Faculty Handbook
Three Rivers Community College

Welcome to Three Rivers Community College! This handbook serves as a comprehensive guide and ready resource for you, providing a wealth of information on the workings of the College.

*Academic Dean’s Message*

The Three Rivers Community College Faculty Handbook is a guide for both full-and part-time faculty. Along with general information, it presents important policies and practices related to faculty life at Three Rivers Community College. The students we serve benefit greatly from the academic programs and caring environment created at Three Rivers Community College. Students appreciate and remember the personal ways in which faculty and staff members have made a positive difference in their lives. Faculty appreciate being active in the college governance and making significant contributions to the work of the college.

These policies serve as a source of information for new faculty and are also intended to be reference tools for all faculty.

Continued best wishes,

Jerry Ice, Ed.D.
Academic Dean
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ACADEMIC ADVISING
Jennifer DeFrance, Academic Advising Coordinator
(860) 215-9421
jdefrance@threerivers.edu

The advising system insures each student receives individual help with educational and vocational problems, provides each student with advice from a professional with expertise in a particular subject and enables the professional staff to interact with individual students in matters not directly related to classroom performance. All students admitted to a degree or certificate program are assigned to an academic advisor early in their first semester. Students meet with their advisor before registration and at other intervals prior to their final semester. In the student’s next to last semester, the academic advisor will complete a degree or certificate audit in order to verify that degree requirements have been met for graduation. Students initially admitted as Non-Degree who are interested in changing their status to degree-seeking may be assigned another advisor when they submit a Program/Advisor Change Form.

Advisors are members of the professional staff, usually full-time faculty members, whose backgrounds make them especially suitable to help students make academic and vocational choices. During the school year, the advisor helps the student select appropriate courses, based on the student's preference, previous records, and standardized test scores. The advisor provides information and assistance regarding program requirements, course content, academic policies, college transfer, and career planning. The advisor also discusses with the student the course of action to be taken when the student is ready to leave Three Rivers Community College. Students may change their advisor using the Program/Advisor Change form located on the Intranet at http://www.trcc.commnet.edu/Intranet/AllTRCC/

ACADEMIC CALENDAR
Three Rivers Community College follows an academic calendar with four terms per year: fall, winter, spring and summer, which is subject to change throughout the academic year. Refer to the web link for the most up-to-date version. http://catalog.threerivers.edu/content.php?catoid=3&navoid=131

ACADEMIC DIVISION MEETINGS
Jerry Ice, Academic Dean
(860) 215-9004
jice@threerivers.edu

Division meetings will be held monthly and chaired by a full-time faculty member that shall be elected by vote of all full-time faculty and staff of the Division. The function of the division meeting will be to ensure divisional communication and discussion of issues relevant to the division. Participation is welcomed by all members of the division. All full-time faculty and divisional staff may vote. Faculty Chair will be elected in May for the following academic year. Agenda items may be contributed from any full or part time member of the academic division.
ACADEMIC INTEGRITY
Jerry Ice, Academic Dean
(860) 215-9004
jice@three rivers.edu

The effective operation of any organization is dependent on the honesty and goodwill of its members. In an organization devoted to the pursuit of knowledge, acting with integrity is essential to effective teaching and learning. Furthermore, academic dishonesty erodes the legitimacy of every degree awarded by the College. To emphasize the importance of academic integrity, Three Rivers Community College adheres to the Student Conduct and Discipline Policy as provided by the Connecticut State College and Universities (CSCU) Board of Regents for Higher Education. Since collaboration is central to the learning community, Three Rivers wishes to emphasize that this policy is not intended to discourage collaboration when appropriate, approved, and disclosed.

A faculty member can review the policy and procedures regarding Academic Conduct on the College internet http://www.trcc.commnet.edu/President/Policies/college_policies.shtml

Promoting Academic Integrity at Three Rivers

Faculty are encouraged to distribute and discuss the policy pertaining to academic conduct in their classes and are encouraged to include the following statement in their syllabi:

    Academic integrity is essential to a useful education. Failure to act with academic integrity severely limits a person’s ability to succeed in the classroom and beyond. Furthermore, academic dishonesty erodes the legitimacy of every degree awarded by the College. In this class and in the course of your academic career, present only your own best work; clearly document the sources of the material you use from others; and act at all times with honor.

Faculty are encouraged to have students write and sign Honor Statements for assignments where they would be appropriate. For Example: “I have not given nor received any unauthorized assistance in completing this assignment.” or “I assert that the work presented in this assignment is my own original effort.” These assertions are intended to confirm the understanding between faculty and students that academic integrity is essential and not to imply a lack of integrity on the part of any student. Faculty should specify the consequences of failure or refusal to sign and may consider alternative means of affirming academic integrity.
ADD/DROP FORMS
Registrar’s Office (860) 215-9064
tr-registrar@threerivers.edu

Add/drop forms are available from the Registrar’s Office, on-line or from any Student Services Office. A copy of an add/drop form can be found in the Appendix.

Adding Courses
Students may add courses through the date shown in the academic calendar, provided there is an opening in the desired class and the student meets all prerequisites.

Dropping Courses
Students may drop courses up to the final drop date as specified in the academic calendar. Courses dropped prior to or during the first two weeks of classes in a standard semester will not appear on the students transcript. Summer and winter sessions courses must be dropped prior to the beginning of the respective session.

ADDITIONAL RESPONSIBILITIES
Jerry Ice, Academic Dean
(860) 215-9004
jice@threerivers.edu

As professionals, each teaching faculty member is expected to extend their services to meet other institutional needs related to the mission, goals, and priorities of the college and system. Each spring, full-time faculty members submit a proposal to the Academic Dean indicating the specific activities undertaken to meet their professional additional responsibilities (i.e. committee leadership, special project work, conference presentations). Please refer to your respective Collective Bargaining Agreement for a specific delineation of activities that fulfill the additional responsibilities commitment.

ADMINISTRATIVE NOTATIONS

AU (Audit)
An administrative transcript notation for students auditing a course. Students not wishing credit may audit a course. This status will allow them to participate in class activities without being required to meet the examination requirements of the course. Students may ask to have papers critiqued, but faculty members are not required to grade an auditor’s course work. Full tuition and fees are charged for courses audited. A student who wishes to audit a course must request this within the first four weeks of the course, using such a forms and procedures as the college may prescribe. Students auditing a course may not change to credit status.

F: This grade is reserved for students who have, in the judgment of the instructor, completed assignments and/or course activities throughout the term sufficient to make a normal evaluation of academic performance possible, but who have failed to meet course objectives.

UF (unearned F): This notation is awarded to students who were enrolled in a course, did not officially withdraw, but who failed to participate in course activities through the end of the term. It is used when, in the judgment of the instructor, completed assignments and/or course activities were insufficient to make normal evaluation of academic performance possible.
Students who receive this notation will have reported on their behalf a “last date of participation” by the assigning faculty member. When saved on the grade roster, this notation will immediately convert to a regular grade of F on the student’s transcript. It will be punitive and count in the GPA. The UF notation is used for internal reporting and will not appear on the student’s transcript.

I (Incomplete)
A temporary grade assigned by the faculty member when course work is missing and the student agrees to complete the requirements. The student and instructor both must sign a contract to permit an "incomplete" grade. The contract will denote what must be completed to resolve the "I" grade. The "I" must be resolved by the end of the 10th week of the next full academic semester (except summer) or it automatically converts to an “F” or “F#” for remedial courses.

P (Pass)
An administrative transcript notation for successful completion of courses taken on a pass/fail basis. Pass (“P”) is a final grade awarded to a student who elects the P/F Option prior to the end of the 10th week of the fall or spring semester or prior to the completion of two-thirds of a summer session or module course. The “P” is not figured in the Grade Point Average, but it does count as a course attempted. The “F” is figured in the Grade Point Average. The Pass/Fail Option is not available for use on courses to be applied toward a technology degree or for courses in the Nursing Program. The P/F option is irrevocable.

TR (Transfer)
An administrative transcript notation in lieu of grade for courses accepted for credit completed at all institutions within the Connecticut state system of higher education and at all other regionally accredited collegiate institutions in accordance with policy adopted by the Connecticut State College and Universities (CSCU) Board of Regents for Higher Education

W (Withdrawal)
An administrative transcript notation used to indicate that a student is withdrawn from a course in accordance with the procedures prescribed by the college. Students may withdraw, in writing or by phoning the Registrar’s Office directly, for any reason until the end of the 13th week of classes. Financial aid students withdrawing from any courses are advised to notify the Financial Aid office to understand the consequences of withdrawing.

Grades for Developmental Courses
Developmental courses do not carry grade points, and the credits assigned to these courses do not count toward the required credits necessary for graduation. Developmental courses are graded A#, B#, C#, D#, F# which can include plus (+) and minus (-) symbols. Developmental grades are not calculated in the Grade Point Average. Grades received and credits earned or not earned in developmental courses do not affect graduation honors in any way, positively or negatively.

ADMINISTRATIVE SERVICES DIVISION
Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources
(860) 215-9005
sgoetchius@threerivers.edu
Chris Marceau, Administrative Assistant to Dean of Administration
(860) 215-9268
cmarceau@threerivers.edu

The administrative services division is comprised of a large variety of campus functions vital to the mission of the college. Departments under the supervision of the dean of administration include accounts receivable, the bookstore, budgeting and finance, the cashier’s office, food services, human resources (HR), Information Technology (IT), maintenance, and public safety and security. Many of these areas have separate listings in this handbook. Contact information for services within the administrative division is given in the appendix.

ADVISING/COUNSELING
(860) 215-9017
advising@threerivers.edu

http://www.threerivers.edu/Div_StudentServices/Counseling/counseling.shtml

The College’s staff of professional counselors provides comprehensive and confidential services in the areas of academic, career, personal and special needs issues. Counselors are available to meet with enrolled students on a drop-in or appointment basis in the Welcome Center in Student Services.

ADVISING HOLDS
Betty Williamson, Acting Registrar (860) 215-9307
bwilliamson@threerives.edu

Advising holds are being placed on all students in their first semester at TRCC. This includes new, transfer and re-admitted students. After advisement, holds are removed by following the steps below. This will enable the student to register online or in-person.

Releasing an Advising Hold:
1. Login to my.commnet.edu
2. Click on Banner Student and Faculty Self Service
3. Click on Faculty Advisor Services
4. Term Selection (select term), Click submit
5. Click on Advisee List
6. Change Student Set to All Advisees. Click submit
7. Find the student in your list of advisees
8. Click OK under “Release advising hold”
9. Confirm that the correct student was selected
10. Click Yes, Submit
ALCOHOL and DRUGS
Three Rivers is a “dry” campus and as such all alcoholic beverages are prohibited from the campus with the exception of those events where permission to serve alcohol is granted by the College’s president. The manufacture, distribution, sale, use, or possession of drug paraphernalia or illegal drugs is prohibited. Use or possession of a drug authorized by a medical prescription from a registered physician shall not be a violation. Students who willfully violate College policies and the law face disciplinary action as outlined in the Board of Trustees policy statement on Student Discipline. Faculty can consult the College catalog for further information.

APPEAL OF GRADES
The process for appeals should be followed through the appropriate chain of command. A student who wishes to appeal an awarded grade should first confer with the faculty member concerned within fifteen days of becoming aware of the grade. If the student is not satisfied with the outcome of that conference, the student should see the program coordinator and/or department chair and then, if not satisfied, may submit a written appeal to the Academic Dean, who will consult with the faculty member and the appropriate department chair. The appeals process is described in detail in the Review of Academic Standing section found in the Student Rights Policy.

BLACKBOARD LEARN
IT Help Desk (860) 215-9049 (day or night)
TR-DistanceLearning@threerivers.edu
Kem Barfield, Director of Distance Learning (860) 215-9210

Blackboard Learn is a learning management system used by the college to conduct distance learning (online) courses but all Three Rivers instructors, whether or not the course is a distance learning course, may use Blackboard Learn as a means for providing supplemental activities & materials for their courses. Access is gained by login to myCommNet. Students experiencing technical difficulties related to Blackboard Learn can contact the Educational Technology Department of the Information Technology Division.

BOOKSTORE
(860) 887-6842
3rivers@bkstr.com

The TRCC Bookstore is operated by Follett Higher Education Group. Students are advised to bring their course schedule or registration form when purchasing books in person or when purchasing their textbooks online at efollett.com. Students receiving financial aid are to check with the financial aid office for availability of bookstore credit. The Bookstore provides new and used books, school supplies, clothing, computer software as well as other College items. Hours are posted in each semester’s class schedule booklet.

CAFETERIA
Food Services Manager (860) 215-9023
TR-foodservice@threerivers.edu
Services include hot meals, sandwiches, salads and a wide variety of fruit and desserts. Vending machines are also available. Faculty and staff can also contact the manager regarding catering for on-campus events. Hours of service are posted in the cafeteria.

CAMPUS MAP
http://www.trcc.commnet.edu/President/about/PDF/trccmap.pdf

CAMPUS SAFETY
Administrative Services Division (860) 215-9002
Security Desk (860) 215-9053

There is campus security present at the college while classes are in session. In order to assist the College in its efforts to maintain a safe environment, the College relies on the awareness and involvement of the faculty, staff, and student body. Staff and students alike must assume responsibility for their own personal safety and the security of personal property. This can be done by applying simple, common sense rules.

- Lock vehicles when leaving them unattended.
- Do not leave valuable items in vehicles in plain view. Lock them in the trunk.
- When walking to a vehicle, walk with others.
- Have keys ready when returning to vehicle.
- Do not leave belongings unattended.
- Do not give personal information to strangers.
- If a crime is committed, report it to the College immediately.

The Dean of Administration, Information Technology, and Human Resources is also on staff to manage the College’s contracted Campus Security Guard force and the internal security systems which protect students, staff, and faculty. The Dean is responsible for the administration of all College services related to: campus safety and security; parking and traffic control; environmental health and safety; protection of College property; and enforcement of all related College policies.

CHANGE OF ADDRESS/MARITAL STATUS
Human Resources – Faculty changes (860) 215-9060
langel@threerivers.edu
Registrar’s Office – Student changes (860) 215-9064
TR-registrar@threerivers.edu

Faculty may change their address, phone number, and/or marital status by contacting the Human Resources (HR) Department. Students may obtain the necessary paperwork to change their address or marital status at the Registrar’s Office or online.

CHILD DEVELOPMENT CENTER
The Three Rivers Child Development Center is currently open and being run by Little Learners, a local childcare company. For further information, please call 860-572-4411.
CLASS CANCELLATION BY INSTRUCTOR (INSTRUCTOR SICKNESS OR PERSONAL EMERGENCY)

*During the hours of 9:00 a.m. to 5:00 p.m. please contact:*
Academic Division (860) 215-9011

*Same Day notification for class scheduled prior to 9:00 a.m., please contact:*
Ronda Charette, Academic Division Office Assistant (860) 215-9222

In the event that you must cancel class due to sickness or personal emergency, please contact the Academic Dean’s Office so that a cancellation notice can be posted and to discuss how you intend to make up the class time. Most instructors choose to add time to the beginning or end of class; others plan a make-up class. Whichever method you choose, it must meet the needs of everyone in your class. The Academic Division Office does not contact your students when you cancel class. It is strongly recommended that instructors provide early warning for a cancellation by emailing the class and/or to establish an optional telephone tree.

*Class Make-ups*
You are responsible for making arrangements with your students to schedule make-up classes due to inclement weather or individual student circumstances. If the arrangements involve additional room use, you must make arrangements to ensure room availability.

CLASS ROSTER/ENROLLMENT
Faculty can access their class rosters/enrollments at any time by going to [http://my.commnet.edu](http://my.commnet.edu) by following these instructions:

- Select Search for Courses (right-hand side of screen)
- Select the appropriate term/semester
- elect Three Rivers Community College
- Select credit level
- Select get courses

CLOSING/DELAYS/EARLY RELEASES
(860) 215-9000
[www.trcc.commnet.edu](http://www.trcc.commnet.edu)

*College Closing*
Notification of cancellation due to inclement weather, whether on-campus or at off-campus locations, will be available by telephone by 6:00 am for daytime classes and by 2:30 pm for evening classes by calling the College's main telephone at (860) 215-9000, pressing 1, and listening to the taped announcement. The College’s website will also have announcements available by accessing the [www.threerivers.edu](http://www.threerivers.edu) home page. The myCommnet Alert Notification System will also be used to deliver important information to students, faculty, and staff regarding weather-related class cancellations, via both email messages and text messages, to registered individuals. To register, log on to your myCommnet account at [http://my.commnet.edu/](http://my.commnet.edu/) and follow the link to myCommnet Alert. In addition, delays or further information will be announced on the following:
Radio Stations:
WBWM 106.5 FM - Ledyard
WDRC 1360 AM – Hartford
WERI 1230 AM – Westerly
WICH 1310 AM/WCTY 97.7 FM – Norwich
WINY 1350 AM – Putnam
WLIS 1420 AM - Old Saybrook
WNLC 1510 AM/WTYD - 100.9 FM - New London
WQGN 105.5 – Groton
WSUB 980 AM - New London
WVVE 102.3 – Stonington

Television Stations:
Channel 3 WSFB – Hartford
Channel 4 WVIT 30 – Hartford/New Britain
Channel 8 WTNH – New Haven

If the location of an off-campus class is closed the TRCC class will not be held.

When the president directs that the college will be closed, employees are not expected to report to work, except when the president may require the attendance of employees in critical service positions such as maintenance and security and their supervisors. Employees who are not expected to report to work need not charge the time off to accrued leave balances. If the president authorizes cancellation of classes and scheduled educational activities for an entire day, the college will be closed.

Delayed Openings
Delayed openings are similar to college closings in that, with the exception of employees in critical service positions and their supervisors who may be required to report, staff members are not expected to report to work until the specified opening time and need not charge the time off to accrued leave balances. Employees who do not report to work by the specified opening time who are covered by a collective bargaining agreement that excuses late arrivals under specified conditions are entitled to the benefit of such provision. However, provisions for late arrival are to be measured from the beginning of the employee’s shift. Employees who do not report to work at all on a day when the college opening has been delayed will charge the entire shift to an appropriate leave balance.

Early Release
If the president directs an early release, the president shall indicate the time when the college will be closed for the day. Employees who are at work and who leave when the college closes need not charge the time remaining in their shift to an accrued leave balance. Employees whose scheduled work shifts have not begun when the president announces early release need not report to work; however, any time between the scheduled commencement of a shift and the time of college closing shall be charged to an accrued leave balance. Employees whose work shifts would not begin before the time of college closing need not charge the time to an accrued leave balance. Employees in critical service positions (e.g., snow and ice removal, facility security) and their supervisors may not be subject to the early release provisions of this policy.
COLLECTIVE BARGAINING AGREEMENT
See entry for “unions”

COMPUTER LOGON – NET ID
IT Help Desk (860) 215-9049 (day or night)
TR-DistanceLearning@threerivers.edu

For a faculty member to log onto computers at the college, they need to follow the following procedure:

- User ID = Banner ID (Please be careful to follow the 01234567@trcc.commnet.edu format when logging in).
- Original Password = First 3 letters of birth month (first letter capitalized) + & + last 4 digits of SSN (ex: *Oct&6789*)
- Log on to: STARS

If you have been locked out, contact the IT Help Desk to reset your password.

COMPUTER USAGE
IT Help
(860) 215-9049 (day or night)
tr-servicedesk@threerivers.edu

All classrooms have been equipped with new technology. If you need individual training, contact the IT Help Desk to make arrangements.
All computer related resources and facilities at Three Rivers are under the jurisdiction of the Information Technology (IT) Department. Computers are to be used solely for legitimate and authorized academic and/or administrative purposes required in the performance of assigned duties/academic endeavors at TRCC. Computers are not to be used for personal (private or non-profit) work that is not specifically authorized by the written approval of the Dean of Information Technology or higher. Any unauthorized or illegitimate use of the computer system resources and/or facilities may necessitate disciplinary and/or legal action against the violators. More detailed information regarding the Conduct and Ethics for Use of Computer Resources is located in the Three Rivers Community College Catalog at www.trcc.commnet.edu.

DESK COPIES
See entry for “textbooks”

DIRECTIONS
Three Rivers Community College
574 New London Turnpike Norwich, CT 06360
(860) 215-9000
From New London:
   Follow Route 32 to I-395. Take Exit 11.* (travel time approximately fifteen minutes)
From Groton/Mystic:
   Follow I-95 south to Route 32 – Norwich. Take I-395 north to Exit 80.* (travel time approximately twenty-five minutes)
From Colchester and points West:
   Follow Route 2 east until it merges with Route 32 south. Take Exit 28S onto I-395 south to Exit 11. Take a left at the end of the Exit ramp (Route 82 West Main Street).* (travel time approximately 23 minutes)
From Jewett City and points North:
   Take I-395 south to Exit 11. Take a left at the end of the Exit ramp (Route 82 West Main Street).* (travel time approximately 20 minutes)
From Ledyard/Navy Sub-base area:
   Follow Route 12 to the junction of route 2A. Take Route 2A (Mohegan Pequot Bridge) to I-395 north. Take Exit 11 east.* (travel time approximately 25 minutes)
*From All Points Above: Five lights down is New London Turnpike. Turn right, the Campus is about .2 miles on left.

DISABILITIES POLICY
See entry for “Institutional Policies”

DISABILITY SUPPORT SERVICES
Elizabeth Willcox (Students with Physical, Medical or Sensory Disabilities)
860-215-9289
ewillcox@threerivers.edu
Matt Liscum (Students with Learning Disabilities, Autism, Attention Deficit Disorder, and Psychiatric Disabilities)
(860) 215-9265
mliscum@threerivers.edu

Students with a documented disability are provided supportive service and accommodations to assist them with their academic objectives. Services are strictly confidential. Disability services may include individualized accommodations, advising, advocacy, counseling, technical assistant and referral information.

For questions regarding disability support services, please go to:
http://www.trcc.commnet.edu/Div_StudentServices/Counseling/DisabilityAdvising.shtml

For Online Interactive Disability Awareness Training for TRCC Faculty and Staff, which is provided by the TRCC Center for Teaching, please go to http://altona.psu.edu/.

DISTANCE LEARNING
Kem Barfield, Director of Distance Learning (860) 215-9210
kbarfield@threerivers.edu
See entry for “information technology”
EARLY PROGRESS ALERT
Christine Languth, Director of Student Success
Advising and Counseling
(860) 215-9260

Progress Alert inside BlackBoard Learn is a means of connecting with your at-risk students. This process sends an email directly to the student experiencing academic and/or attendance challenges that may inhibit their success. A copy of the email is also sent to Student Services by putting Progress Alert in the cc and also in the subject line with the student ID. Please refer to link for Instructions on “how to” use Progress Alert:
http://www.trcc.commnet.edu/Div_IT/EducationalTechnology/PDF/ProgressAlert.pdf

Once the Progress Alert email is sent, Student Services will also communicate with the student in writing. The objective is to support students experiencing academic challenges by providing students with strategies and services to help them succeed. A list of resources and contact information will be sent with the letter from Student Services.

Recommended strategies to offer students include:

• Meet with the course instructor and obtain early, frequent and clear communication about their progress (first and foremost).
• Refer students to meet with their assigned academic advisor and to visit the Tutoring Center (TASC) for academic support.
• Meet with a counselor or advisor in the Advising and Counseling department.
• Encourage students to assess priorities and demands in their lives.
• Employ time management skills.

EARLY DISMISSALS
See entry for “closings/delays/early dismissals”

E-MAIL ACCOUNTS
IT Help
(860) 215-9049 (day and night)
TR-servicedesk@threerivers.edu

Every faculty and staff member will have an e-mail account created for them by the IT Division. This e-mail account should be used for all work-related correspondence and checked regularly for campus wide announcements.

EMERGENCIES IN THE CLASSROOM
In the event of a medical or other emergency in your classroom, please contact the security office at x55555 and assistance will be given according to the College Emergency Plan. (http://www.threerivers.edu/Div_Administrative/Facilities/SafetySecurity/EAP.shtml)

EVALUATIONS
Administrative Evaluations of Faculty
Academic Dean’s Office (860) 215-9004
All faculty members are evaluated by the Academic Dean, the Department Chair, or their designee on a regular basis. Each faculty member receives specific information regarding evaluations when scheduled to be evaluated in a particular semester.

Adjunct faculty members are evaluated by appropriate personnel on a regularly scheduled basis. Full-time faculty may be asked to assist in the evaluation. Full-time faculty members are evaluated according to the terms in the collective bargaining agreement (union contract).

Student Evaluations of Faculty
Academic Dean’s Office
(860) 215-9004

Student rating of instructors are conducted each semester. Faculty members are encouraged to utilize student evaluations as helpful feedback for continuous improvement of their instruction.

EVENING SERVICES
(860) 215-9016

Students can obtain general assistance in the evening when classes are in session in the Welcome Center, room A113. Staff can assist students with general information about the college as well as collect paperwork for college departments.

EXTRANET
http://www.trcc.commnet.edu/

The EXTRANET is an informational site for use by current Three Rivers students, faculty and staff. It contains a wide variety of links to help students, faculty and staff connect to and better understand the procedures, processes and platforms we use at the college. Please take a moment to explore the wealth of information located at this site.

FACILITIES RESERVATIONS
See Facilities Reservation form in appendix

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)
Registrar’s Office (860) 215-9064
TR-Registrar@threerivers.edu

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their educational records. The rights reside with the student (not the parent), regardless of age, once he or she enrolls at an institution of higher education. Only directory information can be released without a signed release from the student. Directory information includes; names & addresses, dates of attendance at the college, full vs. part-time status, awards and honors, and graduation date. For military recruiters only, telephone number, age, level of education and major can be released. The student has the right to decline to have even directory information disclosed to third parties by filling out an OPT_OUT form. This has some negative consequences so it should be discussed with the registrar.
If a student wants to give permission to talk to a third party (i.e. parent), they must file a disclosure document. A disclosure is a signed and dated document provided by the student to authorize release of personally identifiable information (other than directory information). The release must specify the records to be disclosed, the purpose of the disclosure and to whom the information can be given to. This is kept on file in the registrar’s office. There is a sample in the appendix.

For details and more information, please contact the Registrar’s Office.

**FINAL GRADING PROCESS**

http://my.commnet.edu

**GRADE ENTRY PROCEDURES**

- Web site: [http://my.commnet.edu](http://my.commnet.edu) (There is a link on the College’s main web page)
- Enter your NET ID (12345678@trcc.commnet.edu) and password
- Click on Banner Student & Faculty Self-Service
- Select TRCC if more than one college is listed
- Click on Faculty/Advisor Services
- Click on Enter final grades (2 times)
- Select a term
- Click on Submit

Please note the following when entering grades:

- If you assign an “incomplete” grade, you must submit the incomplete form that is attached and available in the academic division. Submit the form to the Dean.
- Do not enter anything in the Last Attend Date or the Attendance Hours fields.
- If a student has not officially withdrawn you must assign a grade.
- There is a 30-minute time out. If you have not submitted grades within this time limit, you will need to re-enter all the grades. It is a good suggestion to hit the submit grade button every 20 minutes. This will save the grades you have already entered.
- Enter a grade for all students listed on the grade screen.
- If you have more than 25 students in your class, save your grades before you press the link at the top or bottom of the screen indicating #26 through the last student. This will bring you to the second page.
- Final grades are recorded when you press the SUBMIT key. Failure to press the SUBMIT key will cause all grades to be lost. Students will be able to view their grades when they are rolled to academic history at the end of each day. GPA’s are not updated until all grades in all courses are submitted.

End of term processing requires that **ALL** grades from **ALL** courses be submitted and student transcripts cannot be released until end of term processing is completed.

Please note: the Office of the Public Records Administrator in Connecticut mandates that faculty grade books (hard copy or electronic) be retained for 5 years from the end of the semester.

**GOVERNANCE COUNCIL (GC)**
Governance Chair, elected yearly
This Council addresses major institutional planning and policy issues and provides a forum for discussion of other important college issues. This body will meet twice a month and include representatives from all major college constituencies. The Governance Council serves as the forum of the entire college community.

GRADE POINT AVERAGE (GPA)

The GPA is used to determine a student's standing in his or her class and in the College generally. Total grade points for a semester are calculated by multiplying the grade points allocated to each letter grade times the number of credits (in semester hours) assigned to each course attempted. The GPA is calculated by dividing the total number of grade points by the total number of credits earned, either in one semester or over the student's entire college career. For example:

MAT K109   B 3 X   3.0 = 9.0
ENG K101   A- 3 X   3.7 = 11.1
PSY K111   C 3 X   2.0 = 6.0
BIO K111   A 4 X   4.0 = 16.0

13            = 42.1

This student's GPA would be 3.24 (42.1 divided by 13).

HOLIDAYS AND SCHEDULED CLOSINGS
See http://www.trcc.commnet.edu/Div_academics/Admin/calendar.shtml for the most current version of the academic calendar

HONORS PROGRAM
Dov Kugelmass, Honors Program Advisor (860) 215-9446
dkugelmass@three rivers.edu

The TRCC honors program is designed to provide academically talented and motivated students an opportunity to develop their intellectual skills through challenging work that emphasizes critical and analytical thinking. In addition to developing advanced academic skills, students enrolled in the honors program benefit from the following:

- Early course registration
- Honors designation on transcripts
- Honors seminars and colloquia
- Invitation to special events and programs
- Personal letters of recommendation

HUMAN RESOURCES
See appendix for a table of current HR contacts and functions

INCOMPLETE GRADES
Academic Division Office (860) 215-9262
A temporary grade assigned by the faculty member when course work is missing and the student agrees to complete the requirements. The student and instructor both must sign a contract to permit an "incomplete" grade. The Incomplete Contract can be found at http://www.trcc.commnet.edu/Intranet/AlTRCC/AcademicDivision/AcademicForms/Incomplete%20form.doc. The contract will denote what must be completed to resolve the "I" grade. The "I" must be resolved by the end of the tenth week of the next academic semester (except summer) or it automatically converts to an “F” or “F#” for remedial courses.

INFORMATION TECHNOLOGY (IT)
Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources  
(860) 215-9005  
sgoetchius@three-rivers.edu

IT Help Desk  
tr-servicedesk@three-rivers.edu  
Days/Nights: (860) 215-9049

For computing questions, you may access the College’s intranet (when on campus) at http://trweb.trcc.commnet.edu and click on the IT Services link. The Information Technology Department is happy to help you enhance your pedagogy via technological tools.

Blackboard Learn/Community College Self Help

Each course section (on campus and distance learning) identified with an instructor in Banner has an associated Blackboard Learn shell. Entry to all course shells is via the myCommNet portal (http://my.commnet.edu). The faculty member's username is the Banner ID# followed by @trcc.commnet.edu. The faculty member's default password is the first three letters of the birth month with a capital first letter, the @ symbol and the last four digits of the social security number. An example would be Dec@1234. Faculty members can reset passwords using the NetID web page (http://www.commnet.edu/netid/). Faculty members can also change passwords within myCommNet (http://my.commnet.edu) using the password reset icon. Questions regarding WebCT Vista system can be addressed to IT Help Desk.

Faculty using classroom technology and/or Blackboard Learn

As more educators choose to use technology in classes, you are encouraged to consider "plan B" when dealing with a technology component to your class. Particularly if this is the first time you are using a new technology option, you are encouraged to give some thought to how you will handle potential issues so that you are not solely dependent on any one technology. Some examples of "Plan B" in various circumstances include:

- Being prepared to use the document camera with printouts or your textbook instead of using the computer should there be a problem with your PowerPoint file or the instructor station computer;
- Being prepared to reschedule an online quiz or assignment due date to the next day if the WebCT server is unexpectedly unavailable around your cutoff time;
• Having two methods of accessing critical course files in case you have trouble getting to them from the instructor station computer (from your floppy disk, CD, e-mail, WebCT site, or fileserver);
• Having an alternative lesson plan in mind that you can use should something fail to work properly;
• Giving your students several methods to contact you in case of problems (e-mail, phone, WebCT).

The Community Colleges Distance Learning Council has prepared a full Contingency Plan that may help you with your own “Plan B”. It is available at http://www.trcc.commnet.edu/Div_IT/EducationalTechnology/EDDL.shtml. If you encounter any problems with classroom technology, please report the issue to the IT Help Desk immediately so it can be addressed.

**Enhanced Equipment Training**

Enhanced equipment and distance learning training are offered each semester as part of the IT Department’s scheduled workshops. To obtain the schedule, login to the CSCU Commons Learning Technology Training Calendar at http://calendar.ct.edu. There you will find technology workshops offered by all twelve community colleges and you may sign up for any unless you see a prerequisite or restriction on the enrollment. You may also access tutorials from the Internet the Distance Learning Faculty Resources page at http://www.trcc.commnet.edu/Div_IT/EducationalTechnology/EDDL.shtml.

**Web Pages and On-line Courses.**

If you would like assistance with designing a web page you can contact the Director of Distance Learning or the Dean of Information Technology. If you would like assistance in developing an on-line course, contact the Director of Distance Learning.

**Club, Development, and Collaboration Rooms in Blackboard Learn.**

Sanctioned college clubs can have a virtual meeting space inside Blackboard Learn. The shell can provide all the tools that are normally available to an online course but usually content, discussion and chat features are used. Development rooms provide a way for faculty members to design courses in advance of the course being scheduled. Collaboration rooms allow faculty, staff or faculty/staff teams to meet and share information virtually. These rooms aid in cross-curricula instructional design, program coordination, department meetings, and project coordination.

**INSTITUTIONAL POLICIES**

**AFFIRMATIVE ACTION POLICY/NON-DISCRIMINATION STATEMENT:**

Three Rivers Community College does not discriminate on the basis of race, color, religious creed, age, sex, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, sexual orientation, gender identity and expression, or genetic information in its programs and activities. In addition, the College does not discriminate in employment on the basis of veteran status or criminal record. Please see above link for additional policy details.
Title IX Coordinator
Victoria Baker
Three Rivers Community College 574 New
London Turnpike Norwich, CT 06360
860-215-9208

AIDS AND OTHER COMMUNICABLE DISEASES POLICY:
The Community College System reaffirms its commitment to provide a safe and healthy educational environment, safeguard the rights of individuals, and comply with state and federal anti-discrimination laws and regulations for students and employees with AIDS, HIV infection, and other communicable diseases. Please see above link for additional policy details.

CAMPUS SECURITY POLICIES AND CRIME STATISTICS:
Three Rivers Community College publishes a summary of institutional security policies and uniform crime reporting procedures. This information is intended to raise the awareness of all members of the College community to campus safety issues in hopes that this awareness will foster continued attention to and improved security for all college students and staff. Please see above link for additional policy details.

CONSENSUAL RELATIONSHIPS POLICY:
Dating or sexual relationships that might be appropriate in other circumstances have inherent dangers when they occur between a staff member and a student, as well as when they occur between a supervisor and employee. Such relationships can create real conflicts, are susceptible to an appearance of exploitation, and can impair the trust and integrity of the teaching, coaching, or other supervisory or evaluative relationship and may cause a perception of favoritism or bias on the part of the staff. In addition, although these relationships may begin and remain consensual, they may easily be later characterized as non-consensual and could potentially lead to sexual harassment charges. Please see above link for additional policy details.

DISTURBANCES ON CAMPUS POLICY
The CSCU Board of Regents for Higher Education believes that certain activities might result in the need to take disciplinary action to maintain the right and opportunities for all segments of the campus community to learn and to teach and to administer. Please see above link for additional policy details.

DRUGS AND ALCOHOL IN THE COMMUNITY COLLEGES POLICY:
The CSCU Board of Regents for Higher Education endorses the statement of the network of colleges and universities committed to the elimination of drug and alcohol abuse. Please see above link for additional policy details.

PEOPLE WITH DISABILITIES POLICY:
The CSCU Board of Regents for Higher Education and all of the colleges under its jurisdiction are committed to the goal of achieving equal educational opportunity and full participation for people with disabilities in the Community Colleges. Please see above link for additional policy details.
**RACISM AND ACTS OF INTOLERANCE POLICY:**
Acts of racism or harassment directed against individuals or specific groups of individuals will not be tolerated and will be dealt with under the employee affirmative action grievance procedures and the student grievance and disciplinary procedures. Please see above link for additional policy details.

**SEXUAL MISCONDUCT, SEXUAL ASSAULT, AND INTIMATE PARTNER VIOLENCE POLICY:**
All faculty and staff share an obligation to promptly report any incidents of sexual misconduct, which includes, but is not limited to, sexual harassment, intimate partner violence, and sexual assault. Whether the incident is learned of directly or indirectly, a report should be made to the college’s Title IX Coordinator so that appropriate action can be taken. If a student wishes to report an incident to you directly, please indicate first that you cannot promise the student complete confidentiality. If the student desires complete confidentiality, you may direct him or her to speak with a counselor from the Eastern Connecticut Sexual Assault Crisis Center or a clergy person of their choosing. Please see above link for additional policy details.

**Sexual Assault Crisis Center of Eastern Connecticut:**
- Hotline: (860) 437-7766
- Office: (860) 442-0604
- 78 Howard Street
- New London, CT 06320

**Title IX/ADA/Section 504 Coordinator:**
- Three Rivers Community College
- (860) 215-9208
- 574 New London Turnpike
- Norwich, CT 06360

**SMOKING POLICY:**
Smoking is permitted on the Three Rivers Community College campus only in specifically designated locations, which change from time to time. Smokers may refer to the link above for information about current locations or refer to signage posted at the college.

**STUDENT CODE OF CONDUCT POLICY:**
The Student Code of Conduct is intended to present a clear statement of student rights and responsibilities established by the CSCU Board of Regents for Higher Education. Please see above link for additional policy details.

**STUDENT RIGHTS POLICY:**
It is the policy of the CSCU Board of Regents for Higher Education that the educational offerings of the Community Colleges be available to students without regard to the individual’s race, color, religious creed, sex, age, national origin, ancestry, present or past history of mental disorder, marital status, mental retardation, sexual orientation, or physical disability, including, but not limited to, blindness, or prior conviction of a crime. Please see above link for additional policy details.

**WEAPONS ON COLLEGE CAMPUSES POLICY:**
The use or possession of weapons is prohibited on campus or at college activities except as authorized by Board or college policies. Please see above link for additional policy details.

**Additional College Policies**

Please click on policy to view.
- Academic Honors
• Academic Integrity
• Academic Warning, Probation, and Suspension Policy
• Acceptance of Transfer Credit at Community Colleges
• Class Attendance Policy
• Computer Resources Policy
• Credit Hour Policy
• Repayment Policy for all Federal Aid Recipients
• Grading Policy
• Graduation
• Tuition and Fee Refund Policy

A complete text of all institutional policies is available in the office of the Dean of Student Development and Services and is located on the TRCC website. http://www.trcc.commnet.edu/President/Policies/college_policies.shtml

KEYS/KEY CARDS
Requests for new or replacement keys should be made on the Key Request Form available on our College intranet, \trshare\TRCC_Forms\Key-KeycardRequestForm.doc and forwarded to Carole Lee in the Academic Division office. Keys and swipe cards for assigned offices, classrooms, and conference rooms for all faculty, including adjunct faculty, will be prepared and ready for pick-up seven to ten days after request. You will receive notification via email when keys are ready.

LANGUAGE ARTS LAB
Maria Celeste Arrieta
(860) 215-9404
marrieta@three.rivers.edu

The Language Lab, located in D117, is designed for language teaching and learning. It serves as a quiet and useful space for students in all language courses (Chinese, French, Spanish, ASL, ESL) for working on assignments, practicing language, and using the additional materials and resources to enhance the language learning experience. Students may use the Language Lab during open lab hours and for scheduled tutoring/support appointments. Students are able to record videos and work on speaking activities in the lab using software such as Rosetta Stone, or can use the Language Lab computers that are equipped with different language software.

LEARNING ACROSS THE BOARD (LAB)
Learning Across the Board (LAB) grew out of a faculty committee charged with developing a vision of where the college should go. One of the areas discussed was learning communities within the context of a liberal education. After a semester of research and discussion, it was recognized that the concept of a learning community at Three Rivers was too large for one small committee to take on. The group decided to focus on a small part: the promotion and enhancement of cross-disciplinary approaches to teaching and learning. LAB works on two congruent paths: faculty-to-faculty and faculty-to-student. To facilitate the cross-disciplinary learning, LAB sponsors the academic theme each year, organizing events that promote it such as guest lecturers, teach-ins, academic conferences, and brown-bag discussions. LAB is an open committee and welcomes anyone who wants to be involved in the learning process. The LAB Chair is changed periodically.
LEARNING DISABILITIES
See entry for “Disability Services”

LIBRARY/LEARNING RESOURCE CENTER
Mildred Hodge, Director of Library Services (860) 215-9252
http://www.trcc.commnet.edu/Div_IT/Library/Library.shtml

The library provides resources and services to students, staff, faculty & the general public. The library provides a variety of services included but not limited to Orientation/Instruction on how to use online resources at the library, interlibrary loans and reserves. Books may be checked out for thirty days and can be renewed in person or by telephone. CDs/DVDs can be checked out for seven days; the library will send overdue notices for materials that are not returned on the due date. The library web page provides a directory, links to databases and web resources, and on-line request forms. Library hours are posted at the beginning of each semester.

Placing Materials on Reserve
To place books or other materials on reserve, use the Reserve Request Form use the online form at http://www.trcc.commnet.edu/Div_IT/Library/Library.shtml. A list of local libraries and the services they provide can be found there as well.

Off-Campus Library Services
Instructors teaching courses at off-campus locations are encouraged to bring their classes to the library for formal library instruction. For faculty teaching at the Sub-base, the college has made special arrangements with the Groton Public Library to provide comprehensive library services, formal library instruction, and in-depth assistance with research papers. The Sub-base Library is a resource but cannot provide comprehensive services. Students may use their hometown library cards at any public library in Connecticut, but not at private colleges. The campus library can also obtain most materials through interlibrary loan. Allow one to three weeks lead time for interlibrary loan requests.

LOST AND FOUND
(860) 215-9053
If an item is lost or found, college community members should contact the security office at the numbers listed above or deliver the found item to the security office located next to the campus bookstore.

MAILBOXES
Amy Main, Materials Storage Specialist
(860) 215-9267
amain@threerivers.edu

Mailboxes are located in room D207 and are fully accessible during college hours. A mailbox is established for all instructors teaching on campus and upon request for off-site instructors.

MAINTENANCE
Arnie DeLaRosa, Director of Facilities (860) 215-9236
adelarosa@threerivers.edu
The maintenance department is part of the administrative division; maintenance staff members are responsible for the upkeep of the physical campus plant. Custodial services, heating and cooling issues, classroom furniture needs, key access control, and restroom supply are all jobs the maintenance department handles. Maintenance personnel also assist in event set-up/break-down and perform all seasonal landscaping tasks including snow removal and mowing.

MAKE-UP TESTING
Carolyn Prunier
(860) 215-9061
testing@threerivers.edu

Make-up testing services are offered through the Three Rivers Testing Office. Faculty may forward any exam, which requires a proctored environment, to the Testing Office. Conditions for the exam (i.e. time limits, use of supplemental materials, etc.) as well as the tester’s name and identification number must be identified. Completed exams can be picked up by the faculty member or returned via interoffice mail. A copy of the make-up test request form can be found in the appendix of this handbook and at the following web location:
http://www.trcc.commnet.edu/Div_StudentServices/admissions/PlacementTesting.shtml

MARKETING AND PUBLIC RELATIONS
Kathryn Gaffney, Director of Marketing and Public Relations
(860) 215-9266
kgaffney@threerivers.edu

The Marketing and Public Relations office works with administrators, faculty and staff to support and develop much of the College’s marketing and communications efforts. The office provides strategic marketing and public relations consultation, website development, advertising and promotional campaigns, creative services, media relations and social media assistance. The Marketing and Public Relations office promotes the College to its external and internal audiences to support student recruitment, facilitate the flow of useful information, and build a positive image for the College.

MISSION, VISION AND VALUES

Connecticut Community Colleges Mission Statement

Connecticut’s Community Colleges are statewide leaders and partners in the academic, economic, and cultural lives of our communities, providing comprehensive, accessible, innovative, and affordable learning opportunities to diverse populations.

To realize this distinctive mission, the Community Colleges, including Three Rivers:

- Provide a broad range of credit and non-credit liberal arts and sciences, career, and technical, associate degree and certificate programs leading to: transfer, employment, and lifelong learning;
- Promote learner success and inclusion through a stimulating, nurturing learning environment, high quality instruction, support services, and co-curricular activities;
• Support economic development through partnerships with labor, business, industry, government and our communities, providing workforce development, business development, technology transfer;
• Build community through the sponsorship of intellectual, cultural, social and recreational events and activities;
• Engage students and community members to become active and responsible leaders in their communities.

Three Rivers Community College Mission Statement

Three Rivers is an accessible, affordable, and culturally diverse community college that meets varied educational needs by creating an environment that stimulates learning.

To accomplish its mission, Three Rivers Community College:

• Offers post-secondary educational opportunities;
• Encourages lifelong learning;
• Provides a well-rounded and rewarding educational experience with an emphasis on critical thinking, effective communication, and the College’s institutional values;
• Fosters an appreciation of the natural and social sciences, humanities, technology and the arts;
• Helps students achieve their goals;
• Serves as a community resource for people and institutions within its service area;
• Delivers its services efficiently and measurably; and
• Contributes to economic development of this region and the state.

Three Rivers Community College Vision Statement

The Vision Statement: Three Rivers Community College will be a college of choice with a reputation for innovation, quality, and accessibility, serving a dynamic student population.

Three Rivers Community College Values Statement

Three Rivers Community College values:

• Teaching and Learning
• Integrity and Service
• Community and Diversity

Three Rivers Community College Values in Action

Teaching and Learning – Instruction that stresses close consideration, critical analysis, and careful design; collaborative, nurturing, learning communities that foster student success; active, innovative teaching strategies, including a commitment to learning through service; learning for lifelong achievement, growth, development and satisfaction;
Integrity and Service – Responsibility to oneself, one’s peers, one’s colleagues and one’s community; trust and confidence in our academic programs; an atmosphere of collegiality across the academy;

Community and Diversity – Access for all regardless of age, race, ethnicity, culture, gender, orientation, or disability; civic engagement within and outside the college; academic, social and technical resources for citizens within our service area.

myCommNet
http://my.commnet.edu
IT Help
(860) 215-9049

myCommNet is a source of information for all students, faculty and staff of the Connecticut Community Colleges, and provides access to a broad array of personal, academic, and work-related services. Faculty use this site to:

- submit grades
- view class lists, student transcripts, test scores and contact information
- provide course materials
- register to receive emergency text messages via myCommNet Alert
- reset password
- e-mail students
- and more!

OFFICE HOURS
Full-time faculty members are required by contract to hold a minimum of three office hours per week in no less than half-hour periods. These hours must be posted on your office door and a copy of hours must be turned into the Academic Division Office at the beginning of each semester.

Adjunct faculty are encouraged to make time available for students before or after class periods and should identify for students how they can be reached outside of class time. An office in the Academic staff/faculty area is reserved as an office for adjunct faculty.

OFFICE SPACE FOR ADJUNCT FACULTY
Office space for adjunct faculty is located in D205E. See Keys/KeyCards section to follow key requisition procedure.

OFFICE SUPPLIES
See entry for “purchasing office”

ON-LINE COURSES
See entry for “distance learning”

PARKING
Restricted areas for faculty and staff parking have been set aside on campus. Three Rivers clearly designates and differentiates student parking, visitor, handicapped parking and staff/faculty parking areas for the convenience and safety of all. Violators who disregard parking
instructions will receive an orange violation sticker from Security each time a violation occurs. Anyone who illegally parks in State mandated handicapped spaces or in fire lanes will be immediately reported to the Norwich Police Department.

**PAYMENT SCHEDULE**
Please see the appendices for the current state calendar of pay periods and pay days.

**PAYROLL**
Anthony Mitta (860) 215-9275
amitta@three rivers.edu

New instructors are required to visit the Human Resources office to complete various forms that require personal information. Please make an appointment to speak with Human Resources as early as possible to ensure that your first paycheck is not delayed. All full-time and adjunct faculty and staff members may choose from several options regarding paychecks: pick-up, mailing, direct deposit, etc.

**PHI THETA KAPPA**
Nicola Ricker, Phi Theta Kappa Advisor (860) 215-9474
nricker@three rivers.edu

Phi Theta Kappa, founded in 1918, is recognized as the official honor society for two-year colleges by the American Association of Community Colleges. Members benefit from scholarships and transfer resources, recognition of academic achievement, career resources, and discounts on a wide range of valuable resources. Membership is based on superior academic achievement and is conferred only by invitation of the TRCC chapter.

**PHOTOCOPYING**

Photocopi ers for faculty are located in the lounges of the first and second floors of the C wing. There is a copy center located in D-207. Student workers in the copy center and Purchasing Department are available to provide any assistance needed with photocopiers.

**PLAGIARISM**
See entry for “Academic Integrity”

**PRESIDENT’S CABINET**
The President’s Cabinet provides for interdivisional review and dialogue by management staff and at least one elected representative of the faculty and staff on all policy matters and all issues of major institutional importance. The Cabinet also coordinates policy and implementation as required, advises the President, and serves as the vehicle through which all final planning and policy decisions flow.

The President’s Cabinet meets weekly at a time in concert with the Governance Council’s schedule determined at the beginning of each semester. Membership includes the president, deans, associate dean, director of human resources, director of institutional advancement,
director of institutional research, executive assistant to the president, and the chair of GC (or designee). Minutes are taken by the President’s designee and distributed within a week of the meeting to the college community.

The President’s Cabinet serves in the following roles: review, discuss and advise the President relative to institutional policy matters and any other decisions of significant institutional importance and interest, policy implementation coordination and problem solving, general information sharing among the President and members.

Cabinet members are expected to share information in the initiation of projects, planning of policy development which will/may have interdivisional impact, on emerging internal or external issues, problems, or on events of institutional interest or concern. All final Presidential decisions and approvals that relate to the institutional plan, policies, or other decisions of general interest which have undergone appropriate review by the governance system are announced by the President at cabinet meetings and documented in the minutes.

PROFESSIONAL DEVELOPMENT
Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources
(860) 215-9005
sgoetchius@threerivers.edu

Professional development monies are made available through the contract for faculty use. Each union has its own guidelines for the amount of professional development funds available each year and how they are distributed. Every year, the Professional Development/Sabbatical Committees for the two unions develop guidelines for the application and distribution of these monies. For the most up to date information on how and when to apply for these funds, you should contact your campus union representative or the human resources office.

PROMOTION
Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources
(860) 215-9005
sgoetchius@threerivers.edu

Please refer to your respective collective bargaining agreements (American Federation of Teachers or Congress of Connecticut Community Colleges) for information on eligibility and the process of promotion.

PURCHASING OFFICE
Jim Kelly, Purchasing Services Officer (PSO)
(860) 215-9258
jkelly@threerivers.edu

The Purchasing Office is responsible for a number of functions, including dispensing standard office supplies, handling mailings, overseeing/troubleshooting photocopying equipment, and purchasing other materials that are needed for office space. Anything that the college needs to pay for goes through this office. They also handle the initial paperwork for mileage reimbursements and professional development funds.

If you need to submit a purchase request, you can fill out a Purchase Requisition form, which is available outside the Purchasing Office or on the Intranet at \trshare\TRCC_Forms\Purchase
Requisition form.doc. Orders placed by Tuesday of each week will be filled on Wednesday and may be picked up in the Purchasing Office.

All purchases must be approved by the Chairperson and the appropriate Dean and then the purchase requisition is forwarded to Purchasing for the review of the Purchasing Services Officer (PSO). At that time, the PSO will review the request and make a determination on the choice of Vendor to receive the best possible price and or service for that request. Do not make any purchases without a purchase order that has been prepared and approved through the current system and signed by the PSO. Any purchase made without the above is not a valid contract by the State of Connecticut and therefore the State is not obligated to make any payments. If you do this, you and only you are responsible for any debt incurred.

Do not place any orders via phone, fax or e-mail. They are not valid purchase orders and will not be recognized by the Purchasing and Accounts Payable Department.

RELIgIOUS PRACTICES
In accordance with provisions of state and federal law, Board and College policies prohibit discrimination on the basis of religious belief or practice. This includes the obligation to consider requests for accommodation of such practices.

Faculty
Faculty members are required to make prior arrangements with their immediate supervisor for the coverage of any classes that will be missed on account of the faculty member’s absence for religious observance. Arrangements may be made for a substitute teacher, a guest speaker or an alternative assignment that does not require the faculty member to be present. Procedures on class coverage found at Article X, Section 6H of the Congress contract should be followed where applicable. Typically, it will not be feasible to reschedule a class on account of a faculty member’s religious observance.

Staff
Non-teaching employees must notify their supervisor in advance of their need for time off on account of a religious holiday. The supervisor will grant the request so long as it is timely made and in accordance with procedures that may have been adopted by the College. When a request is granted, it is generally expected that the employee will use personal leave or vacation time to cover the absence from work. Alternatively, an arrangement may be made to make up the missed work or the employee’s work schedule may be modified.

Students
Students have an obligation to notify their instructors in a timely manner regarding anticipated absences for religious observances. Based on procedures adopted by the College, students may be required to request accommodations during the first week of an academic semester or within a prescribed period of time before the anticipated absence. Requests should be made in writing stating the reason for the request, i.e., conflict with scheduled quiz, test, exam, assignment or activity, the religious observance that poses the conflict and the date or dates of such holiday. If an instructor is unfamiliar with a particular religious holiday, he/she may ask the student for a calendar or other documentation of the religious observance or holiday.

Questions concerning the above should be addressed to the Dean of Administration, Information
Technology, and Human Resources (faculty and staff) or to the Academic Dean (students).

**ROSTER**
See entry on “Class Roster”

**SECURITY**
See entry on “Campus Safety”

**SERVICE LEARNING**
Janet Hagen, Service Learning Committee (860) 215-9433
jhagen@threerivers.edu

The TRCC service learning committee is dedicated to working with faculty in all disciplines to create courses that engage students in service learning through active participation with partnering organizations in the community. Areas of responsibility include faculty support, working as liaisons with community sources, and the creation of a sustainable program that gives students a variety of options while meeting the requirements of their educational degree program. As part of Campus Compact, a national nonprofit organization dedicated to promoting service-learning in higher education, the committee members are involved in conferences and workshops and have access to training, advocacy, and the resources needed to develop service-learning programs that promote civic engagement.

**SMOKING**
Stephen Goetchius, Dean of Administration, Information Technology, and Human Resources (860) 215-9005
sgoetchius@threerivers.edu

Smoking is permitted on Three Rivers Campuses only in specifically designated locations. These locations may change from time to time. Smokers may call the number listed above for information about current locations or refer to signage posted at the college.

Since the success of this program is largely dependent on the support of the entire college community, everyone, including smokers and non-smokers, are asked to comply or assist with the following new rules:

- Do not smoke or use tobacco products in front of either main campus nor within one hundred feet of any entrances or windows (unless in a specifically designated smoking area).
- To the fullest extent possible, try to extinguish smoking materials before leaving your vehicle.
- Only light up and use tobacco products within the designated areas, not en-route to these locations.
- Dispose of used tobacco products only in the trash receptacles provided, not on the ground.
- If violations are noted, please remind students, staff or visitors involved about these rules and about the location of authorized smoking areas.

Please report any habitual or flagrant violations to any of the Three Rivers’ management staff.
STUDENT CLUBS AND ORGANIZATIONS
http://www.trcc.commnet.edu/Div_StudentServices/StudentPrograms/eOrientation/OrgFlyer.pdf
See entry for “student programs”

STUDENT DIVERSITY
Stephan Finton, Dean of Student Services
(860) 215-9003
sfinton@three rivers.edu

The student body is academically, sociologically, psychologically, and economically diverse. This diversity represents both a challenge and a resource in the classroom. As a faculty or staff member, you need to be able to communicate effectively to a diverse audience. You may have a high school student participating in a high school partnership program, a displaced worker from the defense industry who is looking for a new career but is uncertain whether he or she can succeed in college, a senior citizen attending college for the first time, a single mother on welfare trying to make a better life for herself and her family, a student with dyslexia who needs note-taking and test-taking accommodations, a student whose second language is English, and a member of the Mashantucket-Pequot or Mohegan Tribe preparing for a position in Casino Management, all in the same class.

The challenge for community college teachers is to create an environment in which a diverse student population can succeed. Diversity in the classroom means drawing on a wide range of experience, ideas, values, beliefs, and feelings. It also means that you must work with your students to promote tolerance of opposing points of view. Tolerance requires hard work and is gained through critical thinking about the complex issues of our day.

STUDENT PROGRAMS
Rhonda Spaziani, Director of Student Programs
(860) 215-9293
rspaziani@three rivers.edu
studentprograms@three rivers.edu
http://www.trcc.commnet.edu/Div_StudentServices/StudentPrograms/index.shtml

Students can enhance their experiences at Three Rivers by participating in student activities and events that will foster an exciting campus life, help them develop leadership skills, and create friendships. Student Programs coordinates outings, oversees the student lounge and game room, and sells tickets for college sponsored events. Student Programs advertises upcoming activities on their Facebook page (TRCC Student Programs Office) and with flyers around campus. Students are strongly encouraged to participate to join or participate in one of our student organizations. From architects to vets, baseball to ska music, there is something for everyone. All student organizations have a seat on Student Government. Student organizations must have a staff or faculty advisor who serves as the official TRCC liaison between the organization and Student Programs. To learn more details about a specific student organization or to assist in starting a new one, contact Student Programs.
STUDENT SERVICES DIVISION
Stephan Finton, Dean of Student Services
(860) 215-9003
sfinton@threerivers.edu

Marie Hoffman, Administrative Assistant to the Dean of Student Services
(860) 215-9230
mhoffman@threerivers.edu

Student Services staff work collaboratively with faculty and all departments of the college to facilitate and support student success.

With the faculty, student services staff serve on college committees and task forces, teach interdisciplinary and student development courses such as the First Year Experience, design and facilitate workshops, advise and counsel students, and provide student engagement opportunities outside of the classroom. The Student Services Division welcomes faculty involvement in our programs and services. Opportunities for faculty include serving as club advisors, participating in prospective student events and new student orientation, advising during peak times, developing transfer articulations, participating in specified career information workshops, etc.

The Student Services Division includes the following departments and services: Admissions, Financial Aid, Registrar’s Office, Advising and Counseling, Career Services, transfer counseling, veterans services, student activities, placement testing, international and ESL student advising and support, and the Student Services Welcome Center. Faculty are invited to visit anytime by stopping by our offices on the first floor of A-Wing or the student activities office on the second floor of F-Wing.

Student Services hours are Monday through Friday from 8:30 am to 5:00 pm with extended hours weekly on Wednesday evenings until 6:30 pm, during late registration and add/drop periods each semester.

SYLLABUS
Department Chairs
Carole Lee, Academic Division Office Assistant
(860) 215-9262
clee@threerivers.edu
\trshare\academicdivision$\Syllabi

All courses are required to have a syllabus that is filed electronically with the educational assistant in the academic division. The exact order and scope of topics to include is up to individual departments and instructors, but these topics should be included:

Course title and number
1. Class meeting times and location
2. Instructor contact information and office hours
3. General course description
4. Learning outcomes or objectives
5. Required texts or other materials
6. Methods of evaluation
7. Grading, attendance, and classroom policies
8. Calendar of readings or topics
9. Academic integrity policy/statement
10. Student disabilities policy/statement

11. Non-discrimination policy/statement: Three Rivers Community College does not discriminate on the basis of race, color, religious creed, age, sex, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, sexual orientation, gender identity and expression, or genetic information in its programs and activities. In addition, the College does not discriminate in employment on the basis of veteran status or criminal records. The following person has been designated to handle inquiries regarding the non-discrimination policies:

Title IX Coordinator
Three Rivers Community College
574 New London Turnpike
Norwich, CT 06360
(860) 215-9208

12. Sexual misconduct policy/statement: Three Rivers Community College strongly encourages all students to report any incidents of sexual misconduct, which includes, but is not limited to, sexual harassment, intimate partner violence, and sexual assault. Students have the right to the prompt and fair resolution of all claims, and the College will preserve the confidentiality of all who report to the fullest extent possible and allowed by law. College employees will explain the limits of confidentiality before information about the incident is revealed. To report sexual misconduct, or to learn more about your options, please contact the Title IX Coordinator. If you need immediate, confidential assistance, please call the Sexual Assault Crisis Center of Eastern Connecticut hotline at 860-437-7766.

Sexual Assault Crisis Center of Eastern Connecticut
Hotline: (860) 437-7766
Office: (860) 442-0604
78 Howard Street, 2nd Floor
New London, CT 06320

Title IX Coordinator
Three Rivers Community College
(860) 215-9208
574 New London Turnpike
Norwich, CT 06360

Digation statement – please include one of the following statements:

Basic: All students are required to maintain an online learning portfolio in Digation that uses the college template.

Traditional Version: All students are required to maintain an online learning portfolio in Digation that uses the college template. Through this electronic tool students will have the opportunity to monitor their own growth in college-wide learning. The student will keep his/her learning portfolio and may continue to use the Digation account after graduation. A Three Rivers General Education Assessment Team will select and review random works to improve the college experience for all. Student work reviewed for assessment purposes will not include names and all student work will remain private and anonymous for college improvement purposes. Students will have the ability to integrate learning from the classroom, college, and life in general, which will provide additional learning opportunities. If desired, students will have the option to create multiple portfolios.
Student Centered Version: As a student you will maintain an online learning portfolio using a college-designed template in Digication. Through this electronic tool you will have the opportunity to monitor your own growth in college-wide learning. It may even help you determine a major that is best suited to you. You will be able to keep and maintain your learning portfolio after graduation. A Three Rivers General Education Assessment Team will select and review random works to improve the college experience for all. If your work is selected and reviewed for assessment purposes, it will remain anonymous and private. Digication provides a “place” where you will connect your learning from the classroom, college, and life in general. Sometimes when you review all of the work you have done and think about it, you end up learning something different and perhaps unexpected. Please review your course outlines to determine what assignments to upload into the TRCC Digication template and please post your own choices, as well. Have fun in learning!

More information on Digication is located at
http://www.trcc.commnet.edu/Div_IT/EducationalTechnology/Digication.shtml

If you are uncertain of what is expected in your syllabus, contact your program coordinator or department chair for guidance and/or relevant samples.

TELEPHONES
Larry Davenport, Assistant Director of Information Technology
(860) 215-9232 - Days
ldavenport@threerivers.edu
Instructions for operating desktop telephones are found in the appendices.

TEXTBOOKS
TRCC Bookstore (860) 887-6842
3rivers@bkstr.com

If you have questions regarding the textbook for your course, please contact your Department Chair/Program Coordinator. Each department has its own policy regarding the selection of textbooks. Some departments encourage Faculty members to choose their own textbooks, while others select the texts for their courses. Departments may also have requirements or guidelines concerning the textbook material to be covered in specific courses. Desk copies can be obtained direct from the publisher. The bookstore can be contacted for general questions regarding their services and current phone numbers for most major publishers. See appendices for the most recent list of publisher contacts.

TRAVEL FOR INSTRUCTIONAL PURPOSES
Jerry Ice, Academic Dean
Academic Division Office
(860) 215-9011
jice@threerivers.edu

If a course includes opportunity or requirement of attendance at an off campus location due to field trip or service learning, the following disclaimer is provided to have students review and sign prior to participation.
Disclaimer: The College incorporates into its academic programs and courses a variety of activities, including field trips, service learning projects, etc. that are intended to, and have the effect of, enhancing student learning outcomes. The College has exercised due care to provide a safe learning experience in the selection of such activities. Notwithstanding the due diligence of the College in this respect, since these activities involve travel off campus to premises that are not within the care, custody or control of the College, there is an element of risk of harm to students with respect to travel, with respect to the premises of the non-College controlled premises and with respect to the operations at off-site locations. All participants in College-related activities are encouraged to exercise care. The college disclaims any and all liability for any personal injury or property damage a student may claim with respect to participation in such activities.

TUTORING ACADEMIC SUCCESS CENTERS (TASC)
Jodi Calvert, Director of Learning Initiatives (860) 215-9220
jcalvert@threerivers.edu

Matt Burbine, Tutoring Center Academic Associate (860) 215-9219
mburbine@threerivers.edu

Jon Brammer, Writing Center Coordinator
(860) 215-9214
j Brammer@threerivers.edu
TRWritingCenter@threerivers.edu


The Tutoring and Academic Success Centers (TASC) are located in Room C-117, next to the Learning Resource Center. TASC provides individual academic assistance to students in a comfortable environment. TASC also sponsors seminars and workshops on topics such as study skills, calculator use, test taking, writing skills, and basic English and mathematics skills. Skilled professional and peer tutors, as well as faculty volunteers and staff members, provide free one-to-one or group tutoring to Three Rivers students in many subject areas on an appointment or walk-in basis. A wealth of information about TASC and its goal of helping students to succeed academically, as well as information on online workshops, online tutor training, tutor schedules, and hours of operation can be found at the link above. For an appointment or for more information, contact TASC by phone at (860) 215-9082 or by e-mail.

TASC consists of a Tutoring Center, a Writing Center, and a Math Lab. All tutoring is available both in a walk-in and by appointment basis. The specific functions of each area are outlined below.

The Tutoring Center
The Tutoring Center provides one-to-one tutoring for most coursers taught at Three Rivers. Group tutoring sessions can be arranged as well. The Tutoring Center also coordinates in-class tutoring programs, which supply supplemental instructional support to a variety of career programs. In addition, the Tutoring Center also offers a variety of Adaptive Technology services and equipment for special needs students, for example, spellcheckers, text-scanners, tape recorders, and specialized tutorial support.
The Writing Center
The Writing Center staff provides writing support for all students at all levels of writing ability. The staff also works in subjects across the curriculum, ranging from English to history to nursing. The Writing Center staff members can help students with research paper development in ways such as exploring topics, finding a thesis, drafting, revising, MLA or APA documenting, etc. Walk-in appointments are available, and students can also reserve appointment times up to a month in advance to get feedback on their papers. In addition to the face-to-face services, papers are also accepted via e-mail. Students can take advantage of computer workstations that are fully networked with the rest of the campus, a local printer, copies of the most recent writing handbooks, and up-to-date references on citation and documentation for research.

The Math Lab
The Math Lab has tutoring available for ALL mathematics courses and has a computer lab with software support for the various math course taught at Three Rivers, and also provides automated tutorials and videos for some courses. The Math Lab also has textbooks, handouts, worksheets, and practice tests available for student use.

UNIONS
American Federation of State, County and Municipal Employees (AFSCME)
https://www.afscme.org/union
American Federation of Teachers (AFT) http://www.aft.org/
Connecticut Employees Union Independent (CEUI)
http://www.ceui.org/
Congress of Connecticut Community Colleges (4Cs)
http://www.the4cs.org/

A union is a group of individuals who join together to form an organization which represents them regarding work and employment issues. Unions are also known as collective bargaining units. There are four active unions on the TRCC campus: the American Federation of State, County and Municipal Employees (AFSCME), American Federation of Teachers (AFT), Connecticut Employees Union Independent (CEUI), and the Congress of Connecticut Community Colleges (4Cs). When faculty members are hired by the college, they will be assigned to either the 4Cs or the AFT. Staff members may be placed in any of the unions depending on their job classification within the state system. Decisions are made as to where to place a new employee based on a formula of proportional representation (i.e. members are added to the AFT or the 4Cs to keep the proportions of members the same as they were when the campus merged in 1992).

Union members vote for officers and contracts, serve on contract committees on campus, attend chapter meetings, and have the opportunity to participate in state-wide initiatives. To obtain copies of your union contract or to find out more about how to get involved in union activities, contact your local union representative.

VOICE MAIL
See entry for “telephones”

WEAPONS ON CAMPUS
See entry for “campus safety”
WEATHER
See entry for “closings/delays/early dismissals”

WEB PAGES
Kem Barfield, Director of Distance Learning (860) 215-9210
kbarfield@threeunited.com http://www.trcc.commnet.edu
www.threeunited.com

The campus web page is an invaluable resource for the most current information about events and activities going on at TRCC. Special presentations, weather closing information, job postings, and other useful items are updated regularly. Those faculty or staff interested in creating web pages for offices or projects can contact the Director of Distance Learning for assistance in designing and publishing web resources.

WORKFORCE AND COMMUNITY EDUCATION
Marjorie Valentin, Associate Dean of Workforce and Community Education (860) 215-9006
mvalentin@threeunited.com http://www.trcc.commnet.edu/Div_WorkforceEducation/

Judy Hardy, Administrative Assistant (860) 215-9200
james@threeunited.com

The Workforce and Community Education Department provides timely programs relevant to the changing community needs and promotes the College as a focus of lifelong learning.

The Workforce and Community Education Department coordinates noncredit courses for individuals, business and industry, and also provides custom training for a variety of community clients. Workforce and Community Education Department programs are self-supporting: each year more than 3,000 residents become involved in noncredit courses, seminars, and workshops, as well as the many cultural activities and special educational services offered through the Department.

WRITING ACROSS THE CURRICULUM
Jon Brammer, Writing Center Coordinator (860) 215-9214
TRWritingCenter@threeunited.com

There are many holistic skills that are vital to college success. One of them is writing; most academic fields require students to produce written work of some kind. Here are a few suggestions for all instructors that encourage writing across the curriculum:

• Assign at least two writing assignments where students must do more than merely "give back" information; pose a question or problem that requires them to think critically.
• Be clear about your standards and expectations for writing; provide a rubric or written assignment sheet whenever possible.
• Demonstrate what a good piece of writing in your class looks like by providing models from your discipline.
• Give feedback on student writing. Talk about what has been effective in a given assignment and what has not been effective.
• When asking an "essay" question on an exam, be sure the question is direct and well-focused, and leads the student to a specific pattern of organization. Do not assume that
students can organize material on their own without some clue or signpost such as "compare" or "analyze the causes of" or "trace."

• Make students aware of any specific writing styles or formats expected in your discipline; do not assume that what you expect is universally expected.

• Make students aware of the kinds of sentence-level editing errors that will or will not be tolerated; do not expect that all grammatical errors will disappear after ENG 101 and ENG 102.

• Recognize that good writing skills need to be reinforced and developed throughout a college education in all subject areas.
Appendix

Contact Lists
- Directory
- Administrative Services
- Human Resources
- Student Services

Frequently Used Forms
- Add/Drop Form (sample included)
  http://www.trcc.commnet.edu/Div_StudentServices/Registrar/documents/Add_Drop_Form.pdf
- Copy Request Form (sample included)
  http://www.trcc.commnet.edu/Intranet/AllTRCC/
- Folding Mailing Request (sample included)
  http://www.trcc.commnet.edu/Intranet/AllTRCC/
- Facilities Usage Form (sample included)
  http://www.trcc.commnet.edu/Intranet/AllTRCC/
- Incomplete Form Link (sample included)
  http://www.trcc.commnet.edu/Intranet/AllTRCC/AcademicDivision/AcademicForms/Incomplete%20form.doc
- Proctoring Request Form (sample included)
  http://www.trcc.commnet.edu/Div_StudentServices/admissions/documents/CombinedProctoringRequestForm.pdf
- Key Request and Lock Repair Form Link (sample included)
  http://www.trcc.commnet.edu/Intranet/AllTRCC/

Miscellaneous
- Pay Periods and Check Dates
- Text Book Publisher Contacts
- Telephone Listings (listing as of August 8, 2017 included)
  http://www.trcc.commnet.edu/President/Directory/PDF/trcc_phonelist.pdf
- Telephone Basic Phone Tasks and Voice Mail Instructions (sample included)
  http://www.trcc.commnet.edu/President/Directory/PDF/Cisco_Phone_Quick_Guide.pdf
DIRECTORY
For a comprehensive, up-to-date listing of all faculty and staff, please visit the following web location: https://www.threerivers.edu/directory/
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

HR/PR Staff
Steve Goetchius -Director of Administration, IT, and HR 860-215-9002
Barbara Billups -Administrative Assistant 860-215-9212
Anthony Mitta -Associate Director HR/PR 860-215-9275
Lori Angel -Coord HRIS and Employee Benefits 860-215-9202
Sue Senay -Assistant Director HR/PR 860-215-9291

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


Collective Bargaining Agreements
Unclassified Agreements-4C’s,AFCSME Admin,AFT Steve/Tony http://www.commnet.edu/employee_info_schedule.asp

Compensation Plans

Unclassified Unions-
AFT, Afscme Admins, Congress Steve/Tony see collective bargaining agreements-no link to comp plans

Contracts/Notices of Appointment
Full Time Steve
PTL/Adjuncts Lori
Part Time EA’s Lori

EAP-Provider is Solutions EAP Steve
Free Confidential Counseling www.solutions-eap.com 1-800-526-3485
Employee Data/Records Management
Employee data Steve/Lori
Personnel File Steve
Payroll File Tony/Sue
Records Retention Information Steve
Seniority Steve
State Employee Directory see Link

Employee Relations
Classified Collective Bargaining Agreements Steve
Contractual Programs Steve
Grievances Steve
 Orientations Steve/Lori
Union Business Release Steve/Barbara

Ethics-Office of State Ethics Information
Forms Steve
Applications Forms-Classified Barbara/Class
Applications Forms-Unclassified Barbara/Uncla
Benefits Lori
Med Cert Forms Barbara
Unclassified Evaluation Forms - 4c's, AFSCME S Admin, AFT Steve
Faculty Evaluation - FDRP Steve
New Employee packet Lori
Tuition Waivers Barbara/Steve

Job Openings/TRCC Searches/State Exams
TRCC Positions- Postings and New Positions Steve
TRCC Job Openings Steve/Barbara
Search Guidelines Steve Unclassified Manual
State Classified Openings/Exams
CC System Openings

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

http://www.cslib.org/publicrecords/retstate.htm
http://www.ct.gov/ethics/site/default.asp
http://www.das.state.ct.us/exam/AppForm.pdf
http://www.commnet.edu/employment.asp
http://www.trcc.commnet.edu/Human_Resources/updates/jobs_3rivers.htm
http://www.das.state.ct.us/exam/default.asp
http://www.commnet.edu/employment.asp
### Personal Information Changes

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<th>Type</th>
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<tr>
<td>Address changes</td>
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</tr>
<tr>
<td>Family Status Changes</td>
<td>Lori</td>
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### Policies - Board of Regents for Higher Education

#### Position Descriptions/Processes

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<td>Classified Positions</td>
<td>Steve <a href="http://www.commnet.edu/ccc_policies.asp">http://www.commnet.edu/ccc_policies.asp</a></td>
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<td>Unclassified Positions and CC Grade Placements</td>
<td>Steve <a href="http://www.das.state.ct.us/HR/HR_Managers.asp">http://www.das.state.ct.us/HR/HR_Managers.asp</a></td>
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<td>Willis /OJE Processes</td>
<td>Steve</td>
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<td>Organization Charts</td>
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### Time & Attendance Info

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<tr>
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<tr>
<td>Time Cards</td>
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<td>State In-Service</td>
<td>Barbara</td>
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### Tuition Waivers

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<tr>
<td>4C's, AFT, AFSCME ADMIN</td>
<td>Steve /Barbara Forms available in HR <a href="http://www.commnet.edu/ccc_policies.asp">http://www.commnet.edu/ccc_policies.asp</a></td>
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<tr>
<td>NP2, NP3, P-5 -- Refer to collective Bargaining Agreements</td>
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### Workers Compensation

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<td>Lori</td>
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</table>
Student Services Division

Stephan Finton, Acting Dean of Student Services, Enrollment Management and Workforce Development – 860-215-9003
Christine Languth, Acting Director of Student Success – 860-215-9260
Marie Hoffman, Administrative Assistant – 860-215-9230

Student Development
Carolyn Prunier, Welcome Center Coordinator and Testing Center Coordinator – 860-215-9318
Sandra Farwell, Educational Assistant/Welcome Center (part-time) – 860-215-9326
Felicia Bullock, Educational Assistant/Evening Assistant (part-time) – 860-215-9016
Kathleen Williams, Educational Assistant/Evening Assistant (part-time) – 860-215-9016
Edward Derr, ConnCAS Coordinator – 860-215-9255
Deirdre Sebastian, ConnCAS Counselor – 860-215-9290
Kirsten Pennie, Ph.D., ConnCAS Tutor (part-time) – 860-215-9255

Admissions/Outreach/Recruitment
Peg Stroup, Director of Admissions – 860-215-9296
Steven Paternoster, Assistant Director of Admissions – 860-215-9323
Deborah DiCarlo, Registration Services Assistant – 860-215-9237
Rashita Parker, Registration Services Assistant – 860-215-9277
Cynthia Andeen, Secretary I – 860-215-9201

Counseling and Advising
Kathleen Gray, Counselor/Transfer – 860-215-9248
Matt Liscum, Counselor/Disabilities – 860-215-9265
Sharon Lincoln, Advisor/Student Support Specialist/WIA, TAA, Veterans – 860-215-9264
Meg Wichser, Retention Specialist/Advisor – 860-215-9304
Elizabeth Willcox, Advisor – 860-215-9289
Celeste Warner, Educational Assistant, Career Services & Advisor (part-time) – 860-215-9302

Financial Aid
Kenneth Briggs, Acting Director of Financial Aid – 860-215-9215
Hong-Yu Kovic, Financial Aid Counselor – 860-215-9259
Donna Ramos, Financial Aid Assistant – 860-215-9283
Elaine Topalis, Processing Technician – 860-215-9299

Groton Submarine Base
Jean Gustafson, Educational Assistant (part-time) – 860-445-5575

Registrar
Betty Williamson, Acting Registrar – 860-215-9307
Patrick Keller, Assistant Registrar – 860-215-9211
Terri DeBarros, Processing Technician/Veterans Services – 860-215-9235
Veda Wellington, Secretary I – 860-215-9303
Pauline Goyette, Office Assistant – 860-215-9247
Student Programs
Rhonda Spaziani, Director of Student Programs – 860-215-9293

Workforce and Community Education
Marge Valentin, Associate Dean of Workforce Development – 860-215-9006
Judy Hardy, Administrative Assistant – 860-215-9200
Ana Gonzales, Program Coordinator – 860-215-9246
Jaqueline Staller, Office Assistant – 860-215-9294
ADD/DROP FORM

Add/Drop forms will not be accepted after the deadline posted in the academic calendar.

<table>
<thead>
<tr>
<th>Student ID Number @</th>
<th>Semester: Fall 20___ Winter 20___ Spring 20___ Summer 20___</th>
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<tr>
<td>Last Name</td>
<td>First Name ______________________ M. I. ____________________</td>
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<tr>
<td>Date of Birth <strong><strong><strong>/</strong></strong></strong>/________</td>
<td>Primary Phone Number <strong><strong><strong><strong>-</strong></strong></strong></strong>-________</td>
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<tr>
<td>Address</td>
<td>City ____________________ State _______ Zip ________</td>
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- Are you receiving Financial Aid for this semester? □ Yes □ No
- Have you spoken with a Financial Aid representative? □ Yes □ No (strongly recommended)
- Are you currently receiving VA benefits? □ Yes □ No (contact the VA representative)
- 50% of tuition is charged for dropped course credits between semester start and Add/Drop deadline unless they are replaced with an equivalent number of course credits.

<table>
<thead>
<tr>
<th>CRN</th>
<th>Subj</th>
<th>Course</th>
<th>Sec</th>
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Instructor Override Authorization (sign & date all that apply)

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Closed Section Override

Prerequisite Override

Late Registration Override (2nd week registration approval)

Student Signature_________________________ Date ____________________

REGISTRAR’S OFFICE SECTION ONLY

Processed by: _________ Date:__________ Total Credits Remaining: __________

White copy-Registrar’s Office  Pink copy-VA Office  Yellow copy-Student

03/14vcw
Three Rivers Community College

copycenter@trcc.commnet.edu

Copy Center (XT 59029)

Copy Request Form

Requested By: ___________________________ Department: _____________________ Phone Number: ______

Date/Time Submitted: _____________________ Date/Time Required: _____________________

(Please allow 3 business days for all jobs)

# of pages of ORIGINALS: _______ Are Originals double sided? Y ___ N ___ # OF COPIES: _______

Collated _____ Uncollated ______ (If uncollated is each original/page copied to be placed into separate stacks?) ______

DOUBLE SIDED: 1-1 _____ 1-2 _____ 2-1 _____ 2-2 _____

STAPLED: 1 Staple: Left_____ or Right____ 2 Staples: Top_____ or Side _____

HOLE PUNCHED: 2 Holes: ____ 3 Holes: Left____ or Right____ or Top _____

Special Instructions: ______________________________

____________________________________________________

____________________________________________________

____________________________________________________

Special Options

Color Paper: Blue: _____ Yellow: _____ Pink: _____ Green: _____ Ivory: _____

Special Paper: 8.5 x 14 (legal) ____ 11 x 17 ____ Card Stock (heavier): 8.5 x 11 ____ 11 x 17 _____

Booklet Binding: _____ Number pages? Yes (where?) ______ No _____

*For more detailed booklet binding and other folding jobs please see Fold/Mail request form

____________________________________________________

Copy Center Staff Use Only

Completed By: _____________________________ Date/Time: _____________________________

Date Notified: ________________________ By Phone: ______________ By Email: ________________
Three Rivers Community College
copycenter@trcc.commnet.edu

Copy Center (XT 59029)

Folding and/or Mailing Request

Requested By: ___________________________ Department: ___________________________ Phone Number: ______
Date/Time Submitted: ___________________ Date/Time Required: ___________________
(Please allow 3 business days for all folding jobs)

NUMBER OF COPIES: _______ Collated _____ Uncollated _____ (If uncollated, placed in separate stacks?) _____

Booklet Binding:   Small (5.5 x 8.5) _____ Large (8.5 x 11) ______ Hard cover: _______

Numbered pages: Yes (top or bottom)_____ (centered, left, right)_______ or No ______

Other instructions: ____________________________________________________________

Folded: Z-fold ______ Tri-fold In ______ Tri-fold Out ______ Double Parallel ______ Gate ______ Half-fold ______

Multi-paper Fold: Half-fold _____ Tri-fold In _____

Mail

Envelopes (circle one): Window or Non-Window How Many envelopes in total: ______________
How Many Sheets per Envelope: __________ (If more than 1 sheet please indicate the sequence)

Are there Any Inserts (i.e. envelope or brochure): ______________________________

After Stuffing (circle one): Mailed Out Directly or Returned To: ___________________________

Special Instructions: _____________________________________________________________

Special Options

Color Paper: Blue: _____ Yellow: _____ Pink: _____ Green: _____ Ivory: _____

Special Paper: 8.5 x 14 (legal)____ 11 x 17 _____ Card Stock (heavier): 8.5 x 11____ 11 x 17 ______

Copy Center Staff Use Only

Completed By: ___________________________ Date/Time: ___________________________

Date Notified: ___________________________ By Phone: ___________________________ By Email: ___________________________
REQUEST FOR USE OF COLLEGE FACILITIES FOR INTERNAL ACTIVITIES

This request is mandatory for any internal event held at Three Rivers Community College and should 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.

Day(s) of the week: _______ Dates of Activity: _______

Room(s) Requested: _______

<table>
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<th>Time of Activity:</th>
<th>From</th>
<th>a.m.</th>
<th>p.m.</th>
<th>To</th>
<th>a.m.</th>
<th>p.m.</th>
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Time of Activity: _______ From | a.m. | p.m. | To | a.m. | p.m. |

Access to Facility: _______ From | a.m. | p.m. | To | a.m. | p.m. |

Name of College Organization: _______

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? ______

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 Required ☐ Evening Administrator Required ☐ Maintenance Overtime

Approval Signature: ____________________________ Date: _____ / _____ / _____

Copies to: ☐ Originator ☐ Space Coordinator ☐ Maintenance ☐ Dean ☐ EA Coordinator

☐ Purchasing ☐ Billing ☐ Scheduling ☐ Other: _______
THREE RIVERS COMMUNITY COLLEGE
AGREEMENT TO COMPLETE ASSIGNED WORK

DATE:________________________________________

College policy states: "An incomplete (I) is a temporary grade assigned to a student who does not complete the requirements of a course in the time allowed and who received a written time extension from the instructor. The I must be resolved by the end of the 10th week of the next academic semester or it automatically converts to an F.

In order to complete the course specified in this agreement, the student must:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

The student has already completed the following assignments and tests and earned the following grades:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

In the event that the instructor awarding the grade of "I" is unavailable during the term the student wishes to complete the assigned work, the student must see the Academic Dean.

Student’s Name (please print)_______________________________________________
Student’s Signature _
Student ID Number __________________________________________________________
Instructor’s Name (please print)_______________________________________________
Instructor’s Signature _________________________________________________________
Academic Dean’s Signature _
Course/CRN: __________________________ Term: ___________________________

A copy of this agreement should be retained by the student, the instructor and the Academic Dean.

Revised 8/13 tmd
How to Contact the Testing Center:
Phone: 860-215-9061
Email: testing@threerivers.edu
Interoffice Mail: Testing Center
Room: A117

Proctoring Request Form

Date: 

Instructors: Please attach this form to your test and send via email, fax, Interoffice mail or walk in.

INSTRUCTOR INFORMATION

Instructor: ____________________________ Phone: ____________________________ Course: ____________________________

Signature: ____________________________ or check this box: □

STUDENT INFORMATION

Student name: ____________________________ Banner ID# ____________________________

TEST INFORMATION

I request use of the testing center to proctor:

☐ Make-up Test - Time allotted for Test:

☐ Challenge Test - Time allotted for Test:

☐ Special Accomodations Test - Time allotted for Test:

Test name: ____________________________ Test deadline: (STRICTLY ENFORCED) ____________________________

TESTING INSTRUCTIONS

During the test, please check the items that may be used:

ANSWER ON: Blank paper ☐ Blue Book ☐ ScanTron ☐ Directly on test ☐ Online ☐

SUPPLIES ALLOWED: Calculator ☐ Dictionary ☐ Scratch paper ☐ Open notes ☐ Note cards ☐

ACCOMMODATIONS: Quiet room ☐ Extended Time ☐ Headphones ☐ Scribe ☐ Reader ☐ Other (please explain below) ☐

ADDITIONAL INSTRUCTIONS: ____________________________

FOR TESTING OFFICE USE ONLY:

Date of appointment: ____________________________ Time of appointment: ____________________________

Start of test: ____________________________ End of test: ____________________________

Questions, comments, concerns: ____________________________

Proctored by: ____________________________ Date: ____________________________

Revised: 10/01/2015 (SC)
THREE RIVERS COMMUNITY COLLEGE
KEY AND KEYCARD REQUEST FORM

Instructions:
1. All requests for keys and keycards must be submitted and approved by the responsible dean. Requests for access to computer labs for other than scheduled classes will also require the approval of the Dean or Director of Information Technology.
2. Completed forms should be submitted to the Director of Facilities. When requested keys are available, they will be returned to the requesting division for issuance.
3. Individuals receiving keys will be expected to sign a receipt and a statement of basic responsibilities regarding key use.

Please place a checkmark in all applicable boxes below:

☐ New Key Request ☐ Add a Room on a Keycard
☐ New Keycard ☐ Replacement Key or Keycard

Individuals to Receive Keys:


Room Number(s) for Keys Requested:


Justification / Explanation (if necessary):


Submitting Division: ________________________________

Approved: ________________________________ Date:

To be completed by Facilities Personnel Only:

Date Issued: / /

Issued by: ________________________________

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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 1-800-621-8335
Desk copy 1-800-621-8335
Email amacatalog@ama-assn.org

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 1-800-354-9706
Desk copy 1-800-842-3636
Brooks/Cole
Chapman & Hall
Course Technology
Delmar
Heinle & Heinle
Souther-Wester
Wadsworth
West
Houghton-Mifflin

Columbia University Press
Customer Service/Desk Copy 1-800-343-4499

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
Elsevier
Customer Service 1-800-545-2522
Pub Rep-Sean Paravano
800-222-9570
s.paravano@elsevier.com
Mosby
Saunders
Churchill Livingstone
Butterworth-Heinemann

F.A. Davis
Customer Service/Desk Copy 1-800-323-3555

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/Desk Copy 1-800-225-5800

Hopkins Fulfillment
Customer Service 1-800-537-5487
Desk copy hfscustserv@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
Pearson
Customer Service 1-800-922-0579
Desk copy 1-800-526-0485
Addison Wesley  
Benjamin Cummings  
Allyn & Bacon  
Longman  
Prentice Hall  

 Logical Operations  
Customer Service 1-800-456-4677  

 Macmillan Publishers  
Customer Service/Desk Copy 1-888-330-8477  
MPS  
Bedford St. Martin  
WH Freeman  
Worth  

 McGraw Hill  
Customer Service/Desk Copy 1-800-338-3987  

 Morton Publishing Company  
Customer Service/Desk Copy 1-800-348-3777  

 National Fire Protection Association  
Customer Service 1-800-344-3555  
Desk copy www.NFPA.org  

 Oxford University Press  
Customer Service/Desk Copy 1-800-445-9714  

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

 Townsend Press  
Customer Service/Desk Copy 1-800-772-6410  

 Waveland Press  
Customer Service/Desk Copy 1-847-634-0081  

 W.W. Norton  
Customer Service 1-800-233-4830  
Desk copy 1-800-233-4830 opt 4  

 For Specific Company Representatives, or For Additional Publishers, call the 
Campus Bookstore at (860) 887-6842.
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</table>
Cisco Telephone with Voice Messaging

SECTION 1: Cisco Basic Phone Tasks
SECTION 2: Cisco Unity Voicemail
**CISCO Phone Tasks**

**To place an inside call:** (will be 5 digits example: 52xxx)
- Lift the Handset, **dial the number**
  OR
- Press the Speaker button, **dial the number**
  OR
- Press the NewCall soft key, **dial the number**
  OR
- Press the Headset button, **dial the number**

**To place an outside call:** (You Must Always Dial 8 and the 10 Digits example: 8 860-xxx-xxxx)
- Lift the Handset, **dial 8** to access an outside line and **dial the number**
  OR
- Press the Speaker button, **dial 8** to access an outside line and **dial the number**
  OR
- Press the NewCall soft key, **dial 8** to access an outside line and **dial the number**
  OR
- Press the Headset button, **dial 8** to access an outside line and **dial the number**

**To place a call to 911:**
- Lift the Handset and then **dial 911** instead of a ten-digit phone number
  OR
- Lift the Handset and then **dial 9911** instead of a ten-digit phone number
  OR
- Lift the Handset and then **dial 8911** instead of a ten-digit phone number

**To answer a call:**
- Lift the Handset
  OR
- Press the Answer soft key
  OR
- Press the Speaker button
  OR
- Press the Headset button

**To end a call:**
- Hang up the Handset
  OR
- Press the EndCall soft key
  OR
- Press the Speaker button

**To put a call on Hold:**
- Press the **Hold** soft key
- To return to the call, press the **Resume** soft key
- If multiple calls are on hold, use the **Navigation button**, which is the up down arrow button, to select the desired call before you press **Resume**

*Note: Placing a call on hold generates Music on Hold. **Please avoid placing a conference call on hold.**
To Park a call: (Your Park Range is 14100-14299)
1. Press the Park soft key
Note: Your PARK Extension will be displayed on your Phone. You Must Remember This Extension.

To Pick up a Parked Call: (Your Park Range is 14100-14299)
1. Lift Handset
2. Dial park number, Example: 14100
3. You will then be connected to the party

To Blind Transfer a call:
1. Press the Transfer soft key
2. Dial the extension
3. Press the Transfer soft key to complete

To Announce Transfer a call:
1. Press the Transfer soft key
2. Dial the extension
3. When the party answers, let them know about the call
4. If they want the call press the Transfer soft key to complete
5. If they do not want the call, resume the initial call. Let the caller know the person is not available.

To Transfer a call Direct to Voicemail:
1. Press the Transfer soft key
2. Dial the * and the extension (*52XXX)
3. Press the Transfer soft key to complete

To create an ad hoc Conference call:
1. Initiate the call
2. Press the Conference soft key
3. Dial the number of the party you would like to add to the call
4. Once the party answers press the Conference soft key to join to the call
5. This may be done more than once to add additional parties
To Redial a number:

- To redial the most recently dialed number, press the Redial softkey.

To view missed calls:

1. Press the Directories button.
2. Press 1 for Missed Calls
   OR
   Press Select

To Call Forward your extension to Voicemail:

1. Press the CFwdAll soft key
2. Press your Messages button
   Note: Press the CFwdAll soft key to cancel the Call Forward to Voicemail

To Call Forward your extension to an Extension:

1. Press the CFwdAll soft key
2. Enter the desired extension
   Note: Press the CFwdAll soft key to cancel the Call Forward

To Remove Call Forwarding:

- Press the CFwdAll soft key

To Mute a Call:

- Press the Mute button. To disengage Mute, press the Mute button again.
CISCO UNITY VOICEMAIL

Login to Unity

<table>
<thead>
<tr>
<th>From a Cisco phone:</th>
<th>Remote voicemail access:</th>
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<tr>
<td>Press Message key</td>
<td>Dial your phone number</td>
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<tr>
<td>Enter your PIN</td>
<td>Press the *</td>
</tr>
<tr>
<td></td>
<td>When prompted for your ID, enter your 5 digit extension</td>
</tr>
<tr>
<td></td>
<td>When prompted for your PIN, enter your PIN</td>
</tr>
</tbody>
</table>

First-time Enrollment *(This must be done from your phone)*

*During this phase you will be guided by Unity to Record your Name, Change your temporary PIN from 123456 and Record a Personal Greeting.*

- Press the Messages button
- Enter your temporary PIN 123456
- Follow the prompts to create your new PIN, must be 6 digits minimum
- Follow the prompts to create your name and personal greetings

TO CHANGE YOUR RECORDED NAME

LOG INTO YOUR MAILBOX

- Press 4 (Setup Options), Press 3 (Personal Settings), Press 2 (Record Name)
- wait for tone
- Record your name, then press #

CHANGE YOUR PASSWORD

LOG INTO YOUR MAILBOX

- Press 4 (Setup Options), Press 3 (Personal Settings), Press 1 (Change Password)
- Enter your new password, then press #
- Enter your new password again, then press #
Three Rivers Community College
Cisco Phone User Training Guide

TO CHANGE GREETING SETTINGS

LOG INTO YOUR MAILBOX

- Press 4 (Setup Options), Press 1 (Work with Greetings), Press 3 (Edit Greetings)
- Enter Greeting number When Prompted
- Press 1 to re-record

STANDARD GREETING

This greeting plays during your work hours. This greeting plays unless it is overridden by another greeting.

ALTERNATE GREETING

This greeting plays to indicate special circumstances (vacation). The alternate greeting overrides all other greetings; this includes your primary greeting.

PLAYING MESSAGES

LOG INTO YOUR MAILBOX

- Press 1 to play new messages
- Press 3 to play old messages

<table>
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<tr>
<th>DURING A MESSAGE:</th>
<th>AFTER A MESSAGE:</th>
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<tbody>
<tr>
<td>Press 1: Repeat</td>
<td>Press 1: Repeat</td>
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<tr>
<td>Press 2: Save</td>
<td>Press 2: Save</td>
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<tr>
<td>Press 3: Delete</td>
<td>Press 3: Delete</td>
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<tr>
<td>Press 5: Change Volume</td>
<td>Press 4: Reply</td>
</tr>
<tr>
<td>Press 7: Reverse</td>
<td>Press 5: Forward Message</td>
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<tr>
<td>Press 8: Pause or continue</td>
<td>Press 6: Mark as new</td>
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<tr>
<td>Press 9: Fast-forward to end</td>
<td>Press 7: Reverse</td>
</tr>
<tr>
<td>Press *: Cancel or back up</td>
<td>Press 9: Message Properties</td>
</tr>
<tr>
<td>Press #: Skip or move ahead</td>
<td>Press *: Cancel or back up</td>
</tr>
<tr>
<td></td>
<td>Press #: Skip or move ahead</td>
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