



# LEADERSHIP AND COMMUNICATION FOR MANAGERIAL SUCCESS

Center for Executive Education  
Naval Postgraduate School, Monterey California



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## FREQUENTLY ASKED QUESTIONS (FAQs)

### ENROLLMENT

#### Who can enroll?

The program is designed specifically for people managers, O-4/O-5, E7-E9, and GS 12-14. Experienced **managers** in other ranks may attend with permission from the registrar and/or the instructors.

#### What if I don't meet the requirements?

If you don't meet the requirements your application will be subject to instructor approval. Your completed form will be reviewed and require instructional approval by LCMS program managers; Dr. Helzer and Dr. Stephens.

#### What is the minimum enrollment?

If the program does not meet minimum enrollment, NPS will notify applicants accordingly and return the tuition in full. In the event of cancellation NPS is not responsible for travel, accommodation, or other expenses incurred by the participant.

#### What is the Waitlist Policy?

After the maximum participants register for the program, we will begin a waitlist. If registrants drop out or do not pay their tuition by the perspective tuition deadline, we will begin contacting people on the waitlist.

#### Are non-Naval employees eligible to attend the program?

While we do prioritize enrollment for Naval Personnel, all DOD and Service Members are welcome to attend. Contact [cee@nps.edu](mailto:cee@nps.edu) for more details.

## **PAYMENT AND CANCELLATION**

### **What is the cost of the LCMS program?**

Tuition for online and in residence LCMS is \$2600 per person. The cost covers program instruction and program materials. Tuition does NOT include travel expenses. Each participant should be on orders and is responsible for their own travel costs (flight, meals, lodging, incidentals., etc

### **How do I secure a seat?**

Contact [cee@nps.edu](mailto:cee@nps.edu) for program processes and registration details.

### **Why is tuition charged for this program?**

Currently, the LCMS does not have mission-funded seats. All participants must be funded by their command/agency to attend (i.e., tuition and travel.

### **NPS can receive tuition in the form of:**

- Navy to Navy: NAVCOMPT Form 2275, 2276A
- Non-Navy to Navy: DD Form 448
- Non-Appropriated Funds Navy to NPS Navy: Check made out to U.S. Treasury

### **Electronic copies of funding documents are to be emailed to:**

Email: [cee@nps.edu](mailto:cee@nps.edu) cc:wmcanall@nps.edu

### **Does NPS accept Credit Card payment?**

**No**, Not at this time.

### **Is NPS part of Navy Working Capital Fund?**

No - NPS is not.

### **Can NPS accept payments directly from individual students?**

- Payments will not be accepted from individual students.
- NPS does NOT accept money from tuition assistance, the Montgomery GI bill, the Post 9/11 GI bill, and VA Benefits.

### **What is the cancellation policy?**

We understand that senior executives occasionally have changes in plans or schedules that will result in no longer being able to attend the program as planned.

If you wish to cancel, you must submit your request in writing at least 21 calendar days prior to the program start date to the NPS Center for Executive Education team at [cee@nps.edu](mailto:cee@nps.edu). Cancellation requests are valid only upon NPS CEE confirming receipt of your request.

Should a participant not be able to participate due to factors beyond their control (e.g. family emergency, work emergency, etc.), the participant may elect (pending any necessary sponsor/ employer approvals) to credit the payment towards the following program cycle. If a participant would not like to take advantage of the deferral policy, they may request a refund subject to the above rules.

## PROGRAM SPECIFICS

### Who are the instructors?

Instructors for this class are Dr. Erik Helzer and Dr. Kimberlie Stephens. Each have many years of experience teaching executive education in the private and public sectors. Our instructor bios can be found at: <https://my.nps.edu/web/cee/LCMS>

### What is policy for class attendance?

Participants are admitted on the understanding from their management that they will be free from organization duties during the full period of their program and that they will, therefore, devote their full time to the program. The faculty considers attendance by every participant at every class essential if the program is to make its maximum contribution to the individual and to the group. Accordingly, attendance at all classes, discussion groups, and program events is required.

### May I audit the program?

We are not able to accept any students on an audit basis in order for us to foster an environment for free and open dialogue. We expect all participants to complete the multiple personal assessments and contribute to class discussion where these assessments will be discussed.

### How can I include LCMS Completion on my service record?

The LCMS is not required by any Community's training track and currently we are not in the NOOCS or any other standardized Navy education listing, nor do we have a Navy-approved course number. Most graduates submit their Certificate of Completion (with CEU credits) to add to their training jackets or personnel record.

### What is the program schedule?

- ONLINE - Four-day program six hours per day. Specific hours will be determined by time zones of participants.
  - Mandatory course orientation the week prior to the scheduled course
- IN PERSON - Three-day program, eight hours per day.

### What are the Technology requirements for Online iterations?

#### Technology requirements:

All participants should have

- \* Laptop or desktop computer
- \* High speed internet access
- \* Webcam and audio capability
- \* Zoom app installed
- \* Chrome or Firefox web browser installed
- \* Complete a zoom test using the following link: <https://zoom.us/test>
- \* Attend connection test and course orientation
- \* Suggested but not required: headphones

### **What if I can't fully commit to the online iteration?**

Participants are admitted on the understanding from their management that they will be free from organization duties during the full period of their program and that they will, therefore, devote their full time to the program. The faculty considers attendance by every participant at every class essential if the program is to make its maximum contribution to the individual and to the group. Accordingly, attendance at all classes, discussion groups, and program events is required. We strongly recommend arranging no-cost TAD orders through your command to allow participation from your home using your own personal computer. If you must attend from your workspace, we encourage you to secure a location that allows you privacy to talk about sensitive and confidential issues.

### **May I use my NMCI device(s) for online participation?**

We have found that most NMCI machines do not have webcam and audio capabilities. Please test your audio and webcam **prior** to enrolling in the course. If your NMCI does **not** have a webcam, you are able to use multiple devices. For example, NMCI machine to view the lecture and personal device i.e., smart phone, tablet, iPad, personal laptop etc., for camera and audio capability.

### **Are assessments still required for online iterations?**

Yes, you will receive a *welcome email* including all pre-work assignments. You will be supplied a deadline in which all assessments are to be completed by. This allows the program managers to review your results and CEE to post course materials for the designated lectures.

## **LOGISTICS (for in-residence courses)**

### **Do I need to make my own lodging reservations?**

Students attending this program will be required to find their own lodging and are requested to reserve accommodations as soon as possible once selected for the program. If any rooms from Hotel Del Monte (formerly known as Navy Gateway Inns and Suites)-Monterey become available – we will notify the class.

### **Are there lodging options on base at Naval Postgraduate School?**

Yes - the Hotel Del Monte (Previously known as Navy Gateway Inns and Suites-Monterey) 1 University Circle, Monterey, CA 93943

<https://my.nps.edu/web/navy-gateway/> 831-920-0974

### **What if Hotel Del Monte does not have availability?**

For your convenience, recommended off-base hotels with government rates and in close proximity to the Naval Postgraduate School are listed below.

\*Additionally, please remember to contact NGIS at 1-877-NAVY-BED (628-9233) to receive a certificate of non-availability prior to booking off – base lodging.

### **Navy Lodge**

1100 Farragut Rd, Monterey, CA 93940

[https://www.navalodge.com/lodge\\_page.html?p\\_lodge\\_number=9831-372-6133](https://www.navalodge.com/lodge_page.html?p_lodge_number=9831-372-6133)

**Hyatt Regency**

1 Old Golf Course Rd, Monterey, CA 93940 <https://monterey.regency.hyatt.com/en/hotel/home.html>

831-372-1234

**Hilton Garden Inn**

1000 Aguajito Rd, Monterey, CA 93940

<http://hiltongardeninn3.hilton.com/en/hotels/california/hilton-garden-inn-monterey-MRYMHGI/index.html>

831-373-6141

**Hampton Inn**

2401 Del Monte Ave, Monterey, CA 93940

<http://hamptoninn3.hilton.com/en/hotels/california/hampton-inn-monterey-MRYHXXH/index.html>

**Embassy Suites by Hilton**

1441 Canyon Del Rey Blvd, Seaside, CA 93955

<http://embassysuites3.hilton.com/en/hotels/california/embassy-suites-by-hilton-monterey-bay-seaside-MRYESES/index.html>

831-393-1115

**Holiday Inn Express at Monterey Bay**

1400 Del Monte Boulevard, Seaside, CA 93955

<https://www.ihg.com/holidayinnexpress/hotels/us/en/seaside/mryca/hoteldetail>

831-394-5335

**Monterey Bay Lodge**

55 Camino Aguajito, Monterey, CA 93940

<http://www.montereybaylodge.com/>

800-558-1900

**How do I get to Naval Postgraduate School?**

The Monterey Peninsula Airport (MRY) is located approximately 4 miles from NPS. San Jose (SJC) and San Francisco (SFO) Airports are 76 and 106 miles respectively from NPS.

From Monterey Peninsula Airport: The road leading out of the airport is Olmstead Road. Follow Olmstead Road to Garden Road - first street on the right turn right onto Garden Road take Garden Road to 3-way traffic light; turn left onto Mark Thomas Drive turn right onto Sloat Avenue at first traffic light. Turn right at stop sign to enter the Main Gate.

From San Francisco and San Jose Airports: Exit the airport and follow directions to US Route 101 South toward Los Angeles. At Prunedale, take CA Route 156 West then onto CA Route 1 South. Proceed on CA Route 1 South to Monterey. Take the "Del Monte Avenue" exit and follow the signs to Del Monte Avenue and enter the Del Monte Gate. If it is closed, drive further to the next traffic light, turn left onto Sloat Avenue. At stop sign, turn left to enter the Main Gate.

**What about Gate Access?**

Entry onto the Naval Postgraduate School campus requires a current Active Duty/Retired/Dependents' Military ID or CAC. If you are entering the Naval Postgraduate School in a rental vehicle, your rental contract must be displayed on the dashboard and remain there while the vehicle is on campus.

**What if I need a taxi or other transportation to the base?**

Taxi: "Yellow Cab Company" is the only taxicab authorized to enter NPS for arriving/departing guests. Their telephone number is 831-646-1234.

Commercial Airport Shuttle: Monterey Airbus provides transportation from SJC/SFO and will provide a drop-off outside the main gate, which is approximately a 5-minute walk to Herrmann Hall.

**Where can I park when on base?**

If you have a rental vehicle, please note that parking spaces are available behind the NGIS/Herrmann Hall and in open parking lots (found on NPS Parking Map provided by NGIS). Parking tickets will be issued for violators illegally parked.

**What is the CEE class dress code?**

Business casual dress is appropriate for classes. Classroom temperature may vary per individual, recommend dressing in layers for comfort. Suits, ties or uniforms are not required for any function.

**Will meals be provided during the program?**

Catered meals will not be provided during the program. Ample time will be provided during lunch breaks. An honor system coffee mess is maintained in the CEE Galley for snacks and refreshments.

**Are meals available on campus?**

Yes, there are dining facilities on Campus:

**El Prado Room** (Basement of Herrmann Hall): 7 days a week, 0630-0930, Hotel Del Monte guests only, continental breakfast

**Cafe Del Monte** (Parking lot of Dudley Knox Library): Mon-Fri 0700-1400, breakfast and lunch.

**Trident Room** (Basement of Herrmann Hall): Tue-Sat 1530-2100, dinner only.

Note: Meal service is not available on campus on Sundays.

**What is the contact information during the program?**

Each room at NGIS is equipped with a telephone with voicemail, the number will be provided upon check-in. During class hours, emergency messages can be left with the CEE Registrar at 831-656-3850.