

Appendix

Contact Lists

- Administrative Services
- Human Resources
- Student Services

Forms

- Add/Drop Form (sample included)
- Early Alert Notification Form link
[\\trshare\academicdivision\\$\Academic Forms\Early Alert Notification Form.doc](\\trshare\academicdivision$\Academic Forms\Early Alert Notification Form.doc)
- Facilities Usage Form (sample included)
- Incomplete Form link
[\\trshare\academicdivision\\$\Academic Forms\Incomplete form.doc](\\trshare\academicdivision$\Academic Forms\Incomplete form.doc)
- Make-up Test Services Form
http://www.trcc.commnet.edu/Div_StudentServices/admissions/documents/CombinedProctoringRequestForm.pdf
- Key Request and Lock Repair Form link
<\\trshare\TRCC Forms/Key-KeycardRequestForm.doc>
- Request for Publications Form link
<\\trshare\TRCC Forms\Project Request Form.doc>

Miscellaneous

- Pay Periods and Check Dates
- Publisher Contacts
- Strategic Plan
- Telephone – Voice Mail Instructions

ADMINISTRATIVE SERVICES DIVISION

Michael Lopez., Dean of Administration – (860) 383-5202

Susan Moore, Administrative Assistant – (860) 892-5707

Accounts Receivable

Ellen Wilson, Accountant – (860) 892-5746

Bookstore

Cheryl Pollard, Manager – (860) 887-6842

Budgeting

Diane Jewett, Associate Fiscal Administrative Officer – (860) 383-5280

Barbara Barboza, Financial Clerk – (860) 383-5283

Business & Finance

Gayle O'Neill, Director of Finance & Admin. Services – (860) 892-5710

Kim O'Conner, Admin. Services Asst. (860) 892-5761

Cashier

Sharon Pirt, Accountant – (860) 383-5224

Amy Rezendes, Financial Clerk – (860) 892-5743

Phyllis Brown, Financial Clerk – (860) 383-5292

Food Services

Tina Kozlowski, Manager – (860) 383-5266

Human Resources and Payroll

Louise Summa, Director of Human Resources – (860) 892-5734

Anthony Mitta, Asst. Dir. Of Human Resources – (860) 383-5210

Susan Senay, HR Associate – (860) 383-5279

Barbara Billups, Administrative Asst. – (860) 383-5219

Lori Oldfield, Coordinator of HRIS & Employee Benefits – (860) 892-5798

Cheryl Derosier, EA/Human Resources – (860) 823-2813

Maintenance

Arnie Delarosa, Director of Facilities – (860) 383-5232

Marc Filiatreault, Maintenance Sup. – (860) 383-5263

Sandra Dean, Facilities Scheduler – (860) 383-5225

Dale Hill, General Trades Worker

Darryle Hill, Custodian

Roy Tookes, Lead Custodian

Bruce Rossi, Lead Custodian

James Ellis, Lead Custodian

Chad Ryan, Skilled Maintainer

Louis Forand, Custodian

Kevin Watson, Maintainer

Andrew White, Maintainer

Otto Erazo, Custodian

Amy Strong, Custodian

Linda Champagne, Custodian

Purchasing

James Kelly, Fiscal Administrative Officer – (860) 383-5223

Deborah Plante, Purchasing Assistant – (860) 892-5716

Kathleen Siscavage, Office Assistant – (860) 892-5725

David Oldfield, Educational Assistant – (860) 823-2880

Amy Main, Storekeeper – (860)-823-2884

HUMAN RESOURCES AND PAYROLL

The Human Resources and Payroll Offices are responsible for all employment related processes and services including :
Searches-Orientations-Benefits Counseling-Payroll and Paychecks-Employee Relations-Contractual Processes-
Workers Compensation-Retirements
The HR/PR Offices report to the Dean of Administrative Services.

HR/PR Staff

Louise Summa -Director of HR	860-383-5734
Barbara Billups -Administrative Assistant	860-383-5219
Anthony Mitta-Asst Director HR/PR	860-383-5210
Lori Oldfield-Coord HRIS and Employee benefits	860-892-5798
Sue Senay-Human Resources Associate	860-383-5279
Cheryl Derosier-EA/Coord Student Payroll	860-823-2813

Key Services /Information: Web Sites/Links

Benefits Information

Health Insurance	Lori	http://www.osc.state.ct.us/empret/
Life Insurance	Lori	see above OSC link
Retirement Plans	Lori	see above OSC link
Supplemental Benefits	Lori	see above OSC link
Beneficiary Changes	Lori	
FMLA-Info for Employees	Louise/Tony	http://www.das.state.ct.us/HR/FMLAbookletrevised2008.pdf

Collective Bargaining Agreements

Classified Agreements-NP2,NP3,P-5	Louise/Tony	http://www.ct.gov/opm/cwp/view.asp?a=2992&Q=383228&opmNav_GID=1792&opmNav
Unclassified Agreements-4C's,AFCSME Admin,AFT	Louise/Tony	http://www.comnet.edu/employee_info_schedule.asp

Compensation Plans

Classified Units (NP 2,NP3,P5)	Louise/Tony	http://www.das.state.ct.us/HR/CompPlans/Cmp_Cur_list_doc.asp
Unclassified	Louise/Tony	see collective bargaining agreements-links listed under Collective Bargaining Agreements
Congress	Louise/Tony	http://www.comnet.edu/emprel/Contracts/4Cs%20contract_final_1-15-08.pdf
Congress AFSCME	Louise/Tony	http://www.comnet.edu/emprel/Contracts/Merged%20contract_final_1-15-08.pdf
AFT	Louise/Tony	http://www.comnet.edu/emprel/Contracts/Federation%20agreement_2007-10_final.pdf
AFT Part Time	Louise/Tony	http://www.comnet.edu/emprel/Contracts/Federation%20part-time%20agreement_2007-10_final.pdf

Contracts/Notices of Appointment

Full Time Louise
PTL/Adjuncts Lori
Part Time EA's Lori

EAP-Provider is Solutions EAP

Louise
Free Confidential Counseling \\www.solutions-eap.com 1-800-526-3485

Employee Data/Records Management

Employee data Louise/Lori
Personnel File Louise
Payroll File Tony/Sue/Cheryl
Records Retention Information Louise <http://www.cslib.org/publicrecords/retstate.htm>
Seniority Louise
State Employee Directory see Link <http://www.phone.ct.gov/phonesearch.aspx>

Employee Relations

Classified Collective Bargaining Agreements Louise
Contractual Programs Louise
Grievances Louise
Orientations Louise/Lori
Union Business Release Louise/Barbara

Ethics-Office of State Ethics Information

Louise <http://www.ct.gov/ethics/site/default.asp>

Forms

Applications Forms-Classified Barbara/Class <http://www.das.state.ct.us/exam/AppForm.pdf>
Applications Forms-Unclassified Barbara/Uncla <http://www.commnet.edu/employment.asp>
Benefits Lori
Med Cert Forms Barbara http://www.das.state.ct.us/HR/HR_Forms_Index.htm
Unclassified Evaluation Forms -4c's ,AFSCME S Admin,AFT Louise
Faculty Evaluation -FDRP <http://www.commnet.edu/emprel/facultyplan.asp>
New Employee packet Lori
Tuition Waivers Barbara/Louise

Job Openings/TRCC Searches/State Exams

TRCC Positions- Postings and New Positions Louise

TRCC Job Openings
Search Guidelines
State Classified Openings/ Exams
CC System Openings

Louise /Barbara
Louise
http://www.trcc.commnet.edu/Human_Resources/updates/jobs_3rivers.htm
Unclassified Manual
<http://www.das.state.ct.us/exam/default.asp>
<http://www.commnet.edu/employment.asp>

Payroll Services

Paycheck Questions
Payroll Schedule
Paycheck Distribution
Tax forms/changes
Direct Deposit
W-2's
Student Employees

Tony
Tony
Tony/Sue/Cheryl
Tony
Tony
Tony
Cheryl
http://www.das.state.ct.us/Resource_Dir.asp

Personal Information Changes

Address changes
Family Status Changes

Lori
Lori

Policies-Board of Trustees Comm Colleges

http://www.commnet.edu/ccc_policies.asp

Position Descriptions/Processes

Classified Positions
Unclassified Positions and CC Grade Placements
Minimum Qualifications
Willis /OJE Processes
Organization Charts

Louise
Louise
Louise
Louise
Louise/Lori
http://www.das.state.ct.us/HR/HR_Managers.asp
<http://www.commnet.edu/emprel/jobdescriptions.asp>
see Unclassified Collective Bargaining Agreements/AFT/4C's/AFSCME Admins

Time & Attendance Info

Accrual Balances
Holiday Schedule
Time Cards

Sue
Sue
Sue/Cheryl
http://www.das.state.ct.us/Home/calendar_2008.pdf

Training

Diversity -Mandated
Sexual Harassment-Mandated
State In-Service

Louise
Louise
Barbara/Cheryl
<http://www.cga.ct.gov/2002/olrdata/jud/rpt/2002-R-0417.htm>
<http://www.ct.gov/chro/cwp/view.asp?a=2527&q=333112>

Tuition Waivers

4C's,AFT,AFSCME ADMIN

NP2,NP3,P-5--Refer to collective Bargaining Agreements

Louise/Barbara

Forms available in HR

Louise

Workers Compensation

Lori

Student Services Division

Dr. Karin Edwards, Dean of Student Development and Services – 860-383-5203

Susan Bibeau, Director of Student Development – 860-885-2309

Norma-Jean Johnson, Administrative Assistant – 860-892-5762

Retention

Meg Wichser, Retention Specialist – 860-383-5254

Admissions/Outreach/ Recruitment

Dan Zaneski, Director – 892-5748

Aida Garcia, Associate Director Recruitment and Admissions – 860-383-5268

Amy Rozek, Associate Director/Nursing/ Dental Hygiene Transfer – 860-892-5722

Brenna Jaskiewicz, Assistant Director of Admissions Welcome Center – 860-892-5778

Cynthia Andeen, Secretary I – 860-383-5264

Felicia Bullock, EA/Evening Assistant – 860-892-5728

Rashita Corey, Registration Services Assistant – 860-892-5750

Deborah DiCarlo, Registration Services Assistant – 860-383-5253

Marilee Jones, EA/Placement Testing – 860-892-5702

Patrick Keller, EA/Placement Testing – 860-885-2312

Joyce LeBaron, EA/Evening Assistant – 860-892-5728

Cathy Lewis, Placement Testing Specialist – 860-885-2312

Jamie McCutcheon, EA/Welcome Center -860-892-5728

Priscilla Melecio, EA/Welcome Center – 860-892-5728

Elizabeth Millhouse, EA/Recruitment – 860-885-2675

Kelly Richmond, EA/Nursing Admissions Advisor – 860-885-2335

Kathy Williams, EA/Evening Assistant – 860-892-5728

Counseling

Kathleen Gray, Counselor/Articulation Agreements/Disabilities – 860-885-2328

Sharon Lincoln, Student Development Specialist/WIA/Community Referrals – 860-383-5291

Matt Liscum, Counselor/Disabilities – 860-383-5240

John Rich, Counselor/Career Services – 860-885-2326

Chris Scarborough, Learning Specialist /Disabilities – 860-892-5751

Rhonda Spaziani, Counselor/Crisis Invention /Outreach – 860-383-5265

Celeste Warner, EA/Career Services – 860-383-5298

Financial Aid

Hong Yu Kovic, Director of Financial Aid – 860-383-5284

Elaine Powers, Processing Technician -860-383-5209

Donna Ramos, Financial Aid Assistant – 860-892-5732

Registrar

Christine Languth, Registrar – 860-383-5211

Betty Williamson, Associate Registrar – 860-383-5267

Daniel Bergeron, Assistant Registrar-860-383-5212

Terri DeBarros, Processing Technician/Veterans Services – 860-383-5247

Pauline Goyette, Office Assistant – 860-383-5272

Lisette LaRue, Registration Services Assistant – 860-383-5207

Veda Wellington, Secretary I –860-383-5255

Student Programs

Karen Westerberg, Director – 860-885-2333

Tammy-Jo Ferdula, EA/CLEP, DST Testing Subbase – 860-445-5575

Jacqueline Sironen, Coordinator – 860-885-2394

Jean Gustafson, EA /Subbase – 860-445-5575

ADD/DROP FORM

Add/Drops must be submitted by the date posted on the academic calendar

Semester: Fall 20 _____ Winter 20 _____ Spring 20 _____ Summer 20 _____ Phone Number _____



DROP	CRN	SUBJ	CRSE	SEC	CR	DAYS	TIME	LOC	ADVISOR NOTES	
							MTWRFS			
							MTWRFS			
							MTWRFS			
							MTWRFS			
SUBTOTAL DROPPED CREDITS										

ADD	CRN	SUBJ	CRSE	SEC	CR	DAYS	TIME	LOC	ADVISOR NOTES	
							MTWRFS			
							MTWRFS			
							MTWRFS			
							MTWRFS			
SUBTOTAL ADDED CREDITS										
BALANCE OF CREDITS										

Override Closed Section		Prerequisite Override (Excluding Mat/Eng Courses)		Late Registration Override (After 1 st week of classes)	
Subject/CRN	Instructor Signature	Subject/CRN	Instructor Signature	Subject/CRN	Instructor Signature

Are you receiving Financial Aid? Yes No (If yes, you must obtain a signature from Financial Aid if you will be reducing your credit and are less than full time.) Signature: _____ Date: _____

Are you receiving V/A benefits for this semester? Yes No (It is your responsibility to contact the VA rep regarding course changes)



Student Signature: _____ **Date:** _____

Last Name: _____
 Student ID Number: @ _____
 First Name: _____
 Date of Birth: _____
 M. I. _____

CREDIT CARD AUTHORIZATION (ONLY IF NECESSARY)

I authorize TRCC to charge my credit card account for tuition and fees due

PAYMENT BY: Check MC Visa Discover Financial Aid

Name on Card _____ Card No. _____ Exp Date _____

Security Code _____ Amount _____ Signature _____ Date _____

REGISTRAR SECTION ONLY

Processed by: _____ Date: _____ Total Credits Rem.: _____



REQUEST FOR USE OF COLLEGE FACILITIES

This request is mandatory for any event held on any Three Rivers Community College campus and must be submitted a minimum of ten (10) days in advance of the event. Fill the form out completely and return to the Dean of Administrative Services for confirmation. Space is not authorized until receipt of an approved copy of the form. If you are requesting space on more than one campus or on more than one day, fill out a separate request for each.

Days of Activity: _____ Dates of Activity: _____

Campus: *Thames* Room Requested: _____

Time of Activity: From a.m. p.m. To a.m. p.m.

Access to Facility Needed: From a.m. p.m. To a.m. p.m.

Name of Organization: _____ Mailing Address (Street) _____

(City, State, Zip Code) _____

Telephone: (____) _____ - _____

Describe event to be held: _____

Open to: College Community only General Public Number Expected _____

Admission or other fee? Yes No If yes, how much? _____

College Sponsor (if applicable): _____ Will sponsor be present at event? Yes No

Organization Representative who will be present to supervise event: _____

Set-up Instructions – If none needed check this box . If set up required, please indicate all items required and the number of each item desired. List details or special instruction below:

Details: _____

Food and Beverage Usage – If event involves the use of food or beverages, please describe what is planned, who will provide this food service, and who will be responsible for clean up.

Details: _____

Your signature below affirms that you and your organization understand and agree to abide by all rules governing use of college facilities.

Printed Name: _____

Title: _____

Today's Date: ____ / ____ / ____

FOR OFFICE USE ONLY

Facilities Authorized: _____ Campus: _____ Food Service Authorized? Yes No
 Security Evening Administrator Required Maintenance Overtime Required

Approval Signature: _____ Date: ____ / ____ / ____

Copies to: Originator Space Coordinator Maintenance Dean EA Coordinator
 Purchasing Billing Scheduling Other: _____

2011 State Holidays and Check Dates

January 2011						
S	M	T	W	T	F	S
					31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February 2011						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March 2011						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April 2011						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May 2011						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June 2011						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July 2011						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

August 2011						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September 2011						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October 2011						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

PAYDAYS IN 2011

(SPECIAL NOTE: We are publishing check dates rather than check distribution dates since direct deposit, distribution, and check dates can differ.)

January 14, 28
 February 10, 25
 March 11, 25
 April 8, 21
 May 6, 20
 June 3, 17
 July 1, 15, 29
 August 12, 26
 September 9, 23
 October 7, 21
 November 4, 18
 December 2, 16, 30

November 2011						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December 2011						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2				

2011 HOLIDAYS OBSERVED

HOLIDAY	OBSERVED ON
New Year's Day	December 31, 2010
Martin Luther King Jr. Day	January 17, 2011
Lincoln's Birthday	February 11, 2011
Washington's Birthday	February 21, 2011
Good Friday	April 22, 2011
Memorial Day	May 30, 2011
Independence Day	July 4, 2011
Labor Day	September 5, 2011
Columbus Day	October 10, 2011
Veterans Day	November 11, 2011
Thanksgiving Day	November 24, 2011
Christmas Day	December 26, 2011
New Year's Day	January 2, 2012

DAS For all your printing needs
CENTRAL PRINTING

	PAY SCHEDULE	
	<u>2011-2012</u>	
<u>Payroll #</u>	<u>Pay Period</u>	<u>Check Date</u>
1	06/03/11 - 06/16/11	07/01/11
2	06/17/11 - 06/30/11	07/15/11
3	07/01/11 - 07/14/11	07/29/11
4	07/15/11 - 07/28/11	08/12/11
5	07/29/11 - 08/11/11	08/26/11
6	08/12/11 - 08/25/11	09/09/11
7	08/26/11 - 09/08/11	09/23/11
8	09/09/11 - 09/22/11	10/07/11
9	09/23/11 - 10/06/11	10/21/11
10	10/07/11 - 10/20/11	11/04/11
11	10/21/11 - 11/03/11	11/18/11
12	11/04/11 - 11/17/11	12/02/11
13	11/18/11 - 12/01/11	12/16/11
14	12/02/11 - 12/15/11	12/30/11
15	12/16/11 - 12/29/11	01/13/12
16	12/30/11 - 01/12/12	01/27/12
17	01/13/12 - 01/26/12	02/10/12
18	01/27/12 - 02/09/12	02/24/12
19	02/10/12 - 02/23/12	03/09/12
20	02/24/12 - 03/08/12	03/23/12
21	03/09/12 - 03/22/12	04/06/12
22	03/23/12 - 04/05/12	04/20/12
23	04/06/12 - 04/19/12	05/04/12
24	04/20/12 - 05/03/12	05/18/12
25	05/04/12 - 05/17/12	06/01/12
26	05/18/12 - 05/31/12	06/15/12
27	06/01/12 - 06/14/12	06/29/12

A Listing of Phone Numbers for Often-Used Publishers:

Anderson Publisher

Customer Service 1-800-833-9844
Desk copy 1-877-374-2919

American Medical Association

Customer Service 1-800-882-3000
Desk copy 1-800-621-8335

Axzo Press

Customer Service 1-888-534-5556
Desk copy 1-888-534-5556 x 136

Best Value Textbooks

Customer Service 1-800-646-7782
Desk copy braeb@bvtpublishing.com

Cambridge University Press

Customer Service 1-800-872-7423
Desk copy www.cambridge.org

Cengage Publisher

Customer Service 1-800-347-7707
Desk copy 1-800-842-3636

Brooks/Cole
Chapman & Hall
Course Technology
Delmar
Heinle & Heinle
Souther- Western
Wadsworth
West
Houghton-Mifflin

Columbia University Press

Customer Service 1-800-944-8648

Desk copy 1-800-944-8648

Dearborn Financial Publishing

Customer Service 1-800-554-4384

Desk copy X 4414

Customer Service 1-800-338-3987

Desk copy 1-800-338-3987 # opt. 3

Morton Publishing Company

Customer Service 1-800-348-3777

Desk copy 1-800-348-3777

National Fire Protection Association

Customer Service 1-800-735-0100

Desk copy www.NFPA.org

W.W. Norton

Customer Service 1-800-233-4830

Desk copy 1-800-233-4830 opt 4

Oxford University Press

Customer Service 1-800-451-7556

Desk copy 1-800-451-7556

Elsevier

Customer Service 1-800-545-2522

Desk copy 1-800-222-9570 opt 1

Harcourt Brace

Mosby

Saunders

Churchill Livingstone

Butterworth-Heinemann

F.A. Davis

Customer Service 1-800-323-3555
Desk copy Same

Fire Protection Publication

Customer Service 1-800-654-4055
Desk copy www.IFSTA.org

Goodheart & Wilcox

Customer Service 1-800-323-0440
Desk copy www.G-W.com

Greenwood Heinnemann

Customer Service 1-800-237-6124
Desk copy 1-800-237-6124

Hopkins Fulfillment

Customer Service 1-800-537-5487
Desk copy hfcustserv@press.jhu.edu

John Wiley & Sons

Customer Service 1-800-225-5945
Desk copy 1-800-225-5945 opt 3

Jones & Bartlett

Customer Service 1-800-832-0034
Desk copy 1-800-832-0034 opt 3

Lexis Nexis - Matthew Bender

Customer Service 1-800-833-9844
Desk copies
Criminal Justice 1-877-374-2919
All other Titles 1-800-533-1646

Customer Service 1-800-922-0579
Desk copy 1-800-526-0485
Addison Wesley
Benjamin Cummings
Allyn & Bacon

Longman
Prentice Hall

Sage Publications

Customer Service 1-800-818-7243
Desk copy 1-800-818-7243 ext 7800

Townsend Press

Customer Service 1-800-772-6410
Desk copy 1-800-772-6410

Waveland Press

Customer Service 1-847-634-0081
Desk copy 1-847-634-0081

**THREE RIVERS COMMUNITY COLLEGE
SYSTEM STRATEGIC PRIORITIES AND COLLEGE GOALS
2009-2014**

Introduction:

In keeping with the System Strategic Priorities established for all of the twelve community colleges, this five-year Strategic Plan will seek to shape the Three Rivers Community College (TRCC) goals within the Strategic Priorities and help to allocate resources in accordance with the strategic directions outlined in this plan.

Planning Assumptions / Guiding Principles:

1. TRCC will maintain NEASC and Program accreditations that further the institutional mission, enhance program quality, and maintain consistency with college resources.
2. Connecticut's economic climate will have a major bearing on college operations regarding enrollments and program demand. TRCC will need to frequently and effectively adjust its priorities to meet these challenges. Bond funding as a separate State funding source for college capital projects and code compliance will be provided as projected.
3. Moving into and adapting to new facilities and continuing construction activities will play an ongoing role in all college activities for the next few years.
4. TRCC's new facilities will become an important community resource which will be in greater demand.

I. Expanding Access to Educational Opportunities by Supporting Student Success

College Goals:

1. Align Curriculum:

- 1.1 Align scheduling, course and program offerings to meet the needs of students.
Increase scheduling options for all students with late start, modular courses, and intersession offerings.
- 1.2 Advance curriculum alignment with area high schools at the discipline level.
- 1.3 Offer training in curriculum and new course development.
- 1.4 Create a pre-college curriculum for all basic skills which is aligned with academic courses and programs to increase the persistence rate of developmental students.

2. Increase student retention and course completion rates:
 - 2.1 Increase student and faculty awareness and use of services that support student success.
 - 2.2 Develop and implement an institution-wide plan that includes strategies to improve retention (course completion) and persistence (semester to semester attendance and completion).
 - 2.3 Develop protocols for maximizing efficient use of technology for communicating with students.
 - 2.4 Provide up-to-date technology, related technical support, and training.
 - 2.5 Enhance the faculty advisory program through the use of technology. Develop an advising program for freshman and at risk students by front loading advising with faculty and staff trained for this purpose.
 - 2.6 Develop a comprehensive, streamlined student services program eliminating barriers to enrollment and enabling students at every level to navigate the College system.
 - 2.7 Design and implement initiatives that facilitate enhanced student engagement utilizing CCSSE results.
3. Increase graduation and transfer:
 - 3.1 Create a plan to increase graduation rates which includes the Banner Curriculum Advising and Program Planning (CAPP) implementation.
 - 3.2 Review existing articulation agreements and advising strategies with the purpose of increasing the number of students transferring to four year institutions.
 - 3.3 Define and communicate classroom and college expectations of students that foster shared responsibility for learning outcomes.
 - 3.4 Continue the dialogue and the implementation efforts to assess student learning outcomes.
 - 3.5 Encourage students to apply for Program Certificates while on the path to associate degree completion, as a stimulus for student success.
4. Focus Workforce Development on Entering and Advancing Careers
 - 4.1 Expand short-term training and workforce development.
 - 4.2 Include Business & Industry partnerships in curriculum development.
 - 4.3 Cultivate pathways in Allied Health and bridges to health careers.
 - 4.4 Pursue advanced manufacturing collaborations with area businesses.

Approved on 10/29/2008

- 4.5 Focus on career counseling and job placement programs and networks for students.
- 4.6 Respond to demographic changes in region through career programs, in collaboration with area Chambers and Workforce Investment Boards (WIB's).
- 4.7 Promote partnerships and collaborations with: businesses, community-based organizations (CBOs), and with K-16 and the CC system. Institute a sound method of assessing student placement and employer satisfaction and strengthen linkages with regional employers through appropriate programs and advisory councils.
- 4.8 Support ESL as an integral part of college outreach and cultural understanding.

II. Maintaining Affordability: Tuition, Financial Aid and Resource Development

College Goals:

- 1. Promote sound and efficient management of existing resources that ensures an equitable allocation of assets to support institutional priorities and system initiatives.
 - 1.1 Establish a fully integrated, evidence-based resource development plan that is tied to the budget, programs and institutional decisions.
 - 1.2 Advance "one college" concept by mainstreaming continuing education administrative functions and curriculum.
- 2. Identify and secure strategies that provide alternative sources of funding that expand student access to affordable educational programs.
 - 2.1 Increase revenues from grants and private donations.
 - 2.2 Develop mutually beneficial community partnerships and external relations to enhance resource contributions in the public and private sectors.
 - 2.3 Build a larger endowment to fund institutional financial aid.
 - 2.4 Improve the coordination and use of scholarships to maximize recruitment and retention efforts.
- 3. Actively support and participate in the development of CTC System policies, procedures and control systems for all areas of resource management and development (Fiscal, HR and Facilities).

III. Improving Accountability

College Goals:

1. Develop a culture of Institutional Effectiveness across all levels of employees which values the importance of using appropriate data and the college's strategic priorities as part of their daily job.
2. Increase the number of work units having an assessment plan by implementing a College wide Institutional Effectiveness plan that is fully integrated with the planning and budgeting processes.
3. Provide opportunities for all employees develop leadership qualities to increase the sense of responsible stewardship throughout the organization.
4. Engage in open decision-making processes amongst all constituencies on campus.
5. Enhance communications with:
 - a. All constituencies by promoting dialogue and collegial debate.
 - b. Employees through orientation, support services, and within the governance structure.
 - c. The public to generate support for the College.
 - d. New and existing students to increase enrollment, retention and graduation.

IV. Improving Learning and Assessment

College Goals:

1. Review placement procedures to develop standards and measures that include non cognitive and learning style information as well as cognitive measures that will support success in college level work.
2. Develop learning communities to increase the persistence rate for developmental and first-time students.
3. Provide opportunities for professional development to faculty/staff to assess and increase our general understanding about students and the barriers to learning that they face.
4. Increase the percentage of faculty/staff actively engaged in assessment of learning leading to new instructional models, alternative delivery methods and new educational services.

5. Expand our definition of student outcomes that includes other types of achievements of student success in addition to graduation.
6. Assess General Education competencies of students.
7. Increase the number of full-time faculty while recognizing the need to increase the diversity among full-time faculty.
8. Initiate best practices in online teaching.
9. Improve and formalize faculty-to-faculty mentoring.

V. Ensuring a Safe, Secure, and Inclusive Campus Environment


College Goals:

1. Develop and implement comprehensive environmental, health, and safety programs for newly consolidated TRCC facilities, emphasizing significantly increased technology, expanded security services, and greatly improved understanding of these programs by all students and staff.
2. Plan and execute TRCC's move to new consolidated facilities in a manner to minimize disruption of college programs and provide the best possible services and protection to all students and staff as well as all other college assets involved.
3. Actively support opportunities/programs that promote increased diversity within the college community as well as fostering an environment that embraces and mutually respects diversity from multiple perspectives.


NBX[®] Voice Mail* (Basic Telephone) Quick Reference Guide

* If your system uses another voice messaging application, follow the instructions for your application.


Initialize Your Voice Mailbox

1. Pick up the handset and press **MSG** or .
2. The voice prompts guide you through the steps to initialize your mailbox.

Access Your Messages (Log In to Your Mail Box) from Your NBX Telephone

1. Pick up the handset and press **MSG** or .
2. Enter your password and press **#**.

Access Your Messages (Log In to Your Mail Box) from Any Internal NBX Telephone

1. Pick up the handset and press **MSG** or .
2. At the password prompt, press *****.
3. At the prompt, enter your extension number.
4. Enter your password and press **#**.

Access Your Messages (Log In to Your Mail Box) from an External Telephone

If you can dial your telephone extension directly:

Press ***** during your greeting. At the prompts, enter your extension and password, and press **#**.

If you dial your main telephone number:












- If the Automated Attendant answers, press *** *** during the greeting. At the prompts, enter your extension and password, and press **#**.
- If the receptionist answers, ask to be transferred to your voice mail. Press ***** during your greeting. At the prompts, enter your extension and password and press **#**.

Forward a Message


1. While you are listening to the message, press **5**.
2. After the tone, record an introductory message. When you are finished, press **#**, OR press **#** immediately without recording a message.
3. At the prompt, press **1** to begin to forward the message.
4. Dial an extension, a voice mail group number, or a personal or system speed dial ID number.
5. Press **#** after each destination number. Add as many destinations as you want.
6. After the last destination number and its **#**, press **#**. The system sends your message.






Message Playback Options

While you listen to a message, select one of these options:

- Press  to listen to the first message or to repeat the current message.
- Press  to save the current message.
- Press  to delete the current message.
- Press  to reply to the sender of the current message, if the sender is internal.
- Press  to forward the current message.
- Press  to hear date, time, and sender information.
- Press  to move back 3 - 5 seconds in the current message.
- Press  to pause the current message for 20 seconds.
- Press  to move forward 3 - 5 seconds in the current message.
- Press  to move to the next message.
- Press  to return to the main menu.

Mailbox Options

1. Pick up the handset and press **MSG** or .
2. At the prompt, enter your password and press **#**.
3. Press **9** and select one of these options:

- Press  to change your name announcement or personal greetings.
- Press  to change your password.
- Press  to create or edit group lists.
- Press  to enable, disable, or change settings for the Off-site Notification feature.
- Press  to return to the previous menu.

Copyright © 1998-2005, 3Com Corporation. All rights reserved.
3Com registered trademarks are registered in the United States and may or may not be registered in other countries.

3Com, the 3Com logo, and NBX are registered trademarks and NBX NetSet is a trademark of 3Com Corporation. Other brand and product names may be registered trademarks or trademarks of their respective holders.

For more information about these and additional NBX Basic Telephone features, see the NBX Basic Telephone Guide on any screen in the NBX NetSet utility.

NBX® Basic Telephone Quick Reference Guide

This guide assumes that the access buttons on your NBX Basic Telephone have these default settings, left to right:

NBX 2101 — **Feature, Call Toggle, Transfer**

NBX 3101 — **Line1, Line2, Feature, Transfer**

Your administrator can change the settings of these buttons, although doing so limits the features that you can use.


Put a Call on Hold

While you are on a call, press **Hold** (2101) or  (3101). The display icon or button light for line 1 or line 2 blinks. To return to the call, press **Call Toggle** (2101) or the line button (3101).



Transfer a Call

1. While you are on a call, press **Transfer**.
2. When you hear the dial tone, dial the number to which you want to transfer the call.
3. As soon as you hear ringing, press **Transfer** (for a blind transfer), or wait until the recipient answers, announce the call, press **Transfer**, and then hang up.

Make a Conference Call

1. Place or receive a call. Two parties are now on the call.
 2. While you are on the first call, press **Feature + 430**.
 3. Listen for the dial tone. Dial the third party, wait for that party to answer, and press **Feature + 430** again.
 4. Optionally, repeat steps 2 and 3 to add a fourth party.
- At least one party must be internal. The conference ends when the last internal party hangs up.
 - To place your part of a conference call on hold, press **Hold** or . The other parties can talk to each other, but they cannot hear you. (Music on Hold is not played.)
 - To transfer a conference call, see **Transfer a Call**.
 - To drop the last person whom you added to the conference (for instance, if the called party's telephone is answered by someone else), press **Feature + 431**.

Adjust the Volume

- **Handset** — Lift the handset, listen to the dial tone, and repeatedly press the louder or softer button. 
- **Speaker** (3101SP only) — Press , listen to the dial tone or your caller's voice, and repeatedly press the louder or softer button.
- **Ringer** — While the telephone is ringing, repeatedly press the louder or softer button.

Set or Change Your Speed Dials, Call Forwarding, Call Pickup, and Phone Lock

See the *NBX Basic Telephone Guide* or NBX NetSet™ Help.

Create Labels for Your Telephone

Log in to **NBX NetSet > Speed Dials > Telephone Labels**.

Forward Incoming Calls Directly to Voice Mail

(Calls ring once and go to your default call coverage.)

Pick up the handset and press **Feature + 440**. The display shows **FWD**. All incoming calls ring once and are forwarded to your default call coverage point. To turn the feature off, lift the handset and press **Feature + 440** again.

Do Not Disturb

(Calls go immediately to your default call coverage.)

Pick up the handset and press **Feature + 446**. All calls go directly to your default call coverage point without ringing on your telephone. The display indicates that the feature is active. To turn the feature off, pick up the handset and press **Feature + 446** again.

Park a Call

1. While you are on a call, press **Feature + 444**.
2. Dial one of the extensions reserved for Call Park. Factory-installed Call Park ranges:



3-digit dial plan	4-digit dial plan
601–609	6000–6099

- Ask your administrator if your system has a different range of Call Park extensions.
- The call is parked until someone retrieves it, the caller hangs up, or the Call Park timer expires.
- If the extension you chose is busy or if the Call Park timer expires, the call returns to your telephone. Press **Feature + 444** again and try another extension.

Retrieve a Parked Call

Dial the Call Park extension where the call was parked.

Dial from the Telephone Display Panel

1. Pick up the handset.
2. Press one of the up or down scroll buttons,  2101 or  3101 to view the menu of choices.
3. Scroll up or down to the list that you want: Call Logs (Missed Calls, Answered Calls, Dialed Calls), Directory, Personal Speed Dials, or System Speed Dials.
4. Press one of the buttons below the display:
Sfct — To select the list that you want to see.
Back — To return to the previous menu.
Exit — To leave the display panel menus.
5. Repeat steps 3 and 4 until you see the name or number that you want. Then press **Sfct** to dial the number.