This faculty handbook serves as a quick reference for faculty on various issues and is not intended to provide detailed information on all Collin County Community College District Board Policies. Except where noted, the information in this handbook and all referenced material apply to both full-time and associate faculty.

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Brief History of the College
Since offering its first classes at area high schools in 1985, Collin College has expanded to serve about 51,000 credit and continuing education students each year. The only public college in the county, the college offers more than 100 degrees and certificates in a wide range of disciplines.

Mission Statement
Collin College is a student and community-centered institution committed to developing skills, strengthening character and challenging the intellect.

Core Values
We have a passion for:
- Learning
- Service and Involvement
- Creativity and Innovation
- Academic Excellence
- Dignity and Respect
- Integrity

Philosophy and Purpose
Through its campuses, centers and programs, Collin College fulfills its statutory charge to provide:
- Academic courses in the arts and sciences to transfer to senior institutions.
- Technical programs, leading to associate degrees or certifications, designed to develop marketable skills and promote economic development.
- Continuing, adult education programs for academic, professional, occupational and cultural enhancement.
- Developmental education and literacy programs designed to improve the basic skills of students.
- A program of student support services, including counseling and learning resources designed to assist individuals in achieving their educational and career goals.
- Workforce, economic, and community development activities designed to meet local and statewide needs.
- Other purposes as may be directed by the Collin College Board of Trustees and/or the laws of the state of Texas.

Accreditation
Collin College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404.679.4500 for questions about the accreditation of Collin College.

College District (1 college-multiple campuses)
Campus addresses, phone numbers and maps are available online.

Organization Chart
See the online Collin College district organization chart for information.

Degrees and Certificates/Core Curriculum
Collin College awards academic transfer degrees and certificates as well as technical workforce degrees and awards. Four types of Associate-level degrees are awarded: the Associate of Arts (AA), the Associate of Science (AS), the Associate of Arts in Teaching (AAT), and the Associate of Applied Science (AAS). Collin also awards post-associate degree Enhanced Skills Certificates (ESC) in specific areas in addition to Level One and Level Two Certificates, and Marketable Skills Achievement Awards (MSAA). More specific information is available on the Degree Plans and Programs page on CougarWeb.
II. General Information

**Contacting Collin College Police**

For any on-campus emergency, dial 5555 from any campus phone or from an off-campus phone, including cell phones, dial 972.578.5555.

For any non-emergency complaint or concern, you can contact Collin College Police via email at cccccpublicsafety@collin.edu.

When an emergency occurs, the **CougarAlert** system can send email, text messages and voice messages in as little as 90 seconds. CougarAlerts will be sent in emergencies that require unscheduled closure or evacuation of a campus or the district. This includes, but is not limited to, weather closures, power outages, police emergencies, catastrophes and/or hazardous exposures. CougarAlert will not be used for promotional purposes or for scheduled closures, such as holidays.

To utilize the CougarAlert system, log into your CougarWeb account. On the Home tab in the Personal Information section (lower right hand corner), click on Update CougarAlert Contact Information. When the new screen appears, you can enter up to three (3) different email accounts, text message phone numbers, and voice message phone numbers. No separate registration is required and all personal information can be updated as needed.

**Campus Safety/Emergency Procedures**

The following links provide information to assist you with initial reporting in case of any on-campus emergency.

- [Emergencies](#)
- [Evacuation](#)
- [Fire Safety](#)
- [Medical Emergencies](#)
- [Being Prepared](#)
- [Bomb Threats](#)

**Reporting Student Concerns**

Collin College’s Strategies of Behavioral Intervention (SOBI) Committee has designed a process that reflects the best practices for reporting, assessing, responding, and assisting students who may display various levels of distress, disturbed and/or unregulated behavior. This process includes the **SOBI Referral Form**, which can be submitted online. The Committee's purpose is to stop and/or redirect behavior that might otherwise undermine instruction and negatively impact student learning. SOBI actions are not a substitute for disciplinary procedures, and reports of Code of Conduct violations will be referred directly for disciplinary intervention.

**Hours of Operation**

For the hours of operation please refer to the individual [campus information pages](#) on the Collin College website.

**Inclement Weather**

College closings due to inclement weather will be announced via CougarAlert (see above information), on Collin’s portal announcements and on local radio and television stations.
**Employee I.D. Cards**

All current employees at Collin College are required to have a Staff/Faculty ID Card in order to use services provided by the college including the college Bookstore and Library. You can get your official Staff/Faculty ID card in any Student Life office located on the three main campuses.

If your ID card has been lost, stolen or damaged, if you had a name change, or if you simply prefer a new photo, a replacement card can be obtained for a $2.00 replacement fee. For more information, click here.

**Institutional Effectiveness and Assessment of Learning**

Collin College strives to provide the highest quality education to the residents of Collin County and the surrounding region. To that end, Collin College undertakes periodic comprehensive evaluations of the effectiveness of the programs and services it offers in order to improve instructional programs and support services. These evaluations are typically carried out to support the maintenance of Collin College’s accreditation through the Southern Association of Colleges and Schools (SACS), or to support Collin College’s accountability to the state of Texas through the Texas Higher Education Coordinating Board (THECB). The results of these evaluations are used in conjunction with input from faculty and staff, students, and members of the community to inform the strategic planning process according to the Institutional Effectiveness Model.

**Assessment Documents**

- [Core Curriculum Assessment](#)
- [Workforce Education Program Assessment](#)
- [SACS Fifth Year Interim Report](#) - Particularly Section 3.3.1.1

**Information Technology**

The following information is provided to assist you in the initial setup of your office and courses.

- [Setting up Course Shells in Blackboard](#)
- [Requesting Faculty Web Space](#)
- [Resetting Passwords](#)
- [Using Phone/Voicemail](#)

Problems related to computers, printers, or software should be reported to the Helpdesk. Classroom technology issues are handled by Media Services and can be reached, from the classroom, using the direct line located at the podium or by calling 972.599.3170.

Collin College has a variety of software applications available to assist you in the classroom and with your course preparation and assessment. Some of the common applications available are:

**CougarWeb** is Collin College’s Web portal. To access CougarWeb from a campus computer, log into the Novell network with your user name and password as you would normally. You then open the browser and log in one more time with the same user name and password. An excellent tutorial is available; however, please be aware that the correct college website is www.collin.edu.

When faculty is hired by the college, a user name and password are given, allowing the faculty access to CougarWeb. CougarWeb contains tabs labeled Home, Library, Campus Life, Tutorial, Faculty and My Workplace. The My Workplace tab allows faculty access to the following information:

- [Human Resources Links](#) (Benefits Information, Board Policies, Forms and Employment, ePrint, HR Training, HR Website, Jobs, Procedures and Guidelines)
- **Employment Details** (Information about your individual Benefits, Direct Deposit, Pay Stub, Job Details, Leave Details, Employee Directory)
- **Reporting-Enrollment** (Information about registration numbers found in both Excel and pdf formats)
- **Banner Self-Service** (Contains Folders about Personal Information, Web-CT, Faculty and Advisors [grades are entered through here], Employee)
- **Banner-Bookmarks**
- **Reporting-Historical** (Contains historical information about courses, including retention and outcome numbers)
- **GroupWise Access** (Email, calendar)
- **Intranet Links** (Connects faculty to a range of information about the college and the organizations within the college)

See the Course Management Procedures of this handbook for information about course related resources in CougarWeb. CougarWeb is maintained by Collin College's Web Services Department.

**Virtual Office** is a remote access website that can be used to change an employee’s password as well as view documents on the shared drives at Collin. One of the most useful features for faculty is that it provides the ability to access the H:/ drive that is set up for each employee’s academic data from any offsite computer. Virtual Office can be accessed on any remote computer by logging in with the same CougarWeb id and password combination used on campus.

**Wimba Classroom** is a live, virtual classroom environment with robust features that include audio, video, application sharing and content display, and MP4 capabilities. Its pedagogical design and ease-of-use ensures that educators and students engage as if they were meeting face-to-face.

Advanced features such as polling, whiteboarding, presenter on-the-fly, resizable chat areas and participant lists, usage analytics tools, and MP3 or MP4 downloads enable further dynamic interaction between students and educators. See Wimba’s website for more information about this product.

In addition to the information provided at the link above, a short tutorial to create a Wimba classroom can be found on the Teaching-Learning Center’s site. Please contact the TLC for additional information on using Wimba and see the tutorial.

**Respondus** is a powerful tool for creating and managing exams that can be printed to paper or published directly to Blackboard, ANGEL, Desire2Learn, eCollege, Moodle, and other eLearning systems. Exams can be created offline using a familiar Windows environment, or moved from one eLearning system to another. Whether you are a veteran of online testing or relatively new to it, Respondus will save you hours on each project.

A series of helpful tutorials are available at the following links.

- Creating quizzes and tests with Respondus (Part I)
- Creating quizzes and tests with Respondus (Part II)
- Creating quizzes and tests with Respondus (Part III)
- Creating quizzes and tests with Respondus (Part IV)

**TurnItIn.com** is a website that allows educators to detect plagiarism in student papers and provides an online platform for grading and feedback. TurnItIn.com also allows students to review each other's assignments via digital peer review and to collect their work in a digital portfolio. All instructors at Collin
College may use the institutional account. To set up an account, please contact the account administrator, Karla Tombaugh at KTombaugh@collin.edu.

Faronics **Deep Freeze** prevents unwanted workstation changes—regardless of whether they are accidental or malicious. Deep Freeze is proven to reduce helpdesk support incidents and allows IT personnel to focus on more strategic IT needs. Deep Freeze is used in all classroom computers at Collin. If a faculty member downloads or saves data onto a classroom computer, it will automatically be erased when the computer is shut down. If there is software that is required for a course, the faculty member will need to contact the Help Desk to request that the program be loaded onto the workstation.

Techsmith **Camtasia** is a program that allows you to both capture the computer screen and record audio as you are demonstrating use either during class or creating custom tutorials. It then allows you to edit the recording and to publish it in different formats.

Netop **Vision** classroom management software gives instructors complete control over classroom computers by giving the instructor the ability to observe each student computer screen from the podium. This ability allows the instructor to monitor student progress, engage students with on screen demonstrations, control Web browsing and guide student learning. You will find additional information at Netop’s website.

Additional tutorials can be found on the TLC website. Simply click on the tutorial link on the menu bar along the top of the page.
III. Professional Expectations

Faculty Credentials
Faculty who teach transfer courses must hold a master’s degree with at least 18 graduate credit hours in the discipline taught.

Faculty who teach workforce courses must have at least a bachelor’s degree, or an associate’s degree with demonstrated experience as noted in SACS Principles of Accreditation (pg. 24), the Texas Higher Education Coordinating Board’s Guidelines for Instructional Programs in Workforce Education (pg. 6), and Collin College’s procedures related to these rules.

Job descriptions
As a professor, you are an “exempt” (exempt from federal regulations regarding the actual hours you work) employee with 170 annual duty days as specified in your contract.

Contracts/COE
A full-time faculty member is eligible to be considered for a COE multi-year term contract at the beginning of 1) his/her third consecutive, regular one-year full-time contract, 2) his/her third year of his/her first multi-year contract, 3) the third year of a multi-year contract extension, and 4) a fourth or fifth one-year contract. Additionally, a faculty member on a one-year contract following a denied multi-year contract is eligible to re-apply for that multi-year contract for consideration in January following the denial. This provides two full semesters (spring and fall) to complete an action plan and obtain two additional semesters of student evaluations to be considered by the academic dean and the COE.

The process will involve reviews of your student evaluations, annual evaluations by your dean, and service to the college and community, as described in COE procedures. Following are the general procedures:

- To apply for a multi-year contract, the faculty member must submit the completed Council on Excellence packet and self-evaluation/application for multi-year contract to his/her dean.
- Please note that an eligible faculty member is required to submit the COE packet and self-evaluation/application and will only be exempted from the process if extenuating circumstances exist that have been approved by the VP/Provost at least thirty (30) days before the COE submission deadline.
- The Human Resources Office makes the final determination of whether or not a faculty member meets the service and contract requirements to apply and be considered for a multi-year contract, as outlined above.

The COE follows the procedures below:

- Prior to the packet review process, the COE will discuss the Guidelines for Contract Review and the multi-year contract review form. Each COE member will also be asked to sign a confidentiality agreement.
- In closed session, each COE member will be assigned a Code number for the review process and the Council will review the records for each eligible candidate. Once review has commenced, a quorum need not be present to conduct the review at the Chair’s call.
- The records of each candidate will be separately, privately reviewed by a minimum of three Council members, selected by the Chair, usually on a random basis. However, reviewers shall not examine the records of a member of their own campus department in the initial phase. The review will be based on the available documentation.
- Upon completion of the review, each reviewer will indicate on the multi-year contract review form either “approve” or “request discussion,” according to the following criteria:
  - Teaching
  - Professional Development
  - Student/Activities
  - Service to the College
• In order to further assist in maintaining confidentiality, each council member will have a code number that he/she will use when signing the form.
  o **Request discussion:** The reviewer identifies evidence of questionable or inadequate performance or other failure to fulfill what is expected of a successful candidate. Reviewer indicates specifics in the comments column.
  o **Approve:** The reviewer is satisfied that the faculty member’s records demonstrate fulfillment of what is expected of An Excellent Faculty Member.

• After the records of all candidates are reviewed by at least three members of the Council, the COE Chair will close the review.

• Candidates for which no further discussion is requested will be recommended for the appropriate multi-year contract.

• If a candidate’s packet has received a “request discussion” report, the file will be reviewed and discussed by the entire Council. The reviewer(s) who requested discussion states his/her concern(s). When the Chair determines that discussion is complete, a secret ballot of Council members will be held; members will vote “yes” to favor recommendation; “no” to deny recommendation for the multi-year contract or “abstain.” A majority of those members present and voting is required to withhold a recommendation for a multi-year contract. The Chair will vote only to break a tie.

• If available documentation is insufficient to make a decision, the Council may abstain and so indicate.

The timeline and procedures for the assembly of records for multi-year contracts are:

• **Not later than one week prior to classes beginning,** Human Resources will provide to the COE Chair, the academic deans, and the VP/Provosts a list of faculty members who are eligible for the COE multi-year contract review process.

• **By approximately August 20, but not later than the first day of classes,** the COE Chair will e-mail each eligible faculty member, providing information about the COE Faculty Self-Evaluation Form, Board Report Form, and instructions on how to complete and submit them for consideration.

• **By October 15,** the faculty member must submit the completed and fully edited COE Faculty Self-Evaluation Form and Board Report in MSWord format to the academic dean via email.

• **By October 20,** the academic dean will complete and forward all required documentation (including annual Faculty Performance Appraisal forms with the academic dean’s recommendation regarding a COE multi-year contract review process, class visit forms, and Student Surveys of Instruction) to the Human Resources Office.

• **By November 1,** the HR Office will have the COE multi-year contract application packets organized, audited, and available for review by the COE.

• **During the first two weeks of November,** the COE will review each applicant’s file and make recommendations to the appropriate VP/P, as follows:
  o **Recommended for Multi-year Contract**
  o **Not Recommended for Multi-year Contract**

  The COE Chair will forward the electronic multi-year contract recommendation forms to the appropriate campus Vice President/Provost. The reason(s) for non-recommendation of a candidate for a multi-year contract will be included on the form, along with any reasons for disagreement with an academic dean’s multi-year contract recommendation. All information related to the process and the resulting recommendation will be treated as confidential by COE members. **NOTE:** HR keeps the COE faculty files until the approved Board Reports come back for annual filing.

• **By December 15,** the appropriate VP/P shall meet with the appropriate academic dean and determine whether any faculty members who were not recommended for a multi-year contract should be considered for a one-year contract. Consideration is given to ensure that any recommendation is consistent with the maximum five one-year contract limit of the district (See Board Policy DDA (LOCAL) for more information).

• **By January 10,** the VP/P shall meet with the District Senior Vice President of Academic Affairs and Student Development (SVP) and finalize faculty contract recommendations for the upcoming academic year.
• **By January 15,** the SVP shall meet with the President regarding faculty contract recommendations.

• **By January 31,** the academic dean shall meet with any faculty members being recommended for a one-year contract in lieu of a multi-year contract to discuss areas for needed improvement and to develop a written action plan for remediation. All action plans must be approved by the appropriate VP/P no later than March 1 and are contingent upon approval by the Board of Trustees of the SVP’s contract recommendation.

• In accordance with [Board policy](#), unless a full-time faculty member on a multi-year contract is notified of non-renewal in writing by the College President or designee by January 31, the faculty member shall be employed by the College District for the forthcoming one-year contract period, subject to a written approved contract being timely filed with the human resources office.

Unless a full-time faculty member on an annual contract is notified of non-renewal in writing by the College President or designee by March 1, the faculty member shall be employed by the College District for the forthcoming one-year contract period, subject to a written approved contract being timely filed with the human resources office.

• The President will submit the SVP’s recommendations regarding faculty contracts for consideration by the Board of Trustees at either the March or April meeting. Contracts will be issued by the Human Resources Office upon approval by the Board of Trustees. All documentation of the evaluation approval process will be returned to Human Resources by the SVP for inclusion in the faculty member’s personnel file.

The timeline and procedures for the assembly of records for multi-year contracts in a fourth or fifth one-year contract are:

• **By October 20,** the academic dean will submit a request to Institutional Research for student evaluations for one-year faculty who had been denied in a prior year for a multi-year contract and who are to be considered for a multi-year contract by the COE in January. These faculty members will be in either a 4th or 5th one-year contract.

• **By November 25,** a faculty member who is in a 4th or 5th one-year contract shall submit a completed COE packet to the appropriate academic dean.

• **By December 15,** the academic dean shall complete his/her evaluation of the faculty member in a 4th or 5th one-year contract, discuss his/her recommendation with the appropriate VP/P and submit his/her recommendation regarding a multi-year contract to the COE.

• **By January 15,** the COE will meet to review the multi-year contract applications and academic deans’ recommendations of faculty in a 4th or 5th one-year contract and submit a recommendation/report to the respective VP/Ps.

• **By January 25,** the VP/P will submit his/her recommendation to the SVP so that the final recommendation is prepared and discussed with the president by **February 2.**

• Any requests for extensions to the deadlines provided above should be submitted to the VP of Organizational Effectiveness and Human Resources for consideration by **January 25.**

• **By March 1,** consistent with [Board Policy DDA (Local)](#), “Unless a full-time faculty member on an annual contract is otherwise notified in writing by the College President or designee by March 1, the faculty member shall be employed by the College District for the forthcoming one-year contract period, subject to a written approved contract being timely filed with the Human Resources office.”

**Communication**

Collin is a public institution. As Collin College employees, we hold ourselves to high standards, reflected by our Core Values. It is important to communicate to your dean issues related to prolonged absence, potential conflict of interest, or any activity that may reflect negatively on the college. Also discuss with your dean any unusual or uncomfortable situations in your classes. Discipline issues are reported to the Dean of Students office, but usually a conference with your academic dean is helpful before filing a report.
Teaching Load
The standard teaching load is 15-18 units. Twenty-two units is the maximum load for a long semester, as noted in the Faculty Load Manual.

Performance Evaluation
Under ordinary circumstances, your performance is evaluated by your dean each academic year, using COE forms.

Teaching excellence, service to the college and community, and appropriate professional development are the important considerations in your evaluation. A more detailed explanation is available in the Faculty Evaluation Guidelines. Your teaching will be evaluated by regular classroom visits using the Classroom Visit Form. (An alternate form may be used for online visits.)

Your students will also evaluate your teaching. They will use the standard class evaluation form in every class section for every long semester.

Offices and Office Hours
Each full-time faculty member has an office on his/her primary campus. Faculty office spaces are assigned by the Vice President/Provost of the respective campus.

Full-time faculty is required to post and observe a minimum of six office hours per week for purposes of academic advising and student consultation during the long semesters. Two office hours per week per course are required when teaching for summer formula pay. The office hours are to be held at times which will be most convenient for students. Faculty is also expected to meet with students as needed by appointment. This information is listed under the essential job functions of the full-time faculty job description, which is accessible via CougarHR.

Attendance/Absence Procedures
You will get sick leave (8 hours per month worked) and personal leave (one day per year, with one unused day carried to the next year). You should contact your dean’s office as soon as possible when you are absent. Extended absences (5 or more days) will require a doctor’s consent to return to work. Employees who have worked for more than one year are eligible for Family Medical Leave under federal guidelines. Bereavement guidelines are based upon family relationships. Follow the following links for information about the policies:

- Full-time Exempt Status and Weekly Work Hour Requirement Board of Trustees (BOT) Policy
- Leave and Absences BOT Policy
- Family and Medical Leave BOT Policy
- Military Leave BOT Policy
- Vacation and Holidays BOT Policy
- Leave and Absence BOT Policy
- Leave Benefits and Forms for Jury Duty, Bereavement, etc.

Information about leave balance and other benefits is available under Employee Details on the My Workplace tab on CougarWeb.

Professional Leave and Travel
The college provides full-time faculty with funds for professional travel through the Council on Excellence (COE). Funds are limited, so advance planning is important. If the connection between your desired travel and your teaching assignment is not obvious, you should be prepared to explain the connection. Click on the links below and see Business Services in this handbook for more detailed information.

- Professional Development Leave Procedure and Forms
- Professional Travel and Reimbursement BOT Policy (being revised currently)
- Professional Travel Procedures
Local Travel for professional purposes can be reimbursed. Commuting expenses and travel to extra service assignments are not reimbursed. You need to have documentation. Click on the links below and see Business Services in this handbook for more detailed information.

- Procedures and Forms
- Local Mileage Chart

FERPA
Protecting our students’ privacy is both consistent with our Core Values and required by law. In general, students’ course information cannot be shared with other parties, and positive identification of the student is required to give grade information.

Contact the Dean of Students Office for FERPA training:
CPC: 972.548.6771
PRC: 972.377.1793
SCC: 972.881.5604

- FERPA Brochure
- Federal Government General FERPA Information
- Federal Government General FERPA Guidance for Students

Curriculum Development/Curriculum Advisory Board (CAB)
Our course offerings are governed by the Academic Course Guide Manual (for transfer courses) and Guidelines for Instruction in Programs for Workforce Education (for workforce courses). Because of transfer and accountability issues, significant course or curriculum changes must be approved through our Curriculum Advisory Board.

Faculty Complaint Process
The purpose of this policy is to establish complaint procedures and provide for the prompt and equitable resolution of all employee complaints, and student complaints of alleged discrimination and harassment made against a College District employee. The process is set forth in policy.

Student complaints (grievances) regarding any alleged action or inequitably that violates written College District policies or procedures shall be reported through informal or formal processes, as identified below. The student complaint process is set forth in policy.

Trustees, administrators, faculty, staff, and other agents of the College District shall not engage in conduct constituting sexual harassment. The process for making sexual harassment complaints is outlined in policy.

Learning Communities
In Learning Community courses, two or more professors team teach and connect the concepts of their disciplines under a common theme or question. These courses must be approved by the appropriate academic deans well in advance of being offered. They incorporate Student Learning Outcomes from both courses under the common theme.

Service Learning
Service Learning is service-based experiential application of knowledge in real-world situations in which the service benefits the community. Service-learning projects are a component of a credit-bearing class, aligned with specific academic learning objectives, and associated with a grade. Each campus has a Service Learning coordinator. Service Learning is administered through the Center for Scholarly and Civic Engagement.

Faculty Search Guidelines
Human Resources has developed specific procedures and forms for faculty searches. An online training guide is also available for search committee members.
IV. Course Management Procedures

HB2504 Requirements (Syllabi and CVs)
Texas House Bill 2504, passed by the state legislature and signed by the Governor in 2009 requires each institution of higher education to make available to the public on the institution's public website each faculty member's CV and a syllabus for each course offered by the institution. Collin College syllabi are required to meet the following standards:

- All syllabi must:
  - satisfy any standards adopted by the institution;
  - provide a brief description of each major course requirement, including each major assignment and examination;
  - list any required or recommended reading; and
  - provide a general description of the subject matter of each lecture or discussion.

- Information required by Collin College for syllabi can be found in the Collin College Faculty Syllabus Template. (Note that this and other intranet materials are accessible only from campus.)

- The Student Learning Outcomes (SLOs) that appear on the syllabus must be the same ones that appear on the corresponding course syllabus in the Syllabus Depot, a list of generic syllabus templates for all Collin College courses.

- In addition to the above, there is some variation among academic disciplines and deans as to syllabi requirements. Some academic disciplines have a discipline syllabus and require professors to follow it. Some deans have preferences or requirements as to the form and order of the syllabus. Professors will need to check with their dean and/or department chair regarding these variations.

- Since the syllabus will be posted on the Internet, faculty members are encouraged to carefully proofread their syllabi, including the tone of the syllabi.

Faculty's CVs must also be posted online as mandated by HB2504 and must list postsecondary education, teaching experience, and significant professional publications. To submit a CV, go to http://hb2504.collin.edu/cv.html and enter the information on the Curriculum Vitae Online Form. Once submitted, CVs can be updated by following these procedures:

- Go to http://hb2504.collin.edu/login.asp.
- First time users will need to click on the Retrieve Your Password link. Fill out the Retrieve Password form and an e-mail containing your CV Update Password will be sent your @collin.edu email address.
- Return to http://hb2504.collin.edu/login.asp and login using your Novell Username and the CV Update Password you received.
- Update your CV.
- Click the SAVE button to save your changes and the CANCEL button to return to the login screen without saving any changes.
- Review your CV at http://hb2504.collin.edu/.

To access HB2504 public information, click on http://hb2504.collin.edu/ or follow the links from CougarWeb to Academics and then to HB2504.

Instructional Materials
College District employees must also comply with the following policies related to instructional resources and materials:

- Copyright Policy
- Libraries and Laboratories
- Instructional Resources and Materials

Class Schedules
Class schedules are developed in coordination with academic deans and are based on the needs of the college community. Faculty is given courses based on the number of contact hours required by contract and on the needs of the division. Classes may be scheduled in a variety of formats (distance, dual credit,
weekend, etc.) and during a variety of days and times. Individual class schedules are subject to change and are located in CougarWeb on the Faculty Tab. See the following policies for additional information:

- Assignment and Schedule Policy
- Employment Requirements and Restrictions

Class Contact Hours
Class contact hours are defined in Texas Administration Code. Generally speaking for a three-semester-hour course, 45 class contact hours are expected with a week for final exams. Classes are expected to meet for the full time that they are scheduled.

Faculty Load Guidelines provide information on full-time faculty loads (pp. 4-10) and part-time (Associate) faculty loads (pp. 16-17).

Extra Service Teaching Assignments (sometimes known as “overloads”) generally have to be outside of normal teaching hours (8:00 a.m.-5:00 p.m.). However, dual credit courses and Learning Communities can be taught as Extra Service within the normal teaching hours. A class continuing into normal teaching hours (e.g., 7:00-8:15 a.m.) or ending after normal teaching hours (e.g., 4:00-5:15 p.m.) can be counted as Extra Service. There is variation in these practices, so faculty should check with their dean for the dean’s practice regarding Extra Service.

Final Exams
A dedicated period for Final Exams is part of every semester at Collin College. At the end of each long semester a Final Exam Week schedule (found in the Registration Guide) is assigned for all courses based on the day and time the class meets. Faculty members are expected to meet with the class during the Final Exam time, even if a Final Exam is not given.

Course Records
- Access to student records is governed by policy.
- The Official Roster is found under the Faculty Tab on CougarWeb. The official roster reflects changes when a student withdraws or is dropped from a course.
- Course drops must be initiated by students. Faculty cannot do so (see policy).

Grade Appeals
The Grade Appeals Process is available online and can be accessed via the Faculty Tab on CougarWeb, located in the first column under Rules and Regs. Please note the following about Grade Appeals:

- A clear statement in the course syllabus on the components of the grade and how the course grade will be computed and figured can go a long way in reducing grade appeals. Transparent grading practices and procedures could help in limiting grade appeals.
- If the Grade Appeals Board Chair requests information about a grade appeal, please respond promptly and with all the requested information. This can facilitate the work of the Grade Appeals Board.

Student Absences
While faculty must keep an attendance record, each faculty member is allowed to follow his or her own attendance policy while following the sanctioned attendance rules (See following links). The policy must be written on the course syllabus and must be fairly applied to all students in the course.

- Attendance
- Admissions and Attendance

Field Trips
Field Trip information can be found in the Student Organization Procedures Manual (SOPM) linked to the Student Organizations page.

Grades
Grades are entered in CougarWeb through the Banner Self-Service Folder under Faculty and Advisors. The Registrar’s Office directs and maintains the grades and grading process for Collin College. Questions about the grading process should be directed to the Registrar. A tutorial is provided on the Tutorial tab in CougarWeb.
Currently grades of A, B, C, D, F, AD, BD, CD, FD and I are awarded by faculty to each student enrolled in his or her course(s). If a student is withdrawn from a course or if a student audits a course, the “W” or “AU” is entered by the Registrar and will show on the Grading Roster.

Cougar Web

CougarWeb is the college’s Web portal. When faculty is hired by the college, a user name and password are given, allowing the faculty member access to CougarWeb. CougarWeb contains tabs labeled Home, Library, Campus Life, Tutorial, Faculty and My Workplace. The Faculty tab allows access to the following instructional resources:

- Faculty Schedule
- Student Support (Contains links to the various organizations in the Student Support area, such as Academic Advising, Counseling, Disability Services, etc.), Rules & Regs (Contains links to the Student Handbook, Guide to Academic Ethics, Grade Appeal Process, etc.) and My Courses
- Faculty Links (Contains links relevant to faculty and the students)
- Faculty Dashboard (Contains the most recent, the current and the most future class information for each faculty member)
- Faculty Council and Committees (Contains links to and information about Faculty Council and the various committees faculty serve on)
- Innovative Learning (Contains links to programs such as Weekend College, Honors Institute, Learning Communities, Service Learning, Student Leadership Academy, Distance Learning, and so forth.)
- Course Leader Activity Channel (Course Information and a link to My Courses page.)

See the General Information section of this handbook for information about employment related resources in CougarWeb.

Student Conduct and Discipline

Policies and procedures governing student conduct and discipline are outlined in the Student Handbook, which is available on the Student Resources page of CougarWeb.

Teaching Off Campus

Instruction offered at branch campuses and via distance learning is governed by policy. Following are faculty guidelines and recommendations for Collin College dual-credit classes.

- General information about dual-credit courses:
  - Dual-credit courses are Collin College courses and will follow the college’s calendar with regard to holidays and seasonal breaks.
  - If a high school is forced to close due to inclement weather, Collin courses will also be canceled for that site.
  - According to the Family Educational Rights and Privacy Act of 1974 (FERPA), all rights of access to students’ educational records transfer from the parents to the students when the students become 18 years of age OR are enrolled in an institution of postsecondary education. Only with written consent from the student will Collin disclose information from a student's education records, except with regard to the law that provides for disclosure without consent. Please see the Collin College catalog (Student Records section) for more information.

- Information regarding dual-credit students taking courses at Collin College:
  - Students are responsible for all the policies, procedures, and decisions of the college as outlined in the Code of Conduct and have signed a concurrent contract stating this.
  - Dual-credit students are Collin college students and have access to all the resources provided by the institution (Writing Center, libraries, tutoring, math lab, etc…)
  - Concurrent students are not eligible for Wintermester, Maymester, web based distance education or developmental level courses.
  - Students must have a C or higher in each course to maintain eligibility for the program.
  - Registration is on a first-come, first-serve basis—seats are not reserved for students continuing with the same professor.
Dual-credit students must register in person. Numerous forms are needed and verification of college readiness must be met (based on SAT, ACT, TAKS or THEA test scores).

- Additional requirements for teaching dual-credit courses:
  - Instructors need to take attendance more than once during the semester in order to verify that all students physically present are on the course roster.
  - Numerical mid-term and final grades must be submitted to the Office of Recruitment and Programs for New Students.
  - Occasionally dual-credit students will be enrolled in a general section on one of Collin College’s main campuses. In the case of students taking dual-credit courses on a Collin College campus the professor may be contacted to submit a grade on an individual basis.

- Recommendations for dual-credit instructors:
  - When on a high school campus, instructors may find it beneficial to wear their faculty ID so that they are not frequently stopped while on campus.
  - Prior to the first day of class, it is a good idea to contact the high school campus and verify your room assignment, get an idea of where to park, and determine whether you need a parking permit.
  - Be aware that not all high schools have the same classroom multimedia systems. It is wise to be prepared for different situations, and you should let your point of contact on campus know if you have specific needs.
  - Keep in mind that the classroom you are teaching in on a high school campus is most likely the office of a high school teacher. Be courteous to these teachers and be mindful of their personal effects.
  - Many students will have conflicts with the class time and their extracurricular activities. These include multiday events like sports tournaments, academic contests, and college visits. It is worthwhile to let students know that even if they miss class they are responsible for all material. In cases where students have frequent conflicts and are becoming frustrated, it is best to get in touch with your contact at the high school or someone in Collin College’s Office of Recruitment and Programs for New Students (see contacts below).
  - In addition to conflicts with extracurricular activities, there may be schedule problems with school activities such as pep rallies, standardized testing, and advanced placement (AP) testing. While these issues should be addressed well in advance, it is useful to be aware of the high school calendar and to make sure these conflicts are being addressed.
  - Some high school instructors are concerned about what dual-credit courses mean for their investments in AP programs as well as their jobs teaching the best students in the high school. Try to be understanding of their concerns, make note of their comments and provide feedback to the Office of Recruitment and Programs for New Students.
  - Stay in contact with the Office of Recruitment and Programs for New Students. Let them know about issues and conflicts as they happen. It is better to be proactive about a potential issue than to wait for it to become a major problem.

- Contacts
  For any questions about the dual-credit program, feel free to contact the following Recruitment and Programs for New Students staff:

Shannon Mott, Special Admissions Coordinator
**CPC**: 972.548.6736, samott@collin.edu

Alicia Huppe, Associate Dean
**PRC**: 972.377.1749, ahuppe@collin.edu

Raul Martinez, Jr., Special Admissions Coordinator
**SCC**: 972.518.5086, rjmartinez@collin.edu

Dual credit admission and enrollment information is available in the Services and Resources section of this handbook.
Teaching via Distance Learning
The following resources provide support for online instruction:

- Online Advisory Board (OAB)
- OAB Review of Courses
- Blackboard Course Development Request
- OAB Access Request for Blackboard Courses
- OAB Membership
V. Business Services

Payroll
Full-time faculty is paid on the 30th of each month or on the last work day of the month, whichever applies. Full-time faculty pay rates may be found in the Faculty Load Manual, under Procedures and Guidelines in the Human Resources section on the My Workplace tab in CougarWeb. Full-time faculty must let Human Resources know whether they wish to be paid on a 9-month or 12-month basis.

Associate faculty can find information about pay rates and the payroll schedule in the Faculty Load Manual, under Procedures and Guidelines in the Human Resources section located on the My Workplace tab in CougarWeb.

Budgets
Departmental budgets are developed by academic deans, with input from department chairs, faculty, and staff. When you are reminded of budget deadlines, let your chair and/or your dean know about items you think need to be included or adjusted.

Purchasing
If there are items you believe need to be purchased for your department or classes, please work with your academic dean’s office to prepare the necessary paperwork to submit a request. All expenditures must have approval from the academic dean before any funds are spent.

Use of College Vehicles
Campus vehicles can only be reserved at the Spring Creek campus. Contact Facilities and Plant Operations (972.881.5690) for more information about availability. A Vehicle Request Form can be found online; after logging onto CougarWeb, go to My Workplace, click on Facilities and Plant Operations and then click on Forms.

Note: Faculty may not use their own personal vehicles to transport students for field trips, student activities, or any other college-related activity. Please see the sections on Field Trips and Student Conduct in the Course Management Procedures section of this manual for policy and guidelines.

Equipment Inventory
Inventories of equipment and furniture are conducted throughout the year. Please respond promptly to requests from the dean’s office for information about items in your office. If you notice any discrepancies, please contact your academic dean.

Professional Leave and Travel
Professional leave (PL) and travel includes travel to attend workshops, conferences, or events that provide job related training and may require the employee to stay overnight or prepay a registration fee. Guidelines for professional leave and travel reimbursement are:

- Reimbursable expenditures include:
  - Mileage: The allowable mileage between two points is the shortest route between those two points. Mileage will not be reimbursed above what the state mileage charts allow. In the event someone chooses to drive to a destination instead of flying, the college will only reimburse the lower expenditure.
  - Car rental: A paid invoice must be attached. A Motor Vehicle Rental Exemption Certificate must be given to the vendor each time a vehicle is rented within the State of Texas. Both the name of the faculty member renting the vehicle and Collin College should be included on the rental agreement.
  - Airline tickets: The itinerary/invoice for flights must be attached to the PL form. Airline tickets can be prepaid by submitting the blue copy with a copy of the ticket, itinerary/invoice, or credit card statement.
  - Parking/toll fees and bus/taxi fares: Receipt or signed statement of expenditures must be attached to the PL form.
Meals: Meals are reimbursed at the college approved per diem rate.
Registration fees: Registration fees can be prepaid by submitting the green copy of the PL form along with a copy of the completed registration form to the Business Office at least ten (10) business days before needed. The check will be returned to the originator to be mailed with the original registration form.
Lodging expenses: Lodging expenses will NOT be prepaid. When traveling within the State of Texas, a Texas Hotel Occupancy Tax Exemption Certificate must be given to the hotel. It will be assumed that phone calls are personal unless marked otherwise. Reimbursement cannot be made for movies, alcohol, etc.

- Mode of travel (airline vs. automobile) to the destination should be the mode which provides the lowest total cost to the District. Mode of transportation from the airport to the conference, training, or event location (taxi, shuttle, rental car) should also be the most economical to the District.
- Please refer to the Business Office Travel page on the intranet for more details.

Please refer to the Council on Excellence website for procedures to follow prior to and after travel.

Local Travel
Local travel includes travel within the North Texas area required to perform regular duties/responsibilities by employees. The local travel reimbursement form should be used when travel does not require an overnight stay or prepayment of a registration. Guidelines for local travel reimbursement are as follows:

- College employees who are required to travel on college business to a location other than their primary work location are entitled to reimbursement for excess miles traveled. Part-time faculty and faculty performing extra service/overload assignments are not eligible for local travel reimbursement.
- Travel is reimbursed only when total miles exceed the employee’s normal driving distance to and from work.

Please refer to the Business Office Travel page on the Collin intranet for more details.

Reserving College Facilities
Internal requests for reserving college facilities should be originated by contacting the following campus representatives:

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<tr>
<td>CHEC</td>
<td>Associate Dean-CHEC</td>
<td>972.599.3121</td>
</tr>
<tr>
<td>CPC</td>
<td>Executive Assistant to VP/Provost</td>
<td>972.548.6800</td>
</tr>
<tr>
<td>CYC</td>
<td>Office Manager-CYC</td>
<td>972.985.3766</td>
</tr>
<tr>
<td>PRC</td>
<td>Executive Assistant to VP/Provost</td>
<td>972.377.1550</td>
</tr>
<tr>
<td>SCC</td>
<td>Executive Assistant to VP/Provost</td>
<td>972.881.5770</td>
</tr>
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</table>

Internal requests for college conference centers and external district-wide requests for all college locations including conference centers should be directed to Karen Knapp at 972.881.5606.

Food Service
Faculty requesting food service for Collin events should initiate the request through their academic dean. Food service request forms are available through the division office and should be submitted far enough in advance of the event to allow for proper review and approval.

Foundation
Established in 1987, Collin College Foundation is a charitable, tax exempt corporation. The Foundation’s mission is to support and enhance Collin College through philanthropic support for student scholarships, faculty enrichment, critical capital needs and programs of excellence. The Foundation is fiscally and legally independent from the College and is governed by a Board of Directors. Faculty is encouraged to support the Foundation, as contributions enhance the quality of education and extend educational opportunities within the Collin College district.
VI. Services and Resources

**Teaching and Learning Center**
The mission of the Teaching and Learning Center (TLC) is to help Collin faculty learn and master teaching technologies online and in the classroom. The staff of experienced instructional designers provides workshops, creates tutorials, and is available for one-on-one assistance and consultations.

There are TLCs on the Central Park, Preston Ridge and Spring Creek campuses. Here are some of the best reasons to contact a TLC:

- You will be teaching an online, blended, or hybrid course for the first time.
- You are creating or enhancing an online course.
- You want to use instructional technology, such as Blackboard, to support your classroom teaching.
- You are creating or updating your web page.
- Computer-based instructional technology – PowerPoint, HTML, and others – scares or frustrates you.

**Library Services**
Collin College’s library system houses hundreds of thousands of books, videos, journals, and audio materials. Collin College’s online library supplements these resources with a vast collection of films-on-demand, electronic books, animations, music recordings, and electronic journals. A Collin College faculty ID card (see the General Information section) is required to check materials out of the libraries.

The library staff welcomes faculty evaluations and recommendations regarding all library materials, systems, and services. The library catalog and online resources are accessible on the Library tab in CougarWeb. Services for faculty, including reserves, loans and arrangements for formal instruction, are also available.

**Honors Institute**
The primary purpose of the Honors Institute is to help students prepare to utilize the skills they learn in the classroom and apply them to real world situations. Honors classes are smaller than others, which also have a small faculty-student ratio. Faculty who teach Honors classes are encouraged to build close relationships with honors students. Honors students are also allowed exclusive access to a study room in the Honors suite. The qualification for admission into the Honors Institute is a cumulative GPA of 3.5 or higher at Collin College or from high school. Once students meet this criterion, they may enroll in any of the Honors courses available each semester. Transfer students with a cumulative 3.5 GPA are also eligible.

**HONORS INSTITUTE CONTACTS**

<table>
<thead>
<tr>
<th>Honors Institute Director</th>
<th>Student Assistant</th>
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<tbody>
<tr>
<td>Michael Rose</td>
<td>P: 972.881.5601</td>
</tr>
<tr>
<td><a href="mailto:mrose@collin.edu">mrose@collin.edu</a></td>
<td>Honors Suite, F-104</td>
</tr>
<tr>
<td>P: 972.516.5003</td>
<td>Spring Creek Campus</td>
</tr>
<tr>
<td>F: 972.881.5668</td>
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Honors Suite, F-103
Spring Creek Campus

The Honors Institute is located on the Collin College Spring Creek Campus at 2800 E. Spring Creek Parkway, Plano, Texas 75074, in the Honors Suite next to the bookstore.

**Professional Development**
The Office of Human Resources and Organizational Development provides district-wide professional development programs, primarily for staff and administrators, and coordinates special events involving college staff as well as outside community organizations.
Professional development guidelines specific to full-time faculty and staff include:

- Professional development courses must be related to your current job.
- Any class listed in the Continuing Education (CE) schedule is eligible if approved by your supervisor as work related.
- Distance Learning classes are eligible if approved by your supervisor as work related.

Professional development guidelines specific to part-time faculty and staff include:

- Part-time faculty and part-time staff who are assigned to work at least 15 hours per week may attend Continuing Education classes or Professional Development workshops that are necessary for improved job performance, as directed/required by the supervisor.
- Time spent by part-time non-exempt staff members who attend required training must be reported on the employee’s timesheet as work time.

If space becomes limited in a Continuing Education class, priority enrollments in the class are as follows: Paying community members are given the highest priority; full-time college employees are placed next, followed by part-time college employees.

The approved Professional Development Continuing Education Registration Form is accessible on the HR Training page.

If critical training is required for a part-time employee working less than 15 hours per week, the appropriate VP/P may approve the training.

The Council on Excellence Funding Request Form and Professional Leave Summary Form can be found on the COE’s intranet site. Professional Leave and Travel Forms can be found in division offices across the district and online on the Business Office Travel page. Also see the Business Services section of this handbook for additional information about Professional Leave and Travel and about Local Travel.

**Sabbatical Leave**

Sabbatical leaves are authorized for the primary purpose of increasing the value of the full-time faculty member’s sustained contribution to the college by providing the individual a significant opportunity for professional growth. Sabbatical leaves are not to be understood as deferred compensation, nor are they to be anticipated simply on the basis of longevity at the college. Sabbatical leave may be granted, upon application, for study, research, writing, field observations or other suitable purposes. Opportunities for additional training, for improving skills and for maintaining currency in the field are also purposes of sabbatical leave.

**Study Grant**

The Study Grant Program at Collin College is designed to provide support for faculty to undertake independent study of significant texts and topics in their own or related disciplines. The program provides a stipend that is the equivalent of teaching two 3-credit “overload” courses at the Associate pay rate during a fall, spring, or any summer semester. The Study Grant does not release faculty members from teaching their required full-time load, nor can it be used to exceed the maximum number of courses faculty is allowed to teach each semester. Moreover, the award of a Study Grant may not be combined with a sabbatical or any form of leave.

**Wellness Program**

The Wellness Program is dedicated to helping employees, students, and community members enjoy a healthier and more productive way of living. Its goal is to provide programs and services that promote the practice of health responsibility. **Important Notice:** Before participating in any wellness class or seminar, please complete the Medical Release/Informed Consent form and submit it to Dr. Linda Adams.

**The Center for Scholarly and Civic Engagement (CSCE)**

The Center for Scholarly and Civic Engagement (CSCE) connects faculty, students and community partners through academic initiatives. These programs and activities focus on scholarship, leadership and community involvement, and serve as catalysts to expand and enhance learning for students. Activities
and programs also promote democratic values of citizenship, service, and civic engagement. The CSCE fosters collaboration among college departments and promotes academic excellence through shared exploration of issues, knowledge, research, and service.

The CSCE supports and assists in the implementation of numerous Collin College program initiatives, including Auteur Film Series, Book-in-Common, Distinguished Speaker Series, Constitution Day, Debate Watch, Passport to the World, Service Learning, the Student Leadership Academy, and Voter Registration. See the CSCE website for a complete listing, links and CSCE contact information.

Writing Centers
The Collin College Writing Centers provide a place for students to seek advice on writing assignments in courses across the curriculum. Each center’s primary purpose is to help students strengthen their writing skills by guiding them through the various stages of the writing process. Writing Centers are located at the Central Park, Preston Ridge and Spring Creek campuses. An appointment schedule is conveniently posted near the door of each center, and walk-ins are welcome at posted times. Students should come to the Writing Center with specific questions based on input and guidance from their instructors.

Contact the specific campus for walk-in appointment hours:

<table>
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<tr>
<th>Campus</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Central Park</td>
<td>972.548.6857</td>
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<tr>
<td>Preston Ridge</td>
<td>972.377.1576</td>
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<tr>
<td>Spring Creek</td>
<td>972.881.5843</td>
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Math Labs
The Math Labs are staffed with faculty, lab instructors, tutors, and student tutors to assist Collin College students enrolled in developmental math, college level math, and natural science courses that have math based assignments. The Math Labs have computers and graphing calculators available for homework and computer based coursework. Current editions of textbooks used in math classes are also available for student reference. Hours for drop-in assistance vary by semester and are posted in the Math Lab at each campus. Contact the campus sites below for additional information.

<table>
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<tr>
<th>Campus</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Central Park</td>
<td>972.548.6896</td>
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<tr>
<td>Preston Ridge</td>
<td>972.377.1639</td>
</tr>
<tr>
<td>Spring Creek</td>
<td>972.881.5921</td>
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Tutoring services are free to all Collin College students.

ACCESS
ACCESS is Accommodations at Collin College for Equal Support Services. The mission of ACCESS is to assist, support, and enhance the students' college experience by providing appropriate accommodations in compliance with the Americans with Disabilities Act of 1990, academic advising for students with disabilities, and tutoring services for all students while treating individuals with dignity and respect.

ACCESS assists students in the following ways:
- Provide classroom accommodations
- Provide adapted test conditions
- Provide note taker assistance
- Provide academic advising and personal guidance
- Provide sign language interpreters and captionists
- Provide individual and group tutoring as well as online tutoring (2 hours a week)
- Assist with special needs center equipment - Braille printer, large print readers, scanners, voice-synthesized speech program

ACCESS also assists faculty and staff in the enhancement of the student's college experience by providing individual attention, academic advising, reasonable accommodations, and tutoring. It acts as a referral source for other services on campus and in the community. The advising service includes discussion of academic programs, degree requirements, THEA/TSI, placement testing, schedules, and registration.
Testing Centers
The Collin College Testing Centers are committed to providing a high quality of support services to students, faculty and the community. They provide students with access to a comfortable, secure test environment designed to facilitate their personal and professional educational goals.

Central Park Campus – J232 972.548.6849
Preston Ridge Campus – F209 972.377.1523
Spring Creek Campus -- J228 972.881.5922

<table>
<thead>
<tr>
<th>Hours of Operation</th>
<th>Hours are subject to change with regards to holidays and community events.</th>
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<tr>
<td>Monday – Thursday</td>
<td>8:00 a.m. – 9:00 p.m. Last test issued at 8:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>8:00 a.m. – 3:00 p.m. Last test issued at 2:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>8:00 a.m. – 5:00 p.m. Last test issued at 4:00 p.m.</td>
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All classroom tests are administered on a walk-in basis during the Testing Center’s published hours. Seating is limited. Faculty may not schedule exams for an entire class to complete at the same time in any testing center. Exceptions for extenuating circumstances must be approved by the appropriate dean and testing center director.

Students are encouraged to allow sufficient time for completing an exam within the published hours of the Testing Center. All exams are collected at closing time, even if not completed. Collin assessments are also available on a walk-in basis but must be started at least two hours before closing. All other testing (CLEP, TSI, Quick THEA) must be scheduled in advance.

It is the policy of Collin College to provide reasonable and appropriate accommodations for individuals with documented disabilities. The college will adhere to all applicable federal and state laws, regulations, and guidelines with respect to providing reasonable accommodations as required for equal educational opportunities. It is the student's responsibility to contact the ACCESS Office in room G-200 at the Spring Creek Campus or by phone at 972.881.5998, TDD: 972.881.5950 in a timely manner if he/she desires to arrange for accommodations.

Online Student Support Center
The Online Student Support Center is part of the Distance and Weekend College at Collin. Its focus is assisting all students in the online environment and using technology in the classroom. The Online Student Support Center offers online student orientations, student training for use of Blackboard and other online tools and technologies. It also serves as a resource for students who are taking online, blended, hybrid or face-to-face courses.

Key Student Services
Admissions and Records Office (ARO)
The Admissions and Records Office admits students to the College, registers, and withdraws students from courses, determines residency, maintains educational records, evaluates transcripts of incoming students and degree/certificate completers, and generates official and unofficial transcripts.

Academic Advising
Academic Advisors assist students with information on various academic programs, Collin College procedures and services, degree requirements, and college transfer. During the advising process, students interact with academic advisors to make decisions, solve problems, and develop long-term plans related to their academic goals.

Counseling Services
Counseling Services supports and assists enrolled students who have personal challenges that impact their college experience. Individual appointments with Licensed Professional Counselors
may be scheduled by contacting the Counseling Office by phone or email. Sessions are confidential and free to students.

**Dean of Students Office**
The Dean of Students Office is responsible for issues such as student rights, student and parental concerns, responding to crisis situations, harassment, and discipline. If you have any questions or concerns, please feel free to contact either the Dean of Students or the Associate Dean of Students. Please be sure to provide either an e-mail address or phone number if you would like to be contacted regarding your concerns.

**Dual-Credit and Concurrent Credit for High School/Home School Students**
- **Dual-Credit** - Credit is earned for both high school and college at the same time. Counselor approval is required.
- Concurrent Credit - Credit is used to earn college credit only. Counselor approval is required.
- Core courses are accepted at Texas public colleges and universities.
- Dual-credit is available for students who are 16 or entering 11th grade, have an A/B high school grade point average and meet Texas Success Initiative standards in reading and writing, and demonstrate the maturity level needed to be successful in college course work. Students must complete the entire admissions/testing/registration process.
- Students under 16 years of age and not entering the 11th grade must first meet with a Special Admissions Coordinator for a referral to interview with the Associate Dean of Recruitment and Programs for New Students or the Registrar.
- Dual-credit/concurrent credit is awarded with high school/counselor approval. Enrollment is limited to courses listed on the Concurrent Permission form.
- Dual-credit/concurrent credit high school students in their senior year may take up to six credit hours per long semester (16 week). Students in their junior year of high school may take one, three credit-hour course per long semester (16 week). Juniors and seniors may take two courses over the entire summer; however, courses must be taken in separate sessions. (Courses with a one hour lab are included in this three-hour course limit.) Students are responsible for registering in person with Collin College (online registration is not permitted) and making payment by the deadline posted in the Registration Guide.
- See the Course Management Procedures section of this handbook for additional information about dual-credit courses and recommendations for dual-credit instructors.

**Financial Aid**
As a service to Collin College students, the Financial Aid Office administers a financial aid program that includes grants, loans, and part-time employment. Financial aid officers are trained to assist students in realizing their educational goals. Aid is offered to eligible students who are registered by the college’s official census date.

**Student Success Program (SSP)**
The Student Success Program is designed to help students develop an individualized plan for success and thereby maintain a 2.0 cumulative grade point average.

**Student Organizations**
Student Organizations are a great way for students to develop social, educational, and leadership skills. Involvement in recognized student organizations at Collin College allows students the opportunity to network, represent the college, and become engaged in service activities both on-campus and in the community.

Organizations vary from honor societies to political, religious, service, and social groups. Currently enrolled students may also form student organizations by following the procedures outlined in the current Student Organization Procedures Manual (SOPM) located on the Student Organizations page. New or reorganizing organizations may not officially meet or hold an event until recognition from Student Life is complete. Contact Student Life at 972.548.6788 if you are interested in starting or advising an organization.
VII. Frequently Asked Questions

TEACHING

1. Is there any way to have access to best practices that faculty have used in their classrooms? As a new faculty member, I would like to learn what practices have and have not worked for this student population.

   Faculty members are encouraged to initiate Brown Bag Lunches (BBLs) for the general faculty or for their disciplines during which faculty present their best practices in a round-table discussion. The BBLs can be open to all campuses. Also, faculty has been invited to present during Faculty Development Week.

2. How are student evaluations handled? When are they administered, and what is the procedure?

   Student evaluations are sent out by the Institutional Research Office during long semesters. The forms are sent to each academic dean’s office for distribution. The packets are sent to each faculty member and include instructions for administering the evaluations.

3. Where should I send students who request tutoring? Need scholarship information? Don’t know what classes to take?

   Tutoring is available through Student Development, as are scholarship information and academic advising.

4. How do I integrate Blackboard into my face-to-face classes so that students can access copies of material so that I can reduce duplication expenses?

   Blackboard training is provided each year during Faculty Development Week and prior to the beginning of each long semester. Instructors are provided training in how to use Blackboard and how to set up student access to classroom materials. Instructors not able to attend general training sessions should contact their department chair for information and support for setting up their classes through Blackboard. Faculty can also contact the TLC at the following numbers: CPC: 972.548.6739, PRC: 972.377.1037, and SCC: 972.881.5105.

5. How do I teach an online course?

   Preparing to teach online is a two-fold process. Instructors must complete mandatory training, and all courses must also be approved by the Online Advisory Board (OAB) prior to being taught. Information about the OAB, the approval process and the scoring rubrics can be found on the OAB Website.

6. What is Collin College’s grading philosophy?

   Collin College does not have an overall philosophy of grading. Professors determine their individual grading philosophy and communicate it to students along with their grading scale (e.g., 90-100% = A, 80-89% = B, etc.) in their syllabi. As a matter of students’ right to fair treatment, grade disputes are handled by the Grade Appeals Board.

7. How should a student field trip/professional development form be completed and documented?

   Each student must complete the Liability Waiver Form and return it to the instructor at least three (3) business days before the event. (The instructor should make sure that the emergency contact section of the form is properly complete with emergency contact phone numbers.) Copies of the form must be submitted to the dean’s office by the instructor three (3) business days before the field trip. The instructor is expected to take the completed waiver forms on the trip in case of an emergency.

   If any student intends to use alternate transportation, he/she will require a second form called Release of Liability via Alternative Transportation for Students Participating in College Sponsored Trip(s). This form must be completed, signed, and returned to the instructor along with the Liability Waiver Form.
8. **Who is the Collin College liaison for [www.turnitin.com](http://www.turnitin.com)?**
   Karla Tombaugh
   Assistant to the Dean, Dean of Students
   3452 Spur 399
   Collin Higher Education Center
   Room 457
   McKinney, TX 75069
   Phone: 972.881.5604
   Email: ktombaugh@collin.edu (Preferred)

   You may also contact the Teaching Learning Center for assistance.

9. **Where can I find the syllabus templates to comply with college requirements for syllabus design?**
   The templates can be found at [http://iws.collin.edu/syllabus/](http://iws.collin.edu/syllabus/). They are organized according to course rubric and number.

10. **What is a Learning Community (LC)?**
    A Learning Community is a course incorporating often diverse courses in a multi-disciplinary style—Economics with Environmental Science, for example. LCs are taught in tandem by professors from each discipline, and students receive credit for both/all classes while attending the one class.

11. **What is service learning?**
    Service learning is essentially extra-curricular opportunities enabling students to explore their interests as an extension of their courses. An extended definition can be found at [http://www.collin.edu/academics/servicelearning/](http://www.collin.edu/academics/servicelearning/).

**OFFICES & OFFICE HOURS**

1. **General information:**
   Full-time faculty have on-campus offices on their primary campus. Faculty office spaces are assigned by the VP/Provost of the respective campus. Full-time faculty members are required to post and observe a minimum of six (6) office hours per week for purposes of academic advising and student consultation during the long semesters. Two office hours per week per course are required when teaching for summer formula pay. The office hours are to be held at times which will be most convenient for students. Faculty is also expected to meet with students as needed by appointment. This information is listed under the essential job functions of the full-time faculty job description. You may access your job description via [PATH](http://www.collin.edu/academics/servicelearning/).

2. **How do I gain access to my office as a new employee?**
   Once new full-time faculty are hired, the VP/Provost assigns an office to the new faculty member. The faculty member will then contact the dean's office for the time to move in.

3. **When can I access my new office?**
   It depends on the extent of work to be done in the assigned office space. It is advisable to contact the dean's office to make arrangements on when you can have access to the office.

4. **How do I get a key to my office?**
   The dean's office will make arrangements and inform you when you can pick up the key from Physical Plant.

5. **If my office is in a suite, how do I get an outer suite door key?**
   In most cases your office key will open the suite door. If not, the dean’s office will make arrangements for you to pick up the suite key from Physical Plant.

6. **How do I get office furniture?**
   All furniture should be in instructors’ offices by their arrival date. Each instructor’s office should already be furnished with one desk, one instructor’s chair, one visitor’s chair, one bookcase, and one
filing cabinet. If the required furniture is not there, instructors should contact their department assistant or the provost with the appropriate request.

7. **Is there a rule about supplemental office furniture?**
   If the instructor requires more than the authorized furniture, the department/division or the instructor will be responsible for acquiring the items.

8. **How many hours per week am I to physically be on a campus—including class and office hours? During Maymester? During the summer for face-to-face classes?**
   Faculty members are contractually required to meet all classes as scheduled. In addition, full-time faculty should maintain six (6) office hours per week during long semesters. Faculty members are expected to be available on campus for students by appointment, to be available on campus for required meetings, and to maintain a campus presence that allows active engagement in service and governance.

   Faculty who teach during Maymester are expected to meet all classes as scheduled and to be available for students needing assistance. There are no required office hours.

   Faculty teaching summer for formula pay (14%) are expected to meet all classes as scheduled and to maintain two (2) office hours per class per week, as well as be available for required meetings.

   Associate faculty and full-time faculty teaching extra service do not have required office hours but should meet all classes as scheduled and should be available for students when assistance is needed. Faculty members are expected to be actively engaged in the college and should maintain a campus presence that reflects that engagement.

9. **How are online office hours listed? Can I hold online office hours any time and place?**
   Online office hours are time set aside to attend to the needs of students taking the online classes. This should be a minimum of six (6) hours per week if the online course is part of the faculty’s regular course load. The office hours can be held at any place and time provided that the amount of time is adequate and the place accessible to your students, and students should be made aware that you are available to respond to their questions at the specified place and time.

   Online office hours can be either in Blackboard chat or Wimba for the specified period. It can also be time in your office when you respond to student emails. Whatever approach you adopt, students should know that you are available at the specified time to respond to their academic questions and needs. Discuss the most appropriate time to schedule office hours with your dean.

10. **Where do I access the template for posting office hours?**
    The template for posting office hours should be provided by your division. Typically, the division office will send out a template before the semester begins.

11. **How do I know when to return at the end of long breaks?**
    The [master calendar](#) shows when faculty is required to report for work at the beginning of each semester. The master calendar can be found in CougarWeb under Intranet Links on the My Workplace tab.

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**LEAVE/ABSENCE FROM CLASS**

1. **What is the process for arranging the various types of leave?**
   **Personal Leave:** Personal leave must be requested in advance. For personal and sick leave, you will have to have a personal day available and submit a leave form. Justification for the personal leave will not be requested; however, if the absence appears to cause a hardship for the division or students, the dean may discuss the issue with the faculty member and try to determine if the leave is necessary at that particular time.

   **Sick Leave:** if the absence is known in advance (such as a doctor’s appointment for the faculty member or dependent child), the dean should be notified in advance and efforts should be made by the faculty member to find a substitute. If the absence is due to illness and there is sufficient time...
before the class, the dean should be notified in advance and efforts should be made by the faculty member to find a substitute. If the absence is due to illness, the faculty member should notify the dean’s office (division office) as soon as possible so that a notice can be posted for the students. If the dean’s office is not open, notify the associate faculty/instructional office on the campus (early morning class) or the evening administrator (at night), so that a notice can be posted for the students. The faculty member should submit a leave form as soon as practical upon return. Contact human resources for any questions related to medical leave.

A faculty member absent from work for a period of time greater than five working days, or following any period of hospitalization, shall submit a medical release in order to return to work.

After the initial 90-day probation period at the beginning of employment, full-time faculty is allotted monthly sick leave accrual of eight (8) hours. This may accumulate up to 528 hours. Full-time faculty is also allotted eight (8) hours of personal leave per fiscal year, which may accumulate up to sixteen (16) hours.

To find out how much personal or sick leave you have available, log into CougarWeb. Under the My Workplace tab, look for Leave Details under Employment Details.

**Professional Leave:** You will need to complete an Out of Class Information form and a Professional Leave and Travel Request form to be submitted to the dean at least 35 days prior to travel to allow for dean and VP/P approval and 30 days for COE processing. Both forms are available from your dean’s office. You will also need to complete a Professional Leave Travel Summary Form after you have attended the professional development event.

**Sabbatical Leave:** For sabbatical leave, you will need to complete a Sabbatical Leave Application. You are eligible for sabbatical leave if you have completed at least five (5) years of full-time service at Collin College and have not taken sabbatical leave within the last five (5) years.

For more information about leave benefits, please go to Human Resources’ benefits page and/or the Professional Expectations section of this handbook.

2. **Should I get someone to teach my classes when interviewing candidates?**
   Contact your department chair or dean.

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### PROFESSIONAL DEVELOPMENT

1. **Could I have an orientation by Human Resources when I begin employment?**
   All faculty members are invited to attend an orientation by Human Resources (HR) before employment begins to review benefits and other details of their employment. If you need to contact HR for any questions about your employment, call 972.985.3783. If you have questions regarding your benefits, call 972.548.6659. If you have any other inquiries, you can always visit the HR website.

2. **What is expected of new faculty members during their first year of employment?**
   Settle in and acquaint yourself with your courses and the college. Establish a teaching style that works for you while you consider opportunities that exist beyond teaching.

3. **Where can I find Council on Excellence (COE) forms, and when should I complete these forms rather than the professional development forms?**
   You should complete the Council on Excellence (COE) Request for Professional Development/Travel Funding form when you are requesting funding from the COE for travel. (See directions below for accessing the Council on Excellence site.) You should complete the Request for Professional Development/Travel Funding form that is specific to your dean’s office when you are requesting money from your academic division for travel. This form is available from your dean’s office.
4. **What is the procedure for accessing the COE funds for conferences and other professional development activities?**
   Access the COE website by logging into CougarWeb (accessible only on campus). On the Faculty tab, look in the right channel for the Faculty Council and Committees tab and click on Council on Excellence. On the COE homepage click the Procedures and Forms link. The left column has additional links to access all information and forms related to the COE.

   For funding information, see the Business Services section of this handbook.

**COUNCIL ON EXCELLENCE (COE) MULTI-YEAR CONTRACT PROCEDURES**

1. **What is the procedure for the Multi-Year Contract? What is the Assembly of Records Timeline and procedures for multi-year contracts?**
   See the Professional Expectations section of this handbook.

**COLLEGE SERVICE**

1. **How much professional development and college service are required?**
   There is no specified amount of professional development and college service you must complete. The issue here is for you to be active and aware of the recent developments and innovations in your field. The goal of the college is for all faculty members to be involved in college activities and be aware of the curriculum development in your department and the college as a whole. Activities such as establishing a club and attending a focus group are encouraged. (Note that college policy prohibits accepting an honorarium for personal benefit.) When in doubt about your involvement, discuss the matter with your dean. So far as professional development is concerned, attending local or national meetings, publishing, holding offices in organizations, and other such professional activities count toward professional development.

2. **What is the difference between professional development and college service?**
   Professional development activities are all of the publications, workshops, conferences, seminars, brown bags, classes, etc., in which you participate to enhance your skills or knowledge of your field. College service activities are all of the meetings for the district, division and your discipline; committee work; work with student activities, such as serving as a club advisor and other such activities in which you participate on behalf of the college.

3. **What different committees are there and what do they do?**
   There are many committees at Collin encompassing a diverse range of topics and issues. The best solution to identifying a committee on which you can serve is to talk to your dean and find out what is available that may be of interest to you. Committee involvement is encouraged, and your dean is more than willing to assist you. Also, many opportunities arise through e-mails announcing opportunities for volunteers.

4. **How do I get involved in the functions of the college? How do I hear about committees that I can join?**
   Discuss available opportunities with your dean. Many opportunities for involvement are solicited via e-mail and are posted on CougarWeb. If there is an existing committee on which you would like to serve, identify the committee chair and send her/him an e-mail requesting to join the committee. Another option is to ask your dean if there are any committees you could join. If there is a need for a new committee to be formed, often a district-wide e-mail will be sent to faculty. Take advantage of these unexpected opportunities.

5. **Could the rules for each committee be posted so that I know what my duties are on that committee?**
   This falls under the auspices of the committee on which you are participating. Discuss any questions you may have with your committee chair.
TECHNOLOGY

1. Are there recurring seminars in which faculty could be given details on technology? The Teaching Learning Center provides technology workshops during Faculty Development Week each semester, and TLC technicians are available for one-on-one meetings with faculty throughout the year.

2. What is the Intranet and how do I access it? The intranet is a local network that is accessible only from a Collin College campus. To access the intranet, log onto CougarWeb and then click on My Workplace tab. On the right side is the intranet link. The intranet has no remote access; it can only be accessed while on the campus.

3. From whom do I get help with my office phone? The Telecommunication office will provide you with an instruction sheet that details how to setup and retrieve your voice mail. This instruction sheet can also be accessed via the intranet. Click on the Information Technology Link, then on the left side click on the Telecommunication link, and then under the Voicemail Guides click on Full-time Faculty and Staff.

4. From whom do I get help on podium issues? Problems/inquiries regarding classroom computer podiums are addressed by Media Services at ext. 6871 at CPC, ext. 1577 at PRC, and ext. 5935 at SCC.

5. How can I learn to use the podium and the overhead projector? This may be arranged through Media Services. Contact them to set up an appointment as indicated above.

GENERAL PROCEDURES

1. Are parking stickers required? Parking stickers are available but not required in order to park at any Collin College parking lot/facility. Instructors who would like to obtain a sticker should contact their division assistant, their HR representative or the college police department.

2. What are the printer locations and what are the rules about duplicating material? Printer locations are as follows:

   a. **Allen HS**
      - High School: 1065, 7378

   b. **CPC**
      - A-Hallway: 1065, 7346
      - A-300.4: 1065, 7360
      - A-300.5: 1065, 7353
      - Library(Student1): 1055, 7361
      - Library(Student2): 1055, 7347

   c. **CYC**
      - Business Office: 1065, 7377

   d. **PRC**
      - "D" Building: 1065, 7368
      - "F" Building: 1055, 7313
      - "H" Building: 1065, 7373
      - "L" Building: 1065, 7362
      - "U" Building: 1065, 7372
Printers may be used for department business and courses only. In addition, they may not be used for copying any copyrighted materials.

3. **How do I obtain printer access codes?**
   Instructors should contact their division assistants for the appropriate printer access codes.

4. **How do I get the print shop code?**
   Instructors should contact Printing Express directly for the print shop codes.
   
   Tammy O'Bier  
   Supervisor of Printing Express  
   Collin College  
   2800 E. Spring Creek Parkway  
   Plano, TX 75074  
   972.881.5192  
   972.881.5719 (fax)  
   tobier@collin.edu

5. **To reduce printing costs, how do I put documents on E-Reserve in the library for students to access?**
   a. Take your documents to the library front desk and tell the staff that you want to put the documents on E-Reserve. The staff will ask you to complete a form.
   b. You also can complete the form online by logging into CougarWeb and clicking the Library tab > Services for Faculty > Place Materials on Reserve or E-Reserves > Online Form for Reserves Documents Submission.

6. **When is the official pay day?**
   Pay day is normally the 30th of each month or on the last work day of the month, whichever applies.

7. **How do I get replacement lights?**
   Call Physical Plant to arrange for replacements.

8. **How do I request a case of paper?**
   Contact your division office.