Memorandum for the Record – Faculty Manual

August 13, 2019

To:  Craven Community College

Subj:  2019-2020 Faculty Manual

1. Purpose. This Manual publishes revised policies and procedures with regard to the Craven Community College Faculty Manual.


3. Summary of Revision. This Manual contains changes and should be reviewed by all faculty and other pertinent college personnel. A summary of the major modifications is as follows:
   a) Endnote added for each hyperlink in the manual.
   b) Section – DL Course Reviews. Removed
   c) Section – Sick Leave. Updated to reflect accrual based on a regular annual contract
   d) Section – Student Opinion of Instruction – SOI’s will be done every term for every class
   e) Section – Curriculum Attendance Policy and Reporting. Location for census date clarified, and how to determine syllabus quiz submission date for online course attendance.
   f) Section – Final Grade Report. Updated to reflect it is now managed on E-docs
   g) Section – Change of Grade. Semester for appeal by student is clearly defined
   h) Section – Academic Skills Center. Process for referring students has been updated to reflect the utilization of Starfish

4. Comments and Feedback. Please direct all comments and feedback to the Faculty Manual Team, Alec Newton and Annette Walker

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Annette Walker
Faculty Council
Walkera@cravencc.edu
# 2019-2020 Faculty Manual

## Record of Changes

<table>
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<tr>
<th>Change Number</th>
<th>Date of Change</th>
<th>Date Entered</th>
<th>Person(s) Implementing Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Summer 2019</td>
<td></td>
<td>Alec Newton; Annette Walker</td>
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EXECUTIVE ADMINISTRATION

Dr. Raymond Staats
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Vice President for Students

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James Millard
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ACADEMIC ADMINISTRATION

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Director of BLET
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EMPLOYMENT INFORMATION
The most current explanation of faculty employment information can be found in the Policies and Procedures' Manual.

Employment Packet
The following forms must be completed and returned to the Human Resource Office prior to the first day of employment:

- Employee Acceptable-Use Policy and Procedures (AUP)
- Employee Information Form
- Employee Withholding (W-4) and Employee Allowance (NC-4)
- Employment Eligibility Verification (I-9)
- State of North Carolina New Hire Reporting
- Automatic Payroll Deposits Authorization Agreement
- Drug Abuse Policy
- Certification of State of North Carolina Employment and Cumulative Leave Form
- Secondary Employment Form
- Acknowledgement of Required Documents Form (acknowledges that official transcripts are required within the first 30 days of employment)

Background Investigation Policy
It is the policy of Craven Community College to conduct background investigations on all individuals who have been provisionally offered employment. Craven Community College also reserves the right to conduct background investigations on incumbent employees and also to conduct employee misconduct investigations in the event that an employee is suspected of misconduct relating to the employee's employment, or violation of federal, state, or local laws or regulations, or violation of any written policies of Craven Community College, or noncompliance with the rules of any regulatory organization ("Employee Misconduct Investigation"). In the event that a report on an applicant or incumbent employee is obtained from a Consumer Reporting Agency, Craven Community College will comply with the requirements of the Fair Credit Reporting Act. The administration of Craven Community College shall implement policies and procedures consistent with this requirement.

New Employee Orientation
All newly hired full-time faculty members will participate in a New Employee Orientation in Human Resources.

Setting Up Accounts
The appropriate Dean or designee will complete a Personnel Action Form in the eForms (Doc eFill) area of the CCC website. The Dean or designee will login using their Active Directory credentials. Upon successful login, locate the “Personnel Action Form” link located under the Human Resources area. Select
the link and complete the request; this will allow the Dean or designee the ability to request an e-mail and telephone account for newly hired team members. Team members will receive a single sign-on user name and email. This will provide access to email, office 365, Moodle, time clock plus, starfish, and other college supported programs. It DOES NOT provide access to Datatel. That is a unique user name and password. Team members will also receive a designated telephone number which will be contained in the CCC Directory. Questions regarding these accounts should be forwarded to the IT Helpdesk.

Learning Center Dean’s or their designees will also request access to Datatel (the college data management system) at this time and order name tags, business cards, and other relevant supplies for the new team member.

**Faculty Credentials**

Through the Faculty Credentials Manual, the College has established criteria for the recognition of academic and professional preparation of faculty consistent with State regulations, the accreditation criteria of the Southern Association of Colleges and Schools (SACS), other professional accreditation associations and other applicable guidelines.

The College shall keep documentation on file for all full-time and part-time faculty members of their academic preparation and professional credentials, such as official transcripts, documentation of professional and work experience and performance competencies, records of publications, certifications and other qualification documents.

**Policy Provisions**

Full-time and part-time faculty shall be expected to meet the following criteria for academic and professional preparation:

- **College Transfer Instruction:** Each full-time and part-time faculty member teaching credit courses that can be accepted into a baccalaureate program shall have completed at least eighteen (18) graduate hours in the teaching discipline and hold at least a master’s degree from a regionally accredited institution;

- **Professional, Occupational and Technical Instruction:** Each full-time and part-time faculty member teaching credit courses in Professional, Occupational, and Technical areas that are components of programs not usually resulting in college transfer or the continuation of students in baccalaureate institutions, shall possess appropriate academic preparation or academic preparation coupled with work experience, such as an Associate’s degree with documented career experience. The minimum academic credentials for faculty teaching in professional, occupational and technical fields shall be at least at the same level at which the faculty member is teaching;

- **Developmental Studies Courses, Basic Computation and Communication Skill Courses, and Adult Basic Education Instruction:** Faculty members who teach Developmental Studies Courses, Basic Computation and Communication Skill Courses, and Adult Basic Education Courses shall hold at least a baccalaureate from a regionally accredited institution in a discipline related to the teaching assignment.

**Portfolio Review**

In exceptional cases, outstanding professional experience and demonstrated contributions to the teaching discipline may be presented in lieu of formal academic preparation in the above disciplines, with the
exception justified on an individual basis and approved by the College’s credentialing officer and the Vice President for Instruction.

**Job Description**

Full-time faculty members ensure the quality and integrity of the College’s academic programs. Basic faculty functions include curriculum design, development, and evaluation; teaching; identification and assessment of appropriate student learning outcomes; and institutional and professional service. Please view the most current version of the Faculty Job Description on the college website.

**Faculty Workload**

The primary faculty workload responsibilities for full-time faculty shall be teaching and student learning, professional development, and college service.

No single faculty workload standard can be determined as applicable to all faculty in all disciplines and fields at all times, and thus the College shall enable and honor adjustments to Faculty Workload assignments.

Full-time faculty shall be expected to be on campus for a minimum of 30 hours of scheduled professional workweek, with an overall commitment of 40 hours per week.

**Workload Provisions**

- **Teaching and Student Learning** – Workload
  - Full-time faculty in the liberal arts, business, education, criminal justice, information technology, and nursing disciplines shall normally assume an 18-20 instructional contact hour faculty workload per semester, or 36-40 instructional contact hours per academic year.
  - Full-time faculty in industrial transportation, physical education/health, and Allied Health disciplines shall normally assume a 21-24 instructional contact hour faculty workload per semester or 42-48 instructional contact hours per academic year.
  - Faculty workload teaching assignments shall be designed to accommodate the various departments, disciplines, instructional modes, and the course schedule requirements. Every effort will be made to assign faculty workloads in the most equitable manner possible, based on the following guidelines:
    - Schedules will be released to full-time instructors at least one semester prior to the following semester classes beginning.
    - Provide at least 12 hours of off-time between a night class and a morning class.
    - Provide (two) consecutive days off per work week whenever possible.
    - Based on the discipline, avoid scheduling weekend and/or evening classes in back-to-back semesters.
    - When teaching over their contact hour range, reduction in the assignment of additional duties should be considered.
Full-time faculty workload should, to the fullest extent possible and practical, consist of a minimum of 50% of their load in seated/hybrid type offerings. The faculty member’s workload with regard to online versus seated/hybrid offerings will be determined by the Chair/Coordinator/Director, with the ultimate decision by the Learning Center Dean.

- **Course Schedule** – The overall course schedule shall be approved by the Learning Center Dean(s) primarily to serve student needs, and courses shall be assigned to full-time faculty to maximize the quality of the learning environment.

- **Workload Adjustment / Faculty Release Time** – An adjustment in normal instructional contact hours for a semester may be granted, upon recommendation of the Learning Center Dean and approval by the Vice President of Instruction for work done.

- **Professional Development**
  - Faculty shall continuously update and enhance their disciplinary, scholarship and pedagogical expertise and skills, striving for ongoing professional growth and innovative approaches to teaching and learning. Opportunities for professional development should be reviewed with the Learning Center Dean for so on our.

- **College Services** – Full-time faculty shall be expected to provide service to the College, inclusive of service to students and the community as approved by the Learning Center Dean.

- **Student Academic Advising** – Student Academic Advising will be provided in accordance with the college’s Quality Enhancement Plan (QEP) It can be found on the menu of the Institutional Effectiveness webpage.

- **Weekly Schedule**
  - Full-time faculty are required to work 40 hours per week, with 30 hours on campus spread out over a minimum of four days each week.
  - For the 30 hours required on campus, faculty will complete a door schedule which identifies the In-Class Hours, Office Hours (5 per week), and On-Campus Hours.
  - Whenever possible, office hours should be spread out throughout the work week in order to provide students ample opportunity to meet with faculty.
  - The remaining 10 hours per week are not required to be on campus and should be used for course preparation and assessment.
  - The faculty workweek shall normally incorporate a schedule of Monday through Friday, and the workday may include morning, afternoon and/or evening course assignments.
  - Weekend course assignments may be required for full-time faculty. Faculty assigned to teach a weekend class shall be eligible for one (1) equivalent non-workday during the normal workweek as a schedule adjustment, resulting in two consecutive days off whenever possible.
  - Modification of the weekly schedule is at the Dean’s discretion.

- **Overload Assignment**
  - Overload beyond the normal faculty workload assignment of instructional contact hours shall be limited as determined by the Learning Center Dean so as not to erode the quality of the learning environment.
  - An overload assignment shall occur when the assigned instructional contact hours for a full-time faculty member exceed the workload limitations and may be necessary from time-to-time due to faculty availability and student needs.
  - If a full-time faculty member is asked to accept an overload assignment during a given semester, there shall be a comparable adjustment in the workload assignment for the subsequent semester within the academic year. Alternatively, the Learning Center Dean may
approve award of overload payment to the full-time faculty member, and if accepted by the faculty member, in lieu of comparable workload adjustment.

- For full-time faculty who take on extra classes (outside of their regularly scheduled workload), payment will be based on the full number of contact hours for the course (some exceptions apply; e.g. externships in health programs area).
  - Example, Susie faculty member is a Psychology instructor and her typical course load is 6 Psychology classes, 3 contact hours each for a total of 18 contact hours. Susie is asked by her Dean to teach an additional Psychology course because an adjunct faculty member could not be secured to teach the course. Susie will be paid for 3 hours of instruction x 16 weeks for a total of 48 contact hours of instruction.
  - Likewise, if John faculty member, a math instructor, picks up a 4 contact hour class in addition to his 20 contact hour workload, he will be paid for 4 hours of instruction x 16 weeks for a total of 64 contact hours of instruction.
- To the fullest extent possible, faculty members will not be asked to teach an overload unless they agree to the terms.

Extra Contracts

Full-time faculty members are sometimes asked to teach above their regular teaching workload. Under such circumstances, faculty will be given extra contracts payable at the current adjunct rate. Such contracts shall be prepared within each Learning Center. Payment for extra contracts is paid in the month following the month the services were performed. For example, hours worked from August 1st to August 31st will be paid on September 30th. Like adjunct contracts, extra contracts are paid in equal payments throughout the semester. All contracts must be signed by both the faculty member and the supervising Dean.

Faculty Release Time Procedure

Release time is granted only for activities that benefit the College and improve instruction – including grant administration, approved special projects, and instructional innovation. Release time must be documented using the “Craven Community College Faculty Special Assignment Request Form.” Release time activities must be clearly stated with projected outcomes and method/frequency of evaluation documented.

Guidelines

a) Applicants must submit the Faculty Special Assignment Request form to the Vice President for Instruction via the appropriate Learning Center Dean at least four weeks in advance of the projected assignment start date. The Vice President for Instruction will consider exceptions to the form submission timeline on a case-by-case basis. The form must be signed by the requesting faculty member and endorsed by the Learning Center Dean prior to submission to the Vice President for Instruction.

b) Each request will be considered individually. Approval will be made by the Vice President for Instruction and is based on the benefits to the College.

c) A maximum of six (6) credit hours per semester may be granted. Requests in excess of six (6) credit hours per semester may be considered by the Vice President for Instruction, with appropriate justification and documentation.
d) The Vice President for Instruction will receive a written summary of the activities performed within 30 days of the end of the release time assignment. The summary will be attached to the annual performance appraisal for documentation purposes, and will be retained in the Vice President for Instruction’s office for a period of one (1) year following the end of the release time period.

e) All faculty release time is awarded contingent upon the ability of the College to fund the request(s).

f) The College President may also award release time to appropriate faculty members for administrative duties, and other programs consistent with state policies and the College mission.

**Pay Day**

Payroll is directly deposited into the account specified by the employee on the last working day of the month. Pay Advices are available 3 days prior to Payday by logging into Craven Community College’s WebAdvisor, Login using your single sign-on, select the employees area, then click on the “HR Self-Service Portal”. This is where you will find your earning statements, tax information and leave balances.

**College Employee Directory**

A printable version of the college directory is available online.

**Institutional Fact Book**

Institutional information, student and faculty demographics, and financial information may be accessed by utilizing the Fact Book.

**General Benefits**

Contact Human Resources for more information on health insurance, service credit, disability income, and life insurance, retirement, and worker’s compensation benefits. For the full policy, please consult CCC Benefits at a Glance.

**Sick Leave**

Full-time faculty employed at least six months earn sick leave monthly as long as they work one half of the work days within that month. Regular Faculty members earn sick leave each month of their regular annual contract. All requests for leave should be documented and approved by the appropriate Learning Center Dean. Faculty reconcile the missed instructional time by an approved method (see “Missed Classes” section).

The minimum charge of sick leave is one hour, with additional time calculated to the nearest quarter hour. When an instructor fails to work for the entire day, the amount of sick leave charged will equal the number of hours posted on their Weekly Schedule.
Leave must be requested from the appropriate Learning Center Dean and documented in Time Clock Plus. When requesting leave you should e-mail your Dean and their assigned Administrative Assistant with your request. The supervisor will in turn respond to the request by e-mail indicating their approval or rejection of the request. The e-mail should contain the following information:

- Date and time of leave request
- Type of leave to be used
- Hours of leave requested

Time Clock Plus is to be completed within 24 hours of taking leave but no later than the Monday following the absence. You will be able to check leave balances in Time Clock Plus by clicking on the “view” menu or on Web Advisor by viewing the Leave Plan Summary or the Pay Advice. Questions about Time Clock Plus should be directed to the Payroll and Benefits Specialist (ext. 7269).

All full-time regular employees who are employed for a period greater than six months shall earn 8 hours of sick leave per month.

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 refer to the Policies & Procedures web page 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 2018 – July 2018.

- 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.

**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 as leave. 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.

**Personal Leave**

Personal leave is defined as any absence due to personal business that cannot be scheduled during semester breaks. It is available only to instructors with earned but unused sick leave who have obtained their Dean’s advance approval of any planned personal leave. Eligible instructors should request the leave from their Dean prior to scheduling leave. A maximum of three days (24 hours) of earned sick leave may be converted to personal leave during a fiscal year (July 1 - June 30), provided that the personal leave has been approved. The minimum charge for personal leave is one hour, with additional leave calculated to the nearest quarter hour.

**Leave Without Pay**

Leave without pay may be granted for extended illness only after sick leave has been exhausted. If an employee was absent under the Family Medical Leave Act (FMLA) and the absence was due to illness, leave without pay may be granted upon exhaustion of sick leave. For full explanations of leave policies visit the Human Resources section of the Policies and Procedures Manual. Leave without pay must be approved by the appropriate Learning Center Dean. While an employee is exhausting sick leave, he/she earns all benefits to which he/she is entitled.
GENERAL ACADEMIC INFORMATION

Hours of Operation

Official college business may be conducted from 8:00 a.m. to 5:30 p.m. Monday – Thursday and 8:00 a.m. to 2:30 p.m. Friday at the New Bern, Havelock, and Cherry Point offices. All offices are open the additional times listed below:

<table>
<thead>
<tr>
<th>New Bern Campus</th>
<th>Havelock Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Skills Center</strong></td>
<td><strong>Academic Skills Center</strong></td>
</tr>
<tr>
<td>Monday-Thursday, 8am – 8pm</td>
<td>Monday – Thursday, 8am – 7pm</td>
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<tr>
<td>Friday 8am – 2:30pm</td>
<td>Friday 8am – 2:30pm</td>
</tr>
<tr>
<td><strong>Bursar Office</strong></td>
<td><strong>Bursar Office</strong></td>
</tr>
<tr>
<td>Monday- Thursday 8am – 5pm</td>
<td>Monday – Thursday 8am – 5pm</td>
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<tr>
<td>Friday 8am – 2:30pm</td>
<td>Friday 8am – 2:30pm</td>
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<tr>
<td>Tuesday &amp; Wednesday, 8am – 6pm</td>
<td>Saturday 9 am – 3pm</td>
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<tr>
<td><strong>Library</strong></td>
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<td>Monday – Thursday, 7:30am – 8pm</td>
<td>Monday – Thursday 8am – 5pm</td>
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<tr>
<td>Friday, 7:30am – 2:30pm</td>
<td>Friday 8am – 2:30pm</td>
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Note: Hours subject to change during registration and during summer.

When inclement weather or other conditions warrant closing the College, local TV and radio stations will be promptly notified. A plan for make-up of lost instructional time will be communicated through the appropriate faculty member to the Dean.

Policies and Procedures Manual

Please review the Policy and Procedural manual

College Catalog

The college catalog is available online.
**Americans with Disabilities Act (ADA)**

In accordance with the Americans with Disabilities Act and S.504 of the Rehabilitation Act of 1973, Craven Community College has adopted a policy of nondiscrimination against individuals with disabilities who meet the essential eligibility requirements to receive College services for participation in college programs or activities. Failure to provide the college with adequate notice or need for an accommodation may result in the college’s inability to provide the desired accommodation in a timely manner.

Students with physician-documented disabilities are provided assistance through the Academic Skills Center on each campus. Individual arrangements are made with each student in order to meet his/her specific needs.

In order to receive services, students must provide official documentation of their disability to Student Services who then forwards the information to the ADA Coordinator on each campus. The student will receive a form that his/her instructors must sign and the student then returns the completed form to the ADA Coordinator.

Jennifer Bumgarner, MA  
Executive Director of Academic Support Services  
ADA Coordinator  
New Bern Campus  
252-514-6715

Further information is on the college website on Disability Accommodations\(^{xiv}\)  
Employees should make requests for accommodation through the Human Resources office.

**Title IX Compliance**

The College prohibits any form of sexual or other prohibited harassment involving any of its employees in the employment relationship or involving any of its students in the educational relationship. Harassment, retaliation, coercion, interference, or intimidation of an employee or student due to his or her race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), age, national origin, disability, or other legally protected status is strictly forbidden.

For additional information on Title IX guidelines\(^{xv}\) check out the college website.

**Academic Freedom and Academic Responsibility**

Craven Community College’s policy on academic freedom is based on the AAUP 1940 Statement of Principles on Academic Freedom and Tenure with 1970 Interpretive Comments and gender-specific amendments from 1989-1990.
**Curriculum and Course Changes**

All curricula and courses taught within the North Carolina Community College System are approved by the State Curriculum Review Committee. Additionally, college transfer courses are approved by the Transfer Advisory Committee, a joint committee consisting of Community College and North Carolina University System representatives. Descriptions of courses and Curriculum Standards may be found at the North Carolina Community College System Office website. All curricula and courses approved for use by Craven Community College are adopted from the State-approved Curriculum Standards and the State Combined Course Library. These curricula and courses are approved for local use during scheduled Curriculum and Academic Policy (CAP) Committee meetings. Changes to local curricula and course offerings may be brought before CAP for approval. Changes to State curricula and courses may be brought before CAP for submission to the State Office. Faculty should submit suggestions for changes to the appropriate Learning Center Dean.

**Instructor’s Weekly Door Schedule**

The purpose of a published weekly door schedule is to assist students and the college’s employees in communicating with or locating a faculty member. In addition, it is the document used to calculate sick leave charged to a faculty member.

The average workweek of a fulltime faculty member is to consist of 40 hours. In the format of the Instructor’s Weekly Door Schedule, thirty of those hours are to be scheduled on campus. As required, hours performing campus business off-campus will also count towards the thirty hour requirement. The schedule should be completed and turned in to the appropriate Learning Center Dean in draft form two working days before classes begin, and a copy of the first page showing the times and locations of the instructor should be posted on the instructor’s door. By the fifth (5th) working day after classes begin, the first page of the final signed form should replace the draft form on the door.

The thirty posted hours on campus should consist of the following:

- **Time in class**: Post the course name, section number, and the room number of all seated courses or seated portions of hybrid courses (excluding extra contract hours). Distance education courses, extra contract hours, and other activities that contribute to the total workload appear on the second page.

- **Office hours**: This is time allotted for student conferences, planning, and assessment. Five are required, and the location for these hours should be specified. Office hours should be spread out throughout the work week in order to provide students ample opportunity to meet with faculty.

- **Other hours**: These are listed to complete the required on/off campus hours (not including extra contract times). This is time allotted for planning, assessment, administrative work, and other service to the college.
Faculty Appraisal

The Employee Appraisal Form is an integral part of Craven Community College’s Performance Management Program. The purpose of the Employee Appraisal process is to ensure a high standard of work performance for every employee and to foster communication between supervisors and employees with a clear statement of performance expectations and a workable performance plan. The Employee Appraisal Form does not replace the regular, consistent, informal and formal communication between the supervisor and employee. Rather, it is a synopsis of the employee performance during the stated appraisal period. The Self Evaluation Form can be accessed on the college website.

Student Opinion of Instruction

Students will evaluate their instructors using the Student Opinion of Instruction (SOI) Form. It is the instructor’s responsibility to conduct the evaluation in accordance with College policy. SOI’s are done every term for every class. Student Opinion of Instruction results will be available for faculty after the end of the semester.

Excellence in Teaching

The Excellence in Teaching and Adjunct Excellence in Teaching award identifies and individually recognizes a Craven Community College full-time and adjunct faculty member who has consistently demonstrated excellence in teaching to their students and the college. For more information about the excellence awards visit the college website.

Travel

The appropriate Learning Center Dean must approve requests for travel. Instructors must complete all required forms for travel a minimum of 5 working days prior to travel. If an advance is requested, the documents must be turned in no later than 15 work days (3 weeks) prior to the departure date. Forms must be completed prior to travel to ensure liability protection and reimbursement for travel expenses. Requests for travel overnight or non-overnight are now to be completed and submitted online using our college’s eforms site. Faculty must login using their Active Directory credentials; once in, faculty should select the Travel Forms-Travel Request links. The form is self-explanatory and can be submitted via the “send” button at the bottom of the screen. Eventually, all travel forms will be digital but for now, only the request form is available. All other travel related forms can be found in the faculty files section of the college website.

Travel Request: The Travel Request Form is required to protect employees in the event of an accident while in route to and from a worksite and while stationed at a remote location on College business. Each fiscal year (July 1-June 30) instructors must complete a blanket Travel Request (not for overnight) Form which protects the employee for all travel within Craven County for the entire year. For travel outside of Craven County, each trip will require a specific Travel Request Form.
Travel Reimbursement: Immediately upon return from the trip, a Travel Reimbursement Form must be completed and submitted to the appropriate Learning Center Dean. All original receipts, excluding meal receipts, must accompany this form. Lodging receipts must show a zero balance.

ACADEMIC REPORTING INFORMATION

Section Roster/Section Prerequisite Roster

Full-time faculty can print initial Section Roster reports (SROS or SPRT) from Datatel at the conclusion of the registration period and prior to the first class meeting to view student enrollment and to verify whether students have met course requisites.

Financial Aid Verification

In order for students to receive their financial aid disbursements, faculty must verify student attendance at the census date (10%) of each term. Faculty must use WebAdvisor to enter student attendance on Web Attendance Tracker to complete the verification process.

Curriculum Attendance Policy and Reporting

Craven Community College has adopted a mandatory attendance policy. Faculty must document all attendance prior to the census date (10% point) and for the duration of each course. The census date can be found in Web Attendance on the page for the class roster. Attendance must be completed by the date listed on the academic calendar (just after the 10% date for each term). If students stop attending after the 10% and receive a failing grade, the last date of attendance must be posted in Web Advisor. After the census date, instructors will continue to observe the College Attendance Policy. Instructors cannot assign an NA grade at the end of the semester. The instructor’s attendance policy must be stated in the class syllabus.

Attendance is entered in WebAdvisor by logging in as a faculty member utilizing the single sign-on user name and password. Step by step directions are available on the CTL Moodle page in the Web Attendance section.

The College attendance policy is as follows:

“Students are expected to be in class on time and are expected to attend all classes, laboratory periods, and shop sessions. A student WILL be automatically withdrawn from any course when absent more than 20 percent of the total class, laboratory, clinical or shop periods. Any three tardy notices in a given class may constitute one class absence. A tardy may also be assessed when a student leaves class early.”

Absences in online/hybrid courses WILL be managed in the following manner:

- Faculty must ensure all online courses require activity each week for the duration of the semester.
• For any week in which a student fails to be active in a course, that week will constitute “one absence.”
• As is the case with seated classes, students **WILL be automatically withdrawn** from any course when absent more than 20 percent of the total class time.

Regardless of whether or not the course is being delivered in a seated format or online, instructors will provide specific course requirements in their syllabi.

Missing class for military assignment or for college-related activities will not constitute an absence when the instructor has received prior official notification such as a letter from the commanding officer in military matters or from approved college personnel for college-related activities. Missing a maximum of two absences per academic year for religious observances will not constitute an absence when the instructor has received written notification from the student at least fourteen (14) working days prior to the date the student intends to be absent for the religious observance. Students shall be given the opportunity to make up any tests or other work missed due to the excused absence for religious observation. Responsibility for initiating such notifications rests with the student.

Any student facing a lengthy illness may apply for extended absences through ADA in Student Services. All ADA standards must be met for this exception to be granted.

**STUDENTS WHO CANNOT ADHERE TO THE ATTENDANCE POLICY MUST OFFICIALLY WITHDRAW FROM CLASS (ES) TO AVOID A POSSIBLE FAILING GRADE(S) (See Withdrawal Procedures).** Refer to the **academic calendar**, the course catalog or your course handout for the specific withdrawal deadline. For extenuating circumstances, refer to the paragraph “Grade: I” in the Academic Regulations section of the catalog.

**Instructors must issue automatic withdrawals** by the official withdrawal date for the term. After this date, students will receive a grade for the course(s).”

Class rosters are available to instructors on the first day of classes on WebAdvisor. Web Attendance Tracking is used to record student attendance in classes. Instructors must enter attendance on Attendance Tracking to calculate FTE for the college; therefore, it is imperative that attendance is recorded accurately.

Faculty teaching online courses must use the syllabus quiz “submission date” (see image below) from the Moodle Census Report as the first day of attendance or the enrollment date. If a student does not submit a syllabus quiz by the census date, the student cannot be counted for FTE. The student is recorded as a “No Show” and issued a “NA” grade for the course. The student’s Moodle access to the course is also suspended by the instructor.
**Final Grade Report**

Assigning grades to students is the exclusive responsibility of the instructor. Grades are recorded and entered on the Grading menu in **WebAdvisor**. Once assigned, a grade can only be changed using the e-form found in **E-docs**.

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**Curriculum Grade Descriptions**

A 4-point grading system is used to calculate student quality point averages. The letter grades used on the permanent records are as follows: A (4.0); B (3.0); C (2.0); D (1.0); F (0.0).

**Note:** It is the student's responsibility to contact the instructor regarding work to be completed for removal of the “I” grade. A grade of “I” must be removed during the first eight weeks of the next semester or it automatically becomes an “F.” Exception: Spring semester incomplete grades must be removed no later than the first eight weeks of the next Fall semester. Associate Degree Nursing and Practical Nursing students must remove an incomplete grade prior to the beginning of the next semester of study. This policy may be waived through petition to and approval of the Vice President of Instruction.

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**Grades for Developmental Studies Courses**

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Letter Definition</th>
<th>Quality Points/GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA</td>
<td>90 – 100</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Satisfactory with an A.</td>
<td></td>
</tr>
<tr>
<td>SB</td>
<td>80 – 89</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Satisfactory with a B.</td>
<td></td>
</tr>
<tr>
<td>U</td>
<td>Unsatisfactory</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Unsatisfactory. Students must retake the course.</td>
<td></td>
</tr>
</tbody>
</table>

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**Incomplete Grades**

To be eligible for an Incomplete, a student must have completed 80% of the course work successfully and become subjected to some unforeseen event. Examples of unforeseen events could be a military deployment, illness or injury requiring hospitalization or long-term recovery, natural catastrophe, or family emergency. The faculty member will fill out “The Incomplete Grade Request form”, found in the faculty forms area of the website. The approval of the learning Center Dean is required for all incomplete grades. Incomplete grades must be removed during the first 8 weeks of the following semester. If it is a spring course, and the student is not in a program with summer courses, the Incomplete must be removed in the first 8 weeks of the Fall semester.
**Change of Grade**

Students are responsible for checking the accuracy of their grades with the instructors. Awarding grades to students is the responsibility of the instructor. Once awarded, a grade may be changed only upon written explanation and authorization from the faculty to the Registrar using the Grade Change Report digital form found on the college’s e-Forms site. The faculty member must login using their Active Directory credentials; once in, select the “Change of Grade Form” link located under the Document Library tab. Extraordinary circumstances will be referred to the instructor’s Learning Center Dean.

Students may appeal a disputed grade through the Student Grade Appeals process. Students have within two weeks following the start of the next term (Fall appeal in Spring, Spring appeal in Summer, etc.) to submit a grade appeal using the Student Grade Appeal Form. Students may repeat a course for a higher grade, which replaces the grade previously received in the calculation of the student’s cumulative GPA.

**Student Withdrawals**

Students who withdraw from class on or prior to the census date (10% point) of class will not appear on the roster. Students may withdraw anytime through the last date to withdraw, as indicated on the Academic Calendar, without penalty. When a student has withdrawn from a class, the instructor will see the withdrawal grade “W” and official withdrawal date on WebAdvisor. To see this, in WebAdvisor, select Faculty menu, Grading, then select term and course section to see these items under Grade and Status columns.

Military affiliated students using any version of educational benefits are required by statute to have the last date of attendance (LDA) annotated. Student Services or Military Affairs Resource Center staff will forward the student withdrawal and or email the instructor that the student withdrew from the course and will ask for the LDA. The instructor should provide the LDA within 2 weeks of being notified. The VA Certifying Officials have exactly 30 days to process this change within VA Once.

**Automatic Withdrawal Procedure**

Craven Community College has adopted a mandatory attendance policy. Faculty must document all attendance prior to the census date (10% point) and for the duration of each course. If a student violates the attendance policy of the course as stated on the syllabus, a faculty member will automatically withdraw the student prior to the last day to officially withdraw. After the final date to withdraw, students cannot receive a grade of W (student withdrawal) or AW (faculty automatic withdrawal) but, instead, will receive the calculated grade. Students who do not attend class prior to the census date (10% point) are issued a grade of NA (never attended). When an instructor enters an NA by the 10% point, the NA should also be entered as a final grade at that time.

If an instructor wishes to automatically withdraw a student, he or she must first login to WebAdvisor and enter a “L” on the student’s last day of attendance. After the system processes the “L”, (usually about a 60 minute process), the instructor should login to the eForms area of our web site using their Single Sign-on credentials. Once logged in, the instructor must select the “Automatic Withdrawal” link located in the Student Services area of the Document Library and complete the digital report. There is a
link on the form with instructions on filling it out. When complete, the instructor can submit the form electronically by selecting the “Send” button at the bottom of the page. As a precaution, it is recommended, not required, to print a copy of the completed Report of Automatic Withdrawal prior to sending it.

All withdrawal reports must be submitted on or before the official withdrawal date of the term with no exceptions. Please remember that Financial Aid (45 days) and Veterans Benefits (30 days) are affected by the timelines of Automatic Withdrawals.

For military affiliated students using any version of educational benefits it is required by statute to have the last date of attendance (LDA) annotated. Please provide the LDA within the AW, if the LDA is not annotated someone from Student Services and or the Military Affairs Resource Center will contact and request this information be provided within 2 weeks of being notified. The VA Certifying Officials have exactly 30 days to process this change within VA Once.

**Auditing Courses**

Students wishing to audit courses must complete a Permit to Auditxxix form found in the student forms area of the college website, and be registered for the course. The audit student receives no course credit; however, students auditing classes may participate in class projects, class work, class discussions, and take examinations. In the event of limited classroom space, priority for a classroom seat must go to the student enrolled for credit. A change from audit to credit is permitted only during the registration period. Students may change a course from credit to audit through the last day to withdraw (see the Academic Calendar for date). Financial Aid and Veterans’ Benefits are not available for audited courses.

**Repeating a Course**

Students may repeat a course as many times as necessary to receive a passing grade. Students who audit or receive a passing grade may repeat a course twice. Each attempt will be recorded, and all grades will be reflected on the transcript. The highest grade will be used to calculate a cumulative grade point average. No course may be counted more than once toward graduation. Students who receive transfer credit for a course may repeat it twice.

Students will not receive veteran’s benefits for repeating a course which they have already passed or received transfer credit, with the exception of ADN or PN programs. Military students will not receive tuition assistance for courses previously covered by tuition assistance. Financial aid students may repeat a course with a grade of D or higher once for the purpose of receiving a higher grade.

Students planning to transfer to other colleges or universities should note that these institutions may include all course attempts when calculating their grade point averages for admissions purposes, and may not honor this school’s computations.
**Academic Progress Standards-Federal Programs**

The federal government has established satisfactory academic progress standards (SAP) for the following Title IV federal student aid programs: Pell Grant, subsidized loan, unsubsidized loan, SEOG and college work-study.

Satisfactory academic progress requirements are monitored at the end of every enrollment period.

The requirements are:

1. Maintain a minimum cumulative grade point average of 2.0.
2. Pass two-thirds (67%) of all coursework attempted. Coursework attempted includes withdrawals, automatic withdrawals, incompletes, repeated courses, developmental coursework, or courses taken at another institution and courses taken at CCC prior to the receipt of Federal Student Aid.
3. Complete degree requirements within 150% of the published program length. All coursework accepted for credit in the program of study will count toward the maximum. Students who exceed the maximum time frame will not be eligible for any additional Federal Aid.

Students enrolled in all associate degree programs are allowed a total of 97 credits attempted.

Total credits attempted is defined as all credits attempted at Craven Community College after the drop/add period, including withdrawals, repeated coursework, incompletes, failed courses, medical withdrawals and any transfer credits accepted toward your degree.

**Student Early Alert**

The college utilizes a platform for early alert known as Starfish. Starfish is a resource utilized by students, faculty, and staff to improve communications, create comprehensive support, advising services, and serves as a centralized location for feedback, scheduling, and assistance for students.

Starfish will enable faculty to:

- Raise flags of concern when needed (low grades, excessive absences, etc.)
- Communicate with advisors and support staff when needed.
- Communicate with students to offer feedback and provide kudos for students who do outstanding work.

Additional information regarding Starfish is located on the college website.

**Semester Schedule**

Craven Community College uses letters and numbers to designate course sections. Up to four letters will be used for each class, along with a number. The following should help you identify course information:
First letter: The first letter in a course section designates location of the class:

- N = New Bern Campus
- H = Havelock Campus
- M = MCAS Cherry Point or Military learner online courses for MW sections
- X = Off-campus

Second letter: All classes will have a second letter designating what time of day the course is offered:

- D = Day (Before 4 p.m.)
- E = Evening (4 p.m. and later)
- P = Programmed instruction (Self-paced instruction, usually using a computer)
- S = Saturday
- W = Web (Online, no set time, students must use computers and the Internet to access classes).

Third letter (Only if not full-term): Craven currently has three options other than the 16-week term, two halves of the semester and a late-starting term:

- A = Terms starting on the first day of class for the full term and ending at the midpoint of the term (ex. HEA1)
- B = Terms starting at the mid-point of the semester and ending on the last day of the 16-week terms (ex. HEB1).
- L = Flex-Term (Currently, our 12-week term, which starts four weeks after the beginning of the full-term. Set-up to accommodate mid-year high school graduates and others).

Fourth letter (if applicable): Classes with unusual characteristics:

- C = Learning community (Part of a cluster of classes taken together to enhance student learning)
- F = Self-Supporting (Courses in which each student shall pay a pro-rata share of the cost of a self-supporting class. The fee may be more or less than the legislatively approved current per credit hour rate.)
- K = Basic Skills Plus
- R = Early College (Courses for Craven Early College students)
- U = Independent study
- HY = Hybrid, more than 50% online (Hybrid courses are required to use a Moodle component.)
- WB = Blended (less than 50% online)

Number: A number designates the section of a particular course. Course numbering will be 1, 2, 3, 4… for sections of a course.

Examples of courses:

ENG 111 ND1: English 111, meeting on New Bern campus during the day for a full-term
ENG 111 NDA1: English 111, meeting on New Bern campus for the first half of the semester during the day
ENG 111 HEB1: English 111, meeting during the evening on the Havelock campus for the second half of the semester
ENG 111 HWA1: English 111, meeting online for the first half of the semester (instructor based on Havelock campus)
ART 111 XDK1: Art 111, meeting during the day off-campus for Basic Skills Plus students for the full term

CLASSROOM POLICY

Persons attending a class, lab, or shop must be registered students, except for (a) those special guests, speakers, or others granted temporary access to the classroom by the instructor, and (b) College officials while conducting their official duties.
Class Schedule

Any changes in the scheduled class meeting time or place must have prior approval from the Dean. If a class is scheduled to meet temporarily at another location (for instance, the library or a field trip location), faculty should leave a signed, dated note on the classroom door or whiteboard.

Class should be held for the entire period; however, if circumstances shorten a class period, the instructor must remain in the classroom for the entire period.

College policy requires instructors to provide a 10-minute break after the first 100 minutes of instruction, and additional 10 minute breaks after every 50 minutes of instruction using the following guidelines:

- Breaks cannot be taken at the beginning or end of class.
- Breaks should be taken regularly and cannot be accumulated until the end of the class in order to dismiss the class early.

Faculty should review their course agenda to ensure that holidays or other days when the college is not in session do not lessen the required hours of instruction (e.g. lab versus class hours). In the event there are not enough hours, the instructor should make arrangements to make up the hours of missed instruction. This make up should be documented in WebAttendance.

Missed Classes

When an instructor is absent, he or she must notify their Dean and assigned Administrative Assistant in advance, if possible, so that a substitute may be provided and notice may be posted for students’ information.

All instructional time missed, whether due to instructor leave, inclement weather, or another situation, must be made-up and/or accounted for. The method of reconciliation must be approved and will be kept on file by the appropriate Learning Center Dean.

Appropriate methods of class reconciliation include:

- **Obtaining a substitute instructor:** Substitute instructors must be approved by the appropriate Learning Center Dean. The absent instructor has the responsibility of providing the substitute with materials, plans, and other information that will ensure that the class is as meaningful as possible.
- **Rescheduling the class time:** Instructors must inform the appropriate Learning Center Dean and their assigned Administrative Assistant as to when the class will be rescheduled if an alternate method of instruction is not available or substitute instruction is not obtained. Extending class, shop, or lab time or meeting on another date cannot interfere with any other course and must be agreed upon by all.
- **Providing an alternative assignment:** The instructor can provide an alternative assignment that covers the time missed. Approved activities include:
  - Outside assignment (i.e., book report, library assignment, video, computer assignment, lab assignment)
  - Individual/Group conference equal to time missed
  - Online discussion
  - Any method approved in writing by your Dean
Low Enrollment

Determinations of course cancellation due to low enrollment are made prior to the first class meeting. It is the responsibility of the Department Chairs, Executive Director of Career Programs, Program Coordinators, etc. to communicate with their Learning Center Dean regarding cancellation of classes. The Deans will inform the Chief Academic Officer of low enrollment courses and those courses will be approved by the Chief Academic Officer on a case by case basis. These are normally scheduled classes on the published/master schedule in which enough students do not enroll for a viable and cost-effective learning experience. The Chief Academic Officer must approve these courses and the Dean will maintain a file listing courses reviewed and those approved to run despite low enrollment. The College reserves the right to cancel any class due to insufficient enrollment, limitation of funds, lack of qualified staff availability, or lack of facilities.

Concurrent Courses

Multiple courses taught at the same time by the same instructor can sometimes compromise the integrity of courses. Courses with low enrollment as described above and in which students’ progress at an individualized pace in related curricula may be offered concurrently under the supervision of one instructor of record. Running multiple courses concurrently must be reviewed and approved by the appropriate Learning Center Dean to ensure pedagogical soundness and the integrity of the curriculum for students. In the case of this scenario being approved, the contact hours will be used as a basis for calculating faculty load/extra contracts. For example, two or more related courses taught simultaneously should be approved by the Dean. The faculty member will be compensated for only one course’s contact hours, not the total contact hours of all the courses offered concurrently. For example, an online class with five students may be run concurrently with the exact same hybrid class with five students to bring the total number of students for both classes to 10 – this prevents both classes from being cancelled and is the equivalent of one course for payroll purposes.

Distance Learning

Distance learning courses have the same learning objectives as traditional seated classes but use the Internet to document attendance and participation in place of face-to-face meetings in traditional seated classes. Craven Community College offers distance learning courses in fully online and hybrid formats. The term Distance Education courses refers to both online and hybrid formats.

Online Courses

An online course is defined as one for which 100% of all regularly scheduled face-to-face class meetings are replaced by required activities and assignments completed at a distance and managed online through the Learning Management System (LMS) called Moodle. Online courses allow students to participate academically from geographically remote locations without the need to come to campus. The tuition for these courses includes a DL fee.
**Hybrid Courses**

A hybrid course is defined as one in which there is reduced seat time and where up to 75% of the activities and assignments are conducted and managed online through the LMS called Moodle. Time traditionally spent in the classroom is reduced but not eliminated. For example, if the course traditionally meets 16 times in a semester, the requirement for a hybrid course is 4 meetings; if they meet 8 times, the hybrid meets twice. Special situations outside these parameters can be addressed and approved by the Learning Center Dean.

The goal of hybrid courses is to join the best features of a traditional class with the best features of online learning. Tuition for these courses includes a DL fee.

**Instructor Interaction Requirements for Online Classes**

- Faculty members have an active presence in online classes. This can be accomplished through regular announcements in the News forum, instructor contributions in forums and journals, scheduled chats, substantive feedback on student work, lesson summaries, and messages to individual students.
- Instructors should reply to student questions within 48 hours on instructional days. Due to the number of students accessing online content on the weekend, instructors are encouraged to respond on the weekend or adjust due dates so they do not fall on the weekend or on Mondays.
- Instructors teaching 8 week courses should grade and return all assignments within 5 instructional days of due date.
- Instructors teaching courses longer than 8 weeks should grade and return all assignments within 10 instructional days of the due date.
- Instructors use the Moodle gradebook to post grades for students so they can easily view their progress in the course.
- Instructors use at least one form of assessment other than online quizzes and tests which are automatically graded via Moodle’s assessment manager. The alternative assessment, which can be an essay or project, must provide for instructor feedback to the student.
- Instructors interact and communicate with students in evident ways. This can be accomplished by a discussion, peer editing, OR a chat component that the faculty member participates in and/or leads regularly.

**Syllabus**

The approved Craven syllabus is comprised of two parts: Course and Instructor Content and Policies and Procedures. Each full-time faculty member is responsible for completing the Course and Instructor Content. This document should reflect actual practice in the classroom environment. Changes to the initial syllabus must be approved by the appropriate Learning Center Dean and issued in writing to students. Course syllabi must be approved by the Dean and provided to students at the first class meeting. The digital templates for Syllabus Part 1 and Part 2 may be found in the zero block of the Center for Teaching and Learning site in Moodle.
Prerequisites

Instructors should state clearly the prerequisites of the course at the initial class meeting. Students not eligible for the course should be sent to an advisor immediately to rectify the situation. Occasions arise when exceptions to this regulation may be deemed desirable and necessary. An appropriate instructor and Dean may submit a waiver or course substitution or they may approve a student’s industry certification or indication of competency completion from another accredited institution. In such cases, the Registrar will determine if such documentation is sufficient to constitute satisfaction of the prerequisite. Signatures from the Dean and the Registrar, along with appropriate documentation, will be placed in the student’s official file.

Textbooks

The bookstore will send a Course Adoption Information Form to the Department Chairs/Executive Director of Career Programs which must be completed and returned to the bookstore within the timeframe allowed by the bookstore management. The Course Adoption Information Form is the document used to order textbooks and may be accessed via the Internet after obtaining the password from the bookstore management. It is the responsibility of Department Chairs, Coordinators, or the Executive Director of Career Programs to order or advise instructors on ordering textbooks for all faculty. All textbook changes aside from edition changes must be approved by the appropriate Learning Center Dean.

Textbook Guidelines

Choosing textbooks and related learning materials should be based on the relevance to course objectives and the cost to the student. The following guidelines should be followed when considering texts for adoption:

- Choose the lowest cost textbook without sacrificing educational quality.
- The same textbook shall be adopted for all sections of a given course within Craven Community College; exceptions will be granted only by the appropriate Learning Center Dean.
- A textbook shall be used a minimum of three years, with the exception of publisher’s edition changes and within specialized fields requiring more frequent, updated information (i.e., health, computers, BLET, etc.). Exceptions must be granted by the appropriate Learning Center Dean.
- The amount of support materials required for any class should be minimized without sacrificing the educational quality of the class. The instructor should also explore utilizing the library resources, including library loan, when available.
- The text information should be available to students as early as possible to give them opportunities to explore options for reducing costs.
- When possible, instructors should attempt to utilize textbooks/materials in multiple classes within a program. This will allow the student to use the same items for different parts of a program.
- Faculty should explore alternatives to the traditional textbook, such as electronic books, soft cover texts, custom books, and bundled and unbundled packages.
- Texts required for courses must be used in the course.
Field Trips

Instructors are required to complete and submit a Field Trip Request form to their respective Dean and to Student Services at least two weeks before the scheduled trip. In addition, instructors must ensure the following:

- Each student participating in a field trip must sign a Release Form which must be returned to the appropriate Dean prior to the field trip. No student will be allowed to travel without a signed Release Form.
- A Field Trip Request form must be completed, signed by the Dean, and submitted to the Vice President for Instruction two weeks prior to the trip. A list of students participating must accompany this form.
- Use of College-owned vehicles must be scheduled with the Accounting Assistant/Purchasing at least two weeks prior to the field trip by utilizing the vehicle request form found on the College web page. Mileage documentation forms and vehicle checklist forms will be provided to the van driver and must be submitted at the end of the trip. If a gas credit card is issued, the instructor should check with the gas station attendant prior to pumping gas to ensure that he/she will allow the sale. The receipt for the gas must be submitted with the credit card upon return.
- Drivers of the College-owned van are not required to have a commercial driver’s license, but a copy of their official driver’s license must be on file in Student Services.
- If the field trip requires an overnight stay, tickets, meals, etc., the instructor must meet with his/her Dean prior to the field trip to complete the necessary paperwork.
- If club funds are used for the field trip, make sure that all receipts (registration, hotel, tickets, etc.) are collected and are submitted, with the appropriate forms, to the Administrative Assistant to the Dean of Enrollment Management, immediately after the field trip.
- No one will be reimbursed for expenses related to a field trip without completion of appropriate paperwork.

EMERGENCY INFORMATION

General Security Procedures

It is imperative that any suspicious behavior or any threat received or heard be reported to the supervisor, security, or another College official. Security should also be contacted for the following procedures:

- Locking or unlocking a classroom door (Havelock should also contact the Dean or Chair)
- Reporting any missing equipment
- Requesting assistance in the event of injury, illness, or classroom disturbance
- Announcing your arrival and departure during non-working hours.

New Bern Campus Security may be contacted by:
   Dialing security directly: (252) 638-7261
   Calling the receptionist: (252) 638-7200 or 0 on a campus phone.

Havelock Campus Security may be contacted by:
   Dialing security directly: (252) 444-2119
   Dialing the Main Office number (252) 444-6008
If an emergency situation arises and Security or the Dean of the Havelock campus is unavailable, Havelock Public Safety can be contacted at (252) 447-1111.

**Accessing Campus**

To access classrooms and offices during non-working hours, contact Campus Security at (252) 638-7261 for the New Bern Campus. The Havelock campus is not accessible during non-working hours.

**Room Visibility**

The viewing panes and windows in classrooms, on office doors, and in other spaces must present a clear and unobstructed view. These windows allow Security to monitor the areas for safety purposes and are for your protection.

**Campus Accidents**

In the event of an accident resulting in personal injury, the following procedures shall be observed:

- The Campus Security must be notified immediately. If the accident is being reported aboard the New Bern campus please call (252) 638-7261; if aboard the Havelock campus please call (252) 444-2119.
- If an accident involving a student is serious, the Vice-President for Student Services should be notified immediately by Campus Security and in turn should respond to the scene of the accident. If an accident involving a student is minor, the Vice-President for Student Services should be contacted by Campus Security when possible and in any event, should receive a copy of any reports prepared by the Campus Security in connection with the accident.
- If the nature and the severity of an individual's injury require it, outside first aid assistance should be obtained. Hospital and rescue numbers are prominently posted with the Campus Information Specialist in New Bern, (252) 638-7200, and in Havelock, (252) 444-6005.
- Other appropriate institutional administrators, if not on the scene, should be notified as soon as possible.
- If a student is injured during class, the instructor should immediately call security. Once the situation is stable the instructor should report the incident to their Dean. This can be done with an email describing the incident, place, time, type of injury, and any other pertinent information.

**Critical Incident Response**

Below are the procedures to follow and actions to take for events that may call for emergency action aboard campus.

- **Lock Down** – It is the instructor’s responsibility to know and understand the lock down procedures. For further information, contact Security.
- **Disruptive Student** – Faculty response to classroom disruptions may be found in the College Policies and Procedures Manual, Student Disciplinary Procedure.
- **Chemical Spills** – Contact Security (252) 638-7261 for the New Bern Campus or (252) 444-2119 for the Havelock Campus in the event of a chemical spill.
• **Emergency Phone Numbers** – A sticker with emergency phone numbers should be found on each office phone on campus. For the New Bern campus, the number is (252) 638-7261 and the number for the Havelock campus is (252) 444-3518. Notify the Administrative Assistant to the Deans if your office phone does not contain this sticker.

• **Fire** – In the event of a fire or building evacuation, faculty, staff, or other college personnel must ensure that all members of the section are present at an established meeting point. Evacuation routes and gathering points are posted in each classroom.

• **Bomb Threat** - In the event of a bomb threat do not use your radio or cell phone or any other electrical device in the area where the bomb is suspected to be housed.

The Havelock Campus Security Officer will initiate contact with the Havelock Police Department via direct radio communication in the event of an emergency requiring immediate assistance.

**First Aid Kits**

First Aid Kits are available in all buildings in various locations across both the New Bern and Havelock campuses. Familiarize yourself with the locations of first aid kits. Inform the Administrative Assistant to the Deans when items are removed in order to maintain a full inventory of products.

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**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?**

<table>
<thead>
<tr>
<th>Information Technology Services</th>
<th>Facilities Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>**EXT NB: 1222</td>
<td>EXT HAV: 8212</td>
</tr>
<tr>
<td>Computer(s) will not boot in the classroom.</td>
<td>No Power to building or room</td>
</tr>
<tr>
<td>Monitor will not start in the classroom.</td>
<td>Plumbing emergencies, over flows, leaking water</td>
</tr>
<tr>
<td>Projector will not work.</td>
<td>Any safety hazards, such as spills, broken electrical cables</td>
</tr>
</tbody>
</table>
To use this process to report problems in the classroom use the softphone 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 a 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 Thursday 7AM-4PM and Friday 7A – 3:30P (spring & fall); Monday through Thursday 7A-4:30P (summer)**. Any message left after the 4/4:30PM will be given high priority the next business morning. There is a second shift on campus that does handle emergency calls as well.

**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 IT Services for the New Bern Campus. Weekend instructors should notify IT 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.

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**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 through Starfish.

Please make sure that all fields on Starfish 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 Moodle, 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 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.

Note: Copiers are provided for college business use only. Students that need a photocopy should go to the library and ask the front desk.

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@cravenc.edu

For current hours check the Godwin Library’s webpage.

Library instruction can be scheduled by contacting the library directly, at least 24 hours in advance. Librarians can conduct research and information literacy classes, ACA library orientations, or resource demonstrations.

It is also possible 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 their libguides website. 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**xxxvi 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 [Havelock library’s webpage](#)xxxvii

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 [MCAS library’s webpage](#)xxxviii

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**

Staff, Faculty and students are not required to register their car with the college, or utilize a parking sticker. Specially marked parking space (i.e. visitors, security, etc.) should be utilized as such. Handicap parking spaces do require a placard.
**Technical Assistance**

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

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**Technology Resources**

**Faculty and Staff**

**2016 - 2017**

<table>
<thead>
<tr>
<th>Resources</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Classroom Support through Soft Phones - IT</td>
<td>Phone: 638-1222 <a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Emergency Classroom Support through Soft Phones - Facilities</td>
<td>Phone: 638-1315 <a href="mailto:facilities@cravencc.edu">facilities@cravencc.edu</a></td>
</tr>
<tr>
<td>Work Related Microsoft Office and other software installation for office/lab use</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Jabber Instant Messaging</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Skype conferencing (one-on-one)</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Technology assistance, PC security consulting, online help desk, and remote desktop assistance available during office hours</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Consultation on projects throughout the college including software purchases</td>
<td>Dean of Technology Services <a href="mailto:hamiltonj@cravencc.edu">hamiltonj@cravencc.edu</a></td>
</tr>
<tr>
<td>Training on any IT topics</td>
<td>Director of DL &amp; Prof Development <a href="mailto:marquisj@cravencc.edu">marquisj@cravencc.edu</a></td>
</tr>
<tr>
<td>Classroom needs include PC, projector, and DVD support</td>
<td>for additional needs <a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Learning Platform (Moodle) &amp; Web space for streaming media (Kaltura//)</td>
<td>Director of DL and Prof Development <a href="mailto:marquisj@cravencc.edu">marquisj@cravencc.edu</a></td>
</tr>
<tr>
<td>Respondus and Respondus Lockdown</td>
<td>Director of DL and Prof Development <a href="mailto:marquisj@cravencc.edu">marquisj@cravencc.edu</a></td>
</tr>
<tr>
<td>Accessibility needs</td>
<td>Academic Skills Center <a href="mailto:harriso@cravencc.edu">harriso@cravencc.edu</a></td>
</tr>
<tr>
<td>Reset passwords for Student Gmail accounts, Web Advisor, and Moodle</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Service</td>
<td>Contact Information</td>
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<tr>
<td>Reset passwords for Faculty/Staff GroupWise, VOIP, Active Directory, E-procurement, Informer, NCID, Datatel, and Web Advisor</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Reporting Spam– GroupWise and Gmail</td>
<td><a href="mailto:spam@cravencc.edu">spam@cravencc.edu</a></td>
</tr>
<tr>
<td>Classroom Lab Management app issues - Net Control</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Work issued mobile device support</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Clickers (3 available)</td>
<td>NB Library</td>
</tr>
<tr>
<td>Headsets with Microphone (4 sets available)</td>
<td>NB Library</td>
</tr>
<tr>
<td>Headsets without microphone (7 sets available)</td>
<td>NB Library</td>
</tr>
<tr>
<td>Webcams (11 available)</td>
<td>NB Library</td>
</tr>
<tr>
<td>Flip Cameras (2 available)</td>
<td>NB Library</td>
</tr>
<tr>
<td>Sony Handy-cams and tripods (5 available)</td>
<td>NB Library</td>
</tr>
<tr>
<td>VHS to DVD Mobile Dubbing Devices (1 available)</td>
<td>NB Library</td>
</tr>
<tr>
<td>Laptop with case for short term loan (varies)</td>
<td>NB Library or <a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Instructions/or helpful hints for Specific Topics</th>
<th>Link (Copy and Paste)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Web Advisor/Active Directory Password</td>
<td><a href="https://reset.cravencc.edu/PasswordReset">https://reset.cravencc.edu/PasswordReset</a></td>
</tr>
<tr>
<td>New or Returning Adjunct Employee</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Information Technology helpdesk</td>
<td><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></td>
</tr>
<tr>
<td>Facilities helpdesk</td>
<td><a href="mailto:facilities@cravencc.edu">facilities@cravencc.edu</a></td>
</tr>
<tr>
<td>Moodle helpdesk link</td>
<td><a href="http://goo.gl/forms/lSfcDmDOKf">http://goo.gl/forms/lSfcDmDOKf</a></td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

Revised: 08.08.19

1. http://cravenc.edu/about/policies/
7. http://cravenc.edu/about/policies/
8. http://cravenc.edu/about/policies/
11. http://cravenc.edu/campus-save/
17. https://moodle.cravenc.edu/
18. http://cravenc.edu/calendar/
25. https://cravenc.edu/students/student-forms/
27. http://cravenc.edu/van-request-form/
29. http://cravenc.edu/about/policies/
30. www.cravenc.edu/library
32. www.nclive.org
33. http://havelocklibrary.org/
34. http://library.usmc-mccs.org/cgi-bin/get_data.pl?library=Cherry%20Point
35. helpdesk@cravenc.edu