



2017-2018

FULL-TIME FACULTY HANDBOOK

Table of Contents

Table of Contents	2
EXECUTIVE ADMINISTRATION	4
ACADEMIC ADMINISTRATION.....	4
EMPLOYMENT INFORMATION.....	6
Employment Packet	6
Background Investigation Policy	6
New Employee Orientation.....	6
Setting Up Accounts	6
Faculty Credentials	7
Policy Provisions	7
Portfolio Review	7
Job Description	8
Faculty Workload.....	8
Workload Provisions.....	8
Extra Contracts.....	9
Faculty Release Time Procedure	10
Pay Day.....	10
College Employee Directory.....	11
Institutional Fact Book.....	11
General Benefits.....	11
Sick Leave.....	11
Personal Leave	13
Leave Without Pay.....	13
GENERAL ACADEMIC INFORMATION.....	13
Hours of Operation	13
Policies and Procedures Manual	14
College Catalog.....	14
Americans with Disabilities Act (ADA).....	14
Title IX Compliance	15
Academic Freedom and Academic Responsibility	15
Curriculum and Course Changes	15
Instructor's Weekly Door Schedule.....	15
Faculty Appraisal	16
Student Opinion of Instruction.....	17
Excellence in Teaching.....	17
Travel	17
ACADEMIC REPORTING INFORMATION.....	18
Section Roster/Section Prerequisite Roster	18
Financial Aid Verification	18
Curriculum Attendance Policy and Reporting.....	18
Final Grade Report.....	19
Curriculum Grade Descriptions	19
Grades for Developmental Studies Courses	20
Incomplete Grades	20

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Procedures for administering sick leave:

- For any absence of six or more consecutive workdays, an employee is required to obtain and present a Certification of Health Care Provider form (available from the Human Resources Office), from the employee's health care provider attesting to the illness or injury. For any absence of ten or more consecutive workdays due to illness, injury, medical condition, or serious health condition for which sick leave may be taken under this policy, the employee is requested without additional notice to obtain and present a Certification of Health Care Provider form.
- Employees should be directed to the Policies & Procedures Manual (<http://cravencc.edu/about/policies/>) to review the College's policies on Sick Leave and Family Medical Leave.
- Once the employee requests the Certification of Health Care Provider form from Human Resources, they will then be provided with any additional information they might need.
 - For example, if the employee's medical absence will extend beyond 2-3 weeks, the employee will need to write a letter addressed to the President, copy to Human Resources and immediate supervisor, requesting this leave of absence.
 - The letter should include the dates of the request and expected return to work date as certified by their health care provider.
 - The President will sign off on the letter and note "pending verification and additional information to Human Resources and supervisor." This process will assure that the employee has at least followed the proper procedures in requesting this absence, that the College is aware of the absence and that the absence is counted towards the employees 12 weeks of job protected leave provided under the Family Medical Leave Act.
 - Regardless whether the employee has adequate leave to cover this absence it still runs concurrently with the request.
- Faculty may use sick leave without pay while on a medical leave; however, it still counts towards their 12 weeks. The 12-week clock begins the date of their original request for extended absence, example April 2010-April 2011.
- Human Resources will use the information provided by the employee for the following reasons:
 - To track employees' 12 weeks of job protected leave.
 - To assist the employee in the event they qualify for and have to go out on short-term disability (60-day waiting period).
 - To assure that the College is following federally mandated guidelines of providing employees FMLA rights.

Human Resources will issue the employee a letter at the beginning of their FMLA absence informing them of their rights and responsibilities under the College's FMLA policy. The letter will also state that employment is not guaranteed beyond the 12 weeks, but continued employment will be handled on a case-by-case basis depending on the expected date of return.

Leave Faculty Work Day

If a faculty member is absent a portion of a scheduled work day, the actual number of hours missed will be charged. Work days prior to, following, and between semesters are 8-hour days, i.e. faculty work days. If a faculty member is absent a full week, forty hours of sick leave will be taken.

COLLEGE SERVICES

Audiovisual Equipment

Most classrooms are equipped with audiovisual media equipment. If the equipment needed for a class cannot be found in the assigned classroom or is not working, consult the Urgent Help Request information page. Weekend instructors should notify the chair/coordinator prior to college closing for the weekend in order to have equipment reserved.

Urgent Help Request

IT and Facilities Services are pleased to announce a process to better serve instruction in the classrooms for Urgent Help Requests. This is an automated voicemail to the help desk service. This system can be used by all full/part-time instructors. This system is for **urgent** requests and you should continue to use the regular helpdesk email for all nonemergency requests.

What is Urgent?

Information Technology Services	Facilities Services
EXT NB: 1222 EXT Hav: 8212	EXT NB: 1315 EXT Hav: 8213
Computer(s) will not boot in the classroom.	No Power to building or room
Monitor will start in the classroom.	Plumbing emergencies, over flows, leaking water
Projector will not work.	Any safety hazards, such as spills, broken electrical cables

To use this process to report problems in the classroom use the softphone (pictured on the next page) installed on all instructor's computer in the classroom. All you have to do is select the button for the help desk you want to use and leave a voicemail.



The process when you call Information Technology Services:

- Your voicemail will automatically be created as a help desk ticket and then forwarded to an on duty IT Service Support Technician.
- IT Service Support Technicians have been instructed to respond to these urgent request as quickly as possible. Requests not deemed urgent will be put in to que and responded to accordingly.
- The quick response service is available **Monday through Friday 8A-5P (spring & fall); Monday through Thursday 8A-5:30P (summer)**. Any message left after 5/5:30PM will be given high priority the next business morning.

The process when you call Facilities Services:

- After leaving a message, your voicemail will automatically be created as help desk ticket and then forwarded to the Director of Facilities.
- The Director of Facilities will deploy the most qualified Facilities Technician to respond as quickly as possible. Requests not deemed urgent will be put in to que and responded to accordingly.
- The quick response service is available **Monday through Friday 7AM-4PM (spring & fall); Monday through Thursday 7A-5:30P (summer)**. Any message left after the 4/4:30PM will be given high priority the next business morning.

Note: You can also use any on campus Cisco phone to submit your urgent request, however, if the location you are calling from is not the location of the issue; please state the location in your voicemail message

Most classrooms are equipped with audiovisual media equipment. If the equipment needed for a class cannot be found in the assigned classroom, contact the Media Coordinator (252) 638-7245 for the New Bern Campus. Weekend instructors should notify the coordinator prior to college closing Friday in order to have equipment reserved for the weekend. Contact the Havelock Administrative Support Technician at (252) 444-6008 for Havelock classes. For audiovisual emergency situations on the New Bern Campus, please contact a librarian in the Godwin Library, Barker Hall, at (252) 638-7275.

Computer Lab Rules and Policies

Computer labs are for the use of current Craven Community College students and employees. Students, faculty, and staff are expected to read and become familiar with the [Acceptable Use Policy](#).

- Food and drink are not allowed in computer labs.
- Cell phones should not be used in the labs.
- Children are not allowed in computer labs.
- Students are not to copy, install, or save anything to the hard drive of a PC without prior approval.
- Computers in labs are to be used specifically and only for class assignments.
- Craven Community College assumes no responsibility for any direct or indirect damages arising from the use of its connections to Internet services.
- Making electronic information available to students does NOT imply any endorsement of the content by the College.

- There should be no expectations of privacy when using computers on the Craven Community College campuses. All activity is subject to monitoring by Information Technology staff.

Academic Skills Center

The Academic Skills Center, located in Barker Hall on the New Bern campus and in the Learning/Career Center of the Redd Building on the Havelock campus, assists individuals to achieve educational goals. Open enrollment provides easy access to the following programs and services:

- Tutoring in curriculum courses by trained tutors
- Writing Lab/drop-in lab for writing help (located in the Academic Skills Centers in NB and HV)
- Math Lab/drop-in lab open for help with courses involving math applications
- Computer Lab with tutorial software in various subjects.
- Seminars and workshops on a variety of topics
- ADA accommodations for students
- Make-up and distance education tests
- Make-up tests are given per instructor guidelines. Either a list of the students or the student's name should be written on every test for identification purposes. Mail or bring your tests to the Academic Skills Center, include any special instructions, and inform your students that picture identification will be required. Be sure to specify if you want your tests returned through campus mail or held for you to collect.

Please mention the Academic Skills Center to your classes, as it provides academic support of which your students may be unaware. The Academic Skills Center is always in search of good tutors. Interested persons may contact the Academic Skills Center at (252) 638-7274 for the New Bern Campus or (252) 444-0707 for the Havelock Campus. Faculty may contact the Academic Skills Center Director who will be glad to make a presentation to your class on the academic support services offered to students.

To receive services from the Academic Skills Center, students must have a completed referral form from an instructor in-hand or a completed referral sent by the instructor via e-mail to ascres@cravenc.edu.

Please make sure that all fields on the form are completed. Be very specific in regard to identifying the definite needs of the student.

Acceptable Examples of Student Needs

Internet research and typing
 Access to Blackboard, MS Office and Internet
 Solving linear equations
 Multiplying trinomials
 Construction of a thesis statement

Unacceptable Examples of Student Needs

Help with Chapter 3
 Help with essay writing
 Fractions
 World War II

Students will need a referral form for each of the Academic Skills Center areas as their needs arise. Contact either Jennifer Bumgarner on the New Bern campus, (252-638-6715) or Michelle Davis on the Havelock campus, (252-444-0707) with questions.

Copiers

The College maintains photocopiers in New Bern and Havelock for use by instructors, staff, and students. The individual responsible for each copier assigns copier-use numbers to faculty and staff for that particular copier. Employees, instructors, work studies, and lab assistants may have access to the copiers. Users of the photocopiers should be aware of the laws governing the reproduction of copyrighted materials. The laws governing the duplication of materials for instructional purposes are described in the Copyright Protections section of the Policies and Procedures Manual located in section 8.5: <http://cravencc.edu/about/policies/>.

Note: Copiers are provided for college business use only. A coin operated copier for student use is located on the New Bern campus in Perdue Hall and on the Havelock campus in the Academic Skills Center.

In an effort to conserve resources, copying should be judicious and alternative methods of mass communication or presentation employed when possible. This will support our green initiative as well as reduce our costs for paper, toner, labor, and mechanical wear of the equipment.

Library Facilities and Services

Godwin Memorial Library

2nd floor, Barker Hall (252) 638-7272
library@cravencc.edu

For current hours check the library's webpage www.cravencc.edu/library.

Library instruction can be scheduled by using the *Book-a-Librarian* form (<http://cravencc.libguides.com/library/faculty#s-lib-ctab-11515305-0>) at least 24 hours in advance. Librarians can conduct research and information literacy classes, ACA library orientations, or resource demonstrations.

Book-a-Librarian may also be used to reserve the library computer lab and library space for your classes to use. Library instruction sessions take priority over scheduling class sessions. Please do not bring your classes to the library without prior confirmation from library staff.

Circulation of most library materials is for three weeks and may be renewed once unless requested by another user. A library card or Craven identification card are required to check out materials. Faculty may apply for a library card at the library's service desk or online at <http://cravencc.libguides.com/library/librarycard>. Faculty may request a semester length checkout for materials they need for a course.

Reserve materials can be held in the library for your students' use. Materials will be circulated by the instructor's request (overnight, 3 days, library use only, etc.).

Resources

Godwin Memorial Library provides a shared catalog of more than one million learning resources. CCLINC gives access to the collections of fifty of the North Carolina Community College libraries and allows users to search, request materials, and check the status of their personal account.

NCLIVE (www.nclive.org) is a virtual library with full-text magazines, journals, newspapers, ebooks, audio books, business resources, and full length films. All are available on campus or remotely.

Electronic subscriptions to The Chronicle of Higher Education and The Teaching Professor are available. Access is through the library's web page.

Havelock Public Library

(252) 447-7509

For current hours check the library's webpage <http://havelocklibrary.org/>

The Havelock Public Library is located on the Havelock campus and serves as the library for the Havelock campus. The public collection is supplemented with academic titles suggested by faculty or chosen by the Craven Community College librarians.

Faculty and students using the Havelock Public Library should apply for a Craven Community College library card in order to request materials through CCLINC.

Marine Warrior Library MCAS Cherry Point

(252) 466-3552

For current hours check the library's webpage
http://library.usmc-mccs.org/cgi-bin/get_data.pl?library=Cherry%20Point

Students enrolled in classes on the Base have access to the Base library.

Mail

Physical mailboxes are assigned to all full-time faculty or mail is delivered from the Facilities Support mailroom to faculty offices. See your Dean for the location of your mailbox and delivery method. Mail for instructors teaching at the Havelock campus will be delivered to instructor mailboxes in the Workroom 101E in the Redd Building.

Parking

Each motor vehicle parked on campus by students, faculty, and other College staff members must be registered with the College and display a current official parking permit on the left side of the rear window. Full-Time Faculty/Staff parking permits can be obtained from the Security Office Monday through Thursday 9:00-10:00 a.m.; 1:00-2:00 p.m.; 5:00-6:00 p.m. and Friday 9:00-10:00 a.m. and 1:00-

2:00 p.m. Part-Time Faculty/Staff parking permits can be obtained through One-Stop Monday through Friday 8:00 a.m. to 5:00 p.m.

Technical Assistance

For telephone, computers, and other technical assistance, submit a request for service using the Help Desk. Faculty should send an email to helpdesk@cravencc.edu with detailed information about the problem. Adjunct faculty should contact their supervisor to issue a help desk request.



Technology Resources Faculty and Staff 2016 - 2017

Resources	Contact Information
Emergency Classroom Support through Soft Phones - IT	Phone: 638-1222 helpdesk@cravencc.edu
Emergency Classroom Support through Soft Phones - Facilities	Phone: 638-1315 facilities@cravencc.edu
Instructions for Accessing Office 365 Products FREE for Faculty/Staff/Students	http://cravencc.edu/wp-content/uploads/2014/07/Accessing-Office-365-Products.pdf
Work Related Microsoft Office and other software installation for office/lab use	helpdesk@cravencc.edu
Jabber Instant Messaging	helpdesk@cravencc.edu
Skype conferencing (one-on-one)	helpdesk@cravencc.edu
Technology assistance, PC security consulting, online help desk, and remote desktop assistance available during office hours	helpdesk@cravencc.edu
Consultation on projects throughout the college including software purchases	Dean of Technology & Facilities edwardsb@cravencc.edu
Training on any IT topics	Director of DL & Prof Development marquisj@cravencc.edu
Classroom needs include PC, projector, and DVD support	for additional needs helpdesk@cravencc.edu
Qomo Monitors to capture lectures information and video directions	http://cravencc.edu/wp-content/uploads/2014/04/Qomo-Monitors.pdf
Learning Platform (Moodle) & Web space for streaming media (Kaltura//)	Director of DL and Prof Development marquisj@cravencc.edu
Respondus and Respondus Lockdown	Director of DL and Prof Development marquisj@cravencc.edu
Accessibility needs	Academic Skills Center harriso@cravencc.edu

Reset passwords for Student Gmail accounts, Web Advisor, and Moodle	Academic Skills Center 1-877-982-2233, locally 638-7212, or 444-6117
Reset passwords for Faculty/Staff GroupWise, VOIP, Active Directory, E-procurement, Informer, NCID, Datatel, and Web Advisor	helpdesk@cravenc.edu
Reporting Spam– GroupWise and Gmail	spam@cravenc.edu
Antivirus software for home use – Microsoft Security Essentials	http://windows.microsoft.com/en-US/windows/products/security-essentials
Classroom Lab Management app issues - Net Control	helpdesk@cravenc.edu
Work issued mobile device support	helpdesk@cravenc.edu
Clickers (3 available)	NB Library
Headsets with Microphone (4 sets available) Headsets without microphone (7 sets available)	NB Library
Webcams (11 available)	NB Library
Flip Cameras (2 available)	NB Library
Sony Handy-cams and tripods (5 available)	NB Library
VHS to DVD Mobile Dubbing Devices (1 available)	NB Library
Laptop with case for short term loan (varies)	NB Library or helpdesk@cravenc.edu

Instructions/or helpful hints for Specific Topics	Link (Copy and Paste)
Change Web Advisor/Active Directory Password	https://reset.cravenc.edu/PasswordReset
New Employee/Work Study Enrollment Process Current Employee Move Process New or Returning Adjunct Employee	http://cravenc.edu/faculty-and-staff/new-employee-enrollment-current-employee-move/
Resignation Process	http://cravenc.edu/faculty-and-staff/employee-resignation-checklist/
Information Technology helpdesk	helpdesk@cravenc.edu
Facilities helpdesk	facilities@cravenc.edu
Moodle helpdesk link	http://goo.gl/forms/lafcDmDOKf
Room reservation	http://cravenc.edu/faculty-and-staff/faculty-and-staff-room-reservation-form/
Craven Community College Directory	http://cravenc.edu/faculty-and-staff-directory/
Setting Up Your Voice Greeting and Pin on Your VOIP Phone	http://cravenc.edu/wp-content/uploads/2014/07/Setting-up-your-voice-

	greeting-and-password-on-your-VOIPPhone.pdf
VOIP Phone Quick Reference	http://cravenc.ccr.edu/wp-content/uploads/2014/04/MANUAL_VoIP-7945G-p3-4-quick-reference.pdf
Groupwise Basic Information	http://cravenc.ccr.edu/wp-content/uploads/2014/04/groupwise-basic-information.pdf
Setting up Groupwise on your Android Phone or Tablet	http://cravenc.ccr.edu/wp-content/uploads/2014/05/Setting-up-Groupwise-on-your-Android-Phone-or-Tablet.pdf

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