and the flyers (after 1 week).
- Once the brochures and the flyers are ready, the L.C. assistant prepares the envelopes with companies, banks... names and addresses. The building agent takes care of the mailing.

P.S. Envelops contain brochure, flyers, BEP application form, director message (letter) and a document including information about companies that have already participated/taken the course.

Advertising BEP

- The L.C. assistant receives the advertising document from the L.C. IT coordinator
- The L.C. assistant prepares a PR and sends it to the Purchasing department with the exact dates and newspapers and magazines (proposed by the L.C. director).
- Contact the magazines/newspapers for follow up on dates of advertising
- Check if the advertisement is on time and makes copies of the ad and files it in the BEP file.

P.S. Note that the L.C. coordinator is responsible for advertising BEP program on AUI website.

Pre-arrival Preparations

- The L.C. assistant sends an e-mail to the housing services about the BEP applicants' estimation in the mid-term of Spring semester to reserve rooms.
- Receive hard/soft copies of the applications and separate them in session 1 & 2
- Calls/e-mails the applicants for 3000 dhs confirmation and arrange for payment
- Receives copies of the bank receipt (e-mail/fax)
- Once the first/second session list is completed, the L.C. assistant e-mails it to the Business Office and to the housing services and sends a signed copy to B.O.
- The L.C. assistant sends the applications; "bon de commande" and the bank receipts to the B.O. for the payment follow up.
- The L.C. assistant fills in the cash wallet form with the exact number of applicants and the amount needed to be charged on the cards (1000 dhs each)
- The L.C. assistant prepares another cash wallet form for the L.C. cash wallet to be used in the faculty lunch with the participants (amount to be decided by the L.C. director)
- The L.C. assistant fills in the PR to order petty cash (3000 dhs each session) to buy the necessary stuff for the daily coffee break (morning & afternoon) the coffee break timing is decided by the BEP coordinator and written down in the program schedule.
- The L.C. assistant buys bags with AUI logo from bookstore
- The L.C. assistant e-mails the restaurant about the number of the participants and the location for cold meals in each participant's room the eve of the first class day
- The L.C. assistant sends e-mail to ITS to create passwords for the participants to have access to AUI labs.
- E-mails the participants' list to the gymnasium to give access to the fitness room, swimming pool...
- Sends e-mail to the Security department with the participants' names, the period of stay, location, date& time of arrival
- The L.C. assistant starts preparing envelops (pen, AUI pin, notebook, Welcome note, first day schedule and the cash wallet) and puts them in the main gate of the university
- The L.C. assistant sends information faxes to the applicants with their arrival's date, time, keys and the welcoming envelops

- The L.C. assistant informs the security that the participants' keys are in the reception of building 38. Once the participants arrive, the security agent accompanies them to that building to pick up their keys

P.S. Note that the BEP coordinator is in charge of the Welcome note, BEP schedule, BEP books& dictionaries, BEP lunch schedule, BEP placement/exit exam

Upon Arrival Preparations

- LC assistant coordinates a meeting between the L.C. director and the BEP participants.
- The L.C. assistant coordinates with restaurant to organize the BEP picnic on Wednesday of the second week of the BEP program (see Appendix for the Restaurant form)

End of Program Preparations

- Two days before the end of the program, The L.C. assistant handed a blank paper to all participants to write down their names. She/he gives the hand written paper to the L.C. IT coordinator to prepare the certificates.
- E-mails the restaurant to prepare the BEP ceremony (location, number of participants, faculty & guests)
- The L.C. assistant reminds the BEP coordinator of the program evaluations after the exam of the final day
- During the ceremony, the L.C. assistant reminds the participants to leave the keys in the main gate of the university
- The L.C. assistant makes a summary of the program evaluations for each level and prepares the BEP budget to the L.C. director

VI. Non-Academic Matters

Non academic matters including receptions, farewell parties, LC invitation and confirmation to Commencement ceremonies are also coordinated by the LC assistant.

- At the beginning of every semester, LC assistant organizes a reception for all LC new and returning faculty. The reception takes place during faculty convocation day. The LC assistant may either order cookies, pastry, juice, etc. from the restaurant or she might as well use LC cash wallet and get all what is needed for the reception from the campus shop
- During some of the general LC faculty meetings that take place in the middle of the semester, LC assistant organizes coffee breaks
- During exam days, LC assistant prepares for the pizza break that takes place between the first and second exam. The LC assistant emails the restaurant two days before to order the number of pizzas & soda bottles, and to inform them about date, time and location of the exam break
- During farewell parties, LC assistant organizes a party and emails the restaurant or faculty club to place the order
- LC assistant is in charge of preparing a little gift (or AUI plate) for the leaving faculty, and also invites LC faculty to write a thank-you/goodbye note on the gift
- Once the VPAA formally invites all AUI faculty to the Commencement Ceremony, LC assistant sends an email to LC faculty asking for confirmation to the invitation
- When LC faculty confirms, LC assistant informs the coordinator of the ceremony about the number of LC faculty and spouse attending the ceremony

Forms

The LC assistant is responsible for distributing and submitting all academic, BEP, student, and administrative forms for all activities of the Language Center (see all form listed below).

Academic Forms:

- Plagiarism Form
- WF form
- Request for Authorization of Absence Form (Lecturing, research, conference or other professional Development Activities)
- Clearance Form
- Teachers' Absence Form (maternity leave, sickness, personal matters)
- Teachers' Make up Form

- Final Exam Date Change Form
- Final Exam Grade Change form
- Internal Textbook Purchase Form
- Part-time Student Form
- Final-Mid-term Evaluation Form
- At Risk Student Report
- ILOs form
- Report on Incomplete Work Form
- Oral Interview Form (recruitment form)
- Hiring Form (filled out by the HC members signed by the L.C.D.)
- Check List Form
- Self-Evaluation Document
- Class Observation Form
- Skill Coordination Form
- Evaluation Committee Report Form
- WPT Grading Form
- Cancellation Form
- Distribution Score sheet (mid-term)

BEP Forms

- BEP faxes (confirmation, information, bank details)
- Application Form
- Brochure
- Flyer
- Director's Letter
- Companies' names sheet
- BEP Addresses List

Student Forms

- French Proficiency Level Certificate
- Exchange/TOEFL Certificate Forms (English proficiency level certificate)

Administrative forms

- Vehicle Form
- Cash Wallet Form (L.C internal cash wallet & BEP participants cash wallet)
- Purchasing Requests Form (services, equipment, spare parts, stock)
- Delivery Form
- IT Purchasing Request
- Business Trip Order
- Internal Movement Form (furniture movement from one place to another)
- Copy Center Form
- Housing Application Form (new faculty)
- Housing Voucher (visitors & part time faculty)
- Restaurant Form (BEP picnic/ ceremonies...)
- L.C. Budget Form
- Reimbursement Form
- Check in/out Form (books & camera)