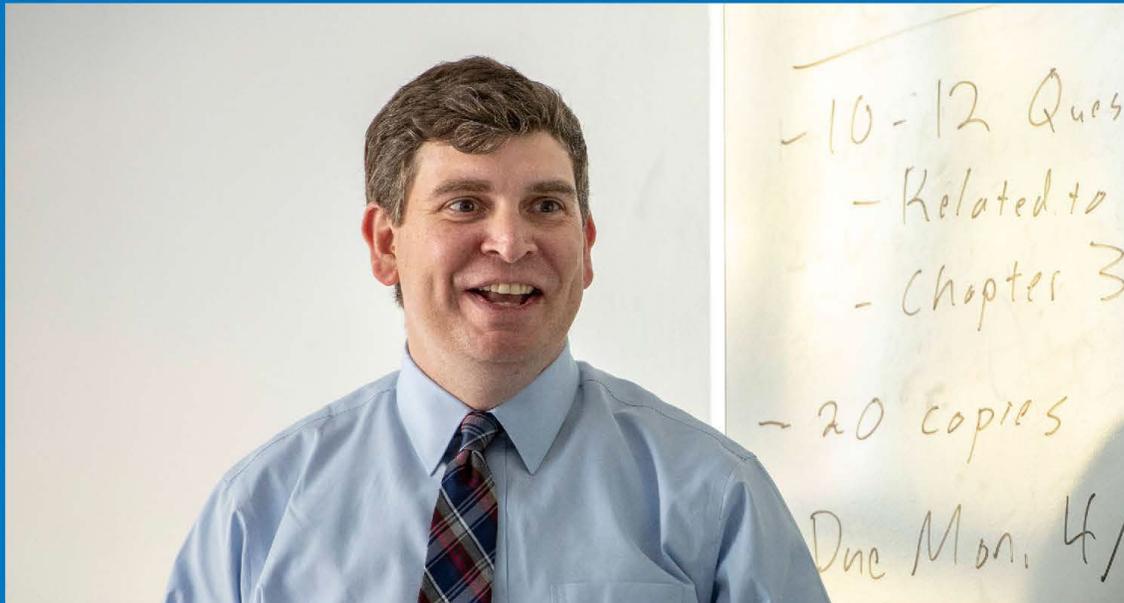




# Three Rivers

COMMUNITY COLLEGE

Your College. Your Future.



2022-2023

# Faculty Handbook



## **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 intended to be reference tools for all faculty.

Continued best wishes,

*Kem Barfield, Ed.D.*

Interim Dean of Academic and Student Affairs

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## ACADEMIC ADVISING

The academic advising system ensures each student receives individual help with educational, career, and holistic concerns. All students who are enrolled in a degree or certificate program are assigned a Guided Pathways academic advisor and a faculty advisor at the beginning of their first semester. Students should meet with their advisor before registration and at other intervals prior to their final semester to ensure academic success. 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.

*Faculty advisors* are usually full-time teaching 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 faculty advisor provides information and assistance regarding program requirements, course content, academic policies, college transfer, and career planning.

*Guided Pathways academic advisors* are full-time professionals who advise all students in all degree and certificate programs. Advisors use a student-centered, personalized model to assist students in their career and academic exploration and decision-making. Guided Pathways Advisors collaborate with faculty advisors to provide holistic planning and support in alignment with the Holistic Case Management Advising policy. Guided Pathways Advisors provide and coordinate sustained, strategic, integrated, proactive, and personalized support to their assigned students to help keep them on plan, which includes resources and services related to their academic, career, financial, and other individual needs. Guided Pathways advisors encourage all students to utilize the services, which include career exploration, course planning from initial registration to graduation, transfer advising, adding/dropping classes, changing programs of study, course registration assistance and referrals to college and community resources. Guided Pathways Advising is located in the Student Services A-Wing. For more information, visit Academic Advising at <https://www.trcc.commnet.edu/student-services/advising-and-counseling-center/academic-advising/>

Advising, Guided Pathways  
Leticia Orozco, Advising Lead  
(860) 215-9017  
[lorozco@trcc.commnet.edu](mailto:lorozco@trcc.commnet.edu)

Jennifer Nally, Faculty Academic Advising Coordinator  
(860) 215-9421  
[jnally@threerivers.edu](mailto:jnally@threerivers.edu)

## **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.

<https://www.threerivers.edu/about/academic-calendar/>

## **ACADEMIC DIVISION MEETINGS**

Kem Barfield, Interim Dean of Academic and Student Affairs

(860) 215-9210

[kbarfield@threerivers.edu](mailto:kbarfield@threerivers.edu)

Division meetings are held monthly. The function of the division meeting is to ensure divisional communication and discussion of issues relevant to the division. Participation is welcomed by all members of the division. Agenda items may be contributed by any full or part time member of the Academic Division.

## **ACADEMIC INTEGRITY**

Kem Barfield, Interim Dean of Academic and Student Affairs

(860) 215-9210

[kbarfield@threerivers.edu](mailto:kbarfield@threerivers.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 Integrity](#) on the College internet.

### *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](mailto: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 student’s transcript. Summer and winter sessions courses must be dropped prior to the beginning of the respective session.

### **ADDITIONAL RESPONSIBILITIES**

Kem Barfield, Interim Dean of Academic and Student Affairs

(860) 215-9210

[kbarfield@threerivers.edu](mailto:kbarfield@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. Any faculty hired after July 1, 2017, are responsible for teaching 15 credits per semester and are not required to submit an additional responsibilities proposal.

## 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.

### *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.

### *NP (Non-Participation)*

The community colleges are required to verify the academic engagement of each student in each registered course by demonstrating "academic attendance" or an "academically-related activity" for Title IV purposes. This must be completed prior to the predetermined census date of each traditional semester, as well as during periods of enrollment shorter than the traditional 15-week semester (i.e., summer terms and other abbreviated terms).

Students who are determined to have not academically engaged in a period of enrollment leading up to census shall be assigned a registration status of "Never Participated (NP)" for each affected course. Students with the NP designation will be dropped from the course(s) they have not participated in and will be assessed a Late Drop Fee of \$50 for each affected course as outlined in BOR policy 3.7.

### *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 grades 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.

*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  
(860) 215-9005  
[sgoetchius@threerivers.edu](mailto:sgoetchius@threerivers.edu)

Tom Bayley, Associate Dean of Campus Operations  
(860) 215-9296  
[tbayley@threerivers.edu](mailto:tbayley@threerivers.edu)

Chris Marceau, Administrative Assistant to Dean of Administration  
(860) 215-9268  
[cmarceau@threerivers.edu](mailto: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, 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 provided in the appendix.

## **ALCOHOL & 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](#).

## **BOOKSTORE**

(860) 887-6842

<http://www.bkstr.com/threeriversccstore/home>

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](http://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](mailto: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**

<https://www.trcc.commnet.edu/about-us/campus-map/>

## **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 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**

Jasmine Rosado, Human Resources Generalist  
(860) 215-9212  
[JRosado@commnet.edu](mailto:JRosado@commnet.edu)

Faculty may change their address, phone number, and/or marital status by contacting the Human Resources (HR) Department or electronically via CORE CT (mailing and home address are able to be edited under the [MyHR tab](#)).

## **CLASS CANCELLATION BY INSTRUCTOR (INSTRUCTOR SICKNESS OR PERSONAL EMERGENCY)**

Academic Division Office (860) 215-9011  
After 5:00 p.m., please contact the Information Desk (860) 215-9116

In the event that you must cancel class due to sickness or personal emergency, please contact the Academic Division Office and contact your department chair 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 the following link <http://my.commnnet.edu> and following these instructions:

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

### **CLOSING/DELAYS/EARLY RELEASES**

(860) 215-9000

[www.trcc.commnnet.edu](http://www.trcc.commnnet.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.commnnet.edu/> and follow the link to myCommnet Alert. In addition, delays or further information will be announced on the following:

#### **Radio Stations:**

WBMW	106.5 FM - Ledyard
WICH	1310 AM/WCTY 97.7 FM –Norwich
WINY	1350 AM – Putnam
WNLC	1510 AM/WTYD - 100.9 FM - New London
WQGN	105.5 – Groton

WSUB	980 AM - New London
WVVE	102.3 FM/104.7 FM Stonington
WILI	1400 AM/i98.3 FM
WWRX	107.7
WTCI	96.5 FM
WRCH	100.5 FM
WZMX	93.7 FM
News Now	94.9
US Country	99.5

**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”

### **COLLEGE SENATE**

Chair, elected yearly.

The College Senate is the elective representative body of faculty and staff which acts a forum for discussion of policies and making recommendations to the President. This body meets monthly throughout the academic year and as otherwise needed.

### **COMPUTER LOGON – NET ID**

CSCU 24/7 Online Help Desk (860) 723-0221

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

Faculty members can change passwords within myCommNet (<http://my.commnet.edu>) using the password reset icon. Questions regarding WebCT Vista system can be addressed to <https://cscu.service-now.com/sp>.

If you have been locked out, contact the CSCU Online Help Desk which is available 24/7 to support faculty and student password resets at 860-723-0221. If a faculty member or student is unable to reset their password via the Online Help Desk, they will have to come on campus with a photo ID for the TRCC IT department to reset their password. CSCU security policies prevent TRCC IT staff from resetting passwords over the phone.

### **COMPUTER USAGE**

TRCC IT Help Desk, (860) 215-9049 (M-F - 8:00 am to 4:00 pm)

CSCU IT Services Portal – <https://cscu.service-now.com/sp>

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](http://www.trcc.commnet.edu).

### **CSCU COVID Protocols**

Effective with the Fall 2022 semester, CSCU COVID protocols shifted from pandemic response to routine disease prevention. The following are the COVID prevention expectations for students and employees at all 17 CSCU institutions and system office. The mask mandate has come to an end and campuses/system office have shifted to a “mask-optional” protocol. However, we fully support and expect all employees and students to respect those who choose to continue wearing masks. COVID Coordinators will continue to make masks available for employees and students who want them. Please note: no employee has the authority to ask or require the use of masks by others.

- Visitors will no longer be required to wear masks in CSCU buildings.
- Physical distancing restrictions have been removed in areas such as lounges, cafeterias, conference rooms, and other non-academic setting.

### **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**

Matt Liscum (Students with Learning Disabilities, Autism, Attention Deficit Disorder, and Psychiatric Disabilities)

(860) 215-9265

[mliscum@threerivers.edu](mailto: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:

<https://www.trcc.commnet.edu/student-services/disability-services/>.

## **DISTANCE LEARNING**

Amanda Caffary, Interim Director of Educational Technology

(860) 215-9295

[acaffary@threerivers.edu](mailto:acaffary@threerivers.edu)

See entry for “Educational Technology”

## **EARLY DISMISSALS**

See entry for “closings/delays/early dismissals”

## **EDUCATIONAL TECHNOLOGY**

Amanda Caffary, Interim Director of Educational Technology

(860) 215-9295

[TR-DistanceLearning@threerivers.edu](mailto:TR-DistanceLearning@threerivers.edu)

### *Blackboard-learning Management System*

Blackboard 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 as a means for providing supplemental activities & materials for their courses. Access is gained by login to myCommNet.

### *Blackboard / Community College Self Help*

Each course section (on campus and distance learning) identified with an instructor in Banner has an associated Blackboard 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 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 <https://www.trcc.commnet.edu/wp-content/uploads/2017/06/contingency-plan.pdf>. 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 on a regular basis as part of the CSCU Educational Technology scheduled workshops. To obtain the schedule, please visit <https://events.dudesolutions.com/ct/>

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 <https://www.trcc.commnet.edu/learning-resources/educational-technology/>.

#### *On-line Courses*

If you would like assistance in developing an on-line course, contact *Interim Director of*

*Educational Technology.*

Club, Development, and Collaboration Rooms in Blackboard  
Sanctioned college clubs can have a virtual meeting space inside Blackboard. 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.

**E-MAIL ACCOUNTS**

TRCC IT Help Desk, (860) 215-9049 (M-F, 8:00 am to 4:00 pm)

CSCU IT Services Portal – <https://cscu.service-now.com/sp>

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. Guidelines for use of the CSCU email account can be found in the CSCU Electronic Communications policy ([http://www.ct.edu/files/it/BOR\\_IT-002.pdf](http://www.ct.edu/files/it/BOR_IT-002.pdf)).

**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.

Please refer to the link for specific procedures:

(<https://www.trcc.commnet.edu/administration/administration-services/safety-security-info/emergency-action-plan/>)

**EVALUATIONS***Administrative Evaluations of Faculty*

Academic Division Office (860) 215-9011

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 Division Office

(860) 215-9011

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) 215-9116

Students can obtain general assistance in the evening when classes are in session at the Information Desk at the Clock Tower entrance. 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**

Faculty and staff members are eligible to reserve a room on campus for an event or special occasion. To reserve a room, requests are to be emailed at least 48 hours in advance to: [TR-FacilityRequest@threerivers.edu](mailto:TR-FacilityRequest@threerivers.edu), and with the following information: event name, the number of people expected, set-up requirements (tables, chairs, and arrangement), and any special audio-visual needs, along with a point of contact.

### **FACULTY ALERTS**

Faculty alerts are a way for teaching faculty to provide real-time information about a student's academic performance in a specific course. Faculty Alerts are routed to the student's assigned Guided pathways Advisor. Faculty can report on attendance, performance, academic kudos, assignments missed, and more. There are three ways that the alerts can be accessed by faculty: via this website (<https://ct.elluciancrmadvise.com/FacultySelfService/>), Blackboard homepage, or your mycommnet account. Training on how to navigate Faculty Alerts is available.

### **FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)**

Registrar's Office

(860) 215-9064

[TR-Registrar@threerivers.edu](mailto: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.

### 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).

### GRADING PROCESS (MIDTERM & FINAL)

<http://my.commnet.edu>

### GRADE ENTRY PROCEDURES

- Web site: <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 the downward arrow in the "Grading Students" box
- Double Click on "Enter Midterm Grades" or "Enter Final Grades" depending on grade period.
- Select a term
- Click on Submit

Please note the following when entering grades:

- If you assign an "incomplete" grade, you must submit completed incomplete form

to the Academic Dean.

- Do not enter anything in the Last Attend Date or the Attendance Hours fields UNLESS enter a “UF” grade because the student stopped attending.
- 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 once all grades are submitted. GPA’s are not updated for students 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.*

## HOLIDAYS AND SCHEDULED CLOSINGS

See <https://www.threerivers.edu/about/academic-calendar/> for the most current version of the academic calendar.

## HONORS PROGRAM

Kevin Amenta, Honors Program Coordinator  
(860) 215-9402  
[kamenta@threerivers.edu](mailto:kamenta@threerivers.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:

- Honors designation on transcripts
- Individualized advising and faculty mentors
- Automatic eligibility for membership in Phi Theta Kappa, the TRCC Honors Society, after successful completion of 18 credits at the college with a 3.5 GPA
- Written recognition of scholastic achievement
- Personal letter of recommendation

## **HUMAN RESOURCES**

See appendix for a table of current HR contacts and functions

## **INCOMPLETE GRADES**

Academic Division Office  
(860) 215-9011

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 <https://www.trcc.commnet.edu/intranet/trcc-web/academic-division-forms/>. 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)**

Skye Cohen, Director of IT  
(860) 215-9225

[scohen@trcc.commnet.edu](mailto:scohen@trcc.commnet.edu)

TRCC IT Help Desk (860) 215-9049 (M-F, 8:00 am to 4:00 pm)

CSCU IT Service Portal - <https://cscu.service-now.com/sp>

### *After Hours and Weekend Support*

Use the Connecticut Colleges & Universities Online Support Center  
Online Support Center Phone (860) 723-0221

For computing questions, you may access the College's intranet (when on campus) at <https://www.trcc.commnet.edu/intranet-login-page-2/> and click on the IT Services link.

## 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**

Dr. Rebecca Kitchell, Associate Dean of Student Development  
Three Rivers Community College  
574 New London Turnpike Norwich CT 06360  
(860) 215-9240  
[RKitchell@trcc.commnet.edu](mailto:RKitchell@trcc.commnet.edu)

### [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 an 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.

### [GENDER IDENTITY AND PRONOUNS POLICY](#)

The Board of Regents for Higher Education is committed to providing an educational environment where all are welcome and free to express the manner in which they choose to identify themselves. To that end, this policy ensures that individuals may be identified by their actual gender identity and self-identified pronouns. The Board of Regents for Higher Education directs the College and University leadership and other stakeholders of the CSCU institutions, including students and employees, working with System Office staff, to follow best practices in establishing appropriate forms, procedures, training and timelines to facilitate students' and community members' requests for usage of self-identified pronouns and gender identity.

### [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) 215-9240  
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. Please refer to the link: <http://catalog.threerivers.edu/content.php?catoid=6&navoid=300>

### **KEYS/KEY CARDS**

Requests for new or replacement keys should be made on the Key Request Form available on our College intranet and in the [Appendix](#), then forwarded to Cheryl Salva 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@threerivers.edu](mailto:marrieta@threerivers.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, and 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 DISABILITIES**

See entry for “Disability Services”

### **LIBRARY/LEARNING RESOURCE CENTER**

Pamela Williams, Director of Library Services  
(860) 215-9306  
[pwilliams@threerivers.edu](mailto:pwilliams@threerivers.edu)  
[http://www.trcc.comnet.edu/Div IT/Library/Library.shtml](http://www.trcc.comnet.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, contact staff at:

<https://www.trcc.commnet.edu/learning-resources/library/contact-information/>.

### *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](mailto: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](mailto: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**

(860) 215-9061

[testing@threerivers.edu](mailto: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.threerivers.edu/testing/>

## **MARKETING AND PUBLIC RELATIONS**

Alexa Shelton, CT State Organizational Communications Representative  
(860) 215-9287  
[ashelton@threerivers.edu](mailto:ashelton@threerivers.edu)

Effective with the Fall 2022 semester, the marketing and public relations work moved to a system level at CT State. The CT State 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.

There is a team of marketers that develop a majority of the College's marketing and communications efforts. Assisting is provided with the College's strategic marketing and public relations, website development, advertising and promotional campaigns, creative services, media relations and social media assistance.

## 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.commmnet.edu>

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.

### **OFFICE SPACE FOR ADJUNCT FACULTY**

Office space for adjunct faculty is located in D207. See Keys/Key Cards section to follow key requisition procedure.

### **OFFICE SUPPLIES**

See entry for “purchasing office”

### **ONLINE 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**

[cscu-payrollssso@commnet.edu](mailto:cscu-payrollssso@commnet.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@threerivers.edu](mailto:nricker@threerivers.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**

Photocopiers 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.  
<https://www.trcc.comnet.edu/academics/faculty-ed-tech-resources/>

## **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 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**

Shaylah Carbone, Regional Human Resources Manager  
(860) 932-4015  
[scarbone@commnet.edu](mailto:scarbone@commnet.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**

Shaylah Carbone, Regional Human Resources Manager  
(860) 932-4015  
[scarbone@commnet.edu](mailto:scarbone@commnet.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**

Valerie Smith, Fiscal Administrative Officer  
(860) 215-9313  
[vsmith@threerivers.edu](mailto:vsmith@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 utilize the [CSCU online](#) purchase requisition using Banner Self Service. All purchases must be approved by the Chairperson and the appropriate Dean. Please note that any purchasing involving technology is subject to the CSCU Enterprise approval process. Faculty work with IT to purchase needed technology only after the department chairperson and appropriate dean have approved purchase.

## **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 Academics and Student

Affairs.

## **ROSTER**

See entry on “Class Roster”

## **SECURITY**

See entry on “Campus Safety”

## **SMOKING**

Stephen Goetchius, Dean of Administration

(860) 215-9005

[sgoetchius@threerivers.edu](mailto: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**

<https://surge.threerivers.edu/>

## **STUDENT DIVERSITY**

Kem Barfield, Interim Dean of Academic and Student Affairs

(860) 215-9210

[kbarfield@threerivers.edu](mailto:kbarfield@threerivers.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 parent trying to make a better life for his or her family, a student who needs note-taking or test-taking accommodations, 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**

Alycia Ziegler, Acting Director of Student Activities

(860) 215-9292

[aziegler@threerivers.edu](mailto:aziegler@threerivers.edu)

[studentprograms@threerivers.edu](mailto:studentprograms@threerivers.edu)

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, game room, and Oasis Center, and sells tickets for college sponsored events. Student Programs advertises upcoming activities on their Facebook page (TRCC Student Programs Office), on the campus monitors, in the weekly newsletter “The Campus Link”, 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 players to writers, 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**

Kem Barfield, Ed.D.

Interim Dean of Academic and Student Affairs

(860) 215-9210

[kbarfield@threerivers.edu](mailto:kbarfield@threerivers.edu)

Rebecca Kitchell, Ed.D.

Associate Dean of Student Development

(860) 215-9240

[RKitchell@threerivers.edu](mailto:RKitchell@threerivers.edu)

Adelaida Sarisley  
Administrative Assistant to the Dean of Academics and Student Affairs  
(860) 215-9288  
[asarisley@threerivers.edu](mailto:asarisley@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 Center, Career Services, transfer counseling, veteran's 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 noted on the Departmental Hours Chart in the Appendix section.

## **SYLLABUS**

Department Chairs  
Academic Division Administrative Assistant  
(860) 215-9011

<https://www.trcc.commnet.edu/intranet/students-intranet/past-syllabi/>

All courses are required to have a syllabus that is filed electronically with the Academic Division. Please refer to link for the College's required Syllabus Template in the Academic Forms section:

<https://www.trcc.commnet.edu/intranet/intranet-trcc-forms/>.

This template includes the minimum required elements for every course syllabus. Additional content may be included based on instructor or departmental preference.

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

Olan Angulo, Network Manager

(860) 215-9203 - Days

[oangulo@threerivers.edu](mailto:oangulo@threerivers.edu)

Instructions for operating desktop telephones are found in the appendices. Work requests for telephone issues need to go through <https://cscu.service-now.com/sp>.

## TEXTBOOKS

TRCC Bookstore (860) 887-6842

[3rivers@bkstr.com](mailto: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.

**TIMELYCARE** provides our students with immediate 24/7 medical and mental health telesupport at no cost. Faculty are encouraged to refer students to this service. TimelyCare is the leading telehealth company specializing in college students.

Through **TimelyCare**, students are provided:

- An app to download to your phone for easy 24/7 access. Also available through your computer on the web.
- Free Medical Sessions with license providers, when needed 24/7 or, by appointment
- Free Counseling Session with licensed counselors, when need 24/7, or by appointment
- Free Unlimited Sessions with Health Coaches
- Discount Prescription Card
- Special sessions, live and on demand, on everything from yoga and meditation to suicide prevention awareness and emotional well-being.

Students can use it before or after class, or in the middle of the night. TimelyCare providers are available 24/7. TimelyCare allows student to see the profiles, faces and specialty care details of the diverse range of licensed physicians and counselors available. Students can choose to meet with a specific provider or select the first available. Typical consultations begin within 5-10 minutes – less than the amount of time it takes to walk across campus. Counseling sessions can run 40-45 minutes.

## **TRAVEL FOR INSTRUCTIONAL PURPOSES**

Kem Barfield, Interim Dean of Academics and Student Affairs

Academic Division Office

(860) 215-9210

[kbarfield@threerivers.edu](mailto:kbarfield@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)**

Matthew Burbine, Tutoring Center Academic Associate

(860) 215-9219

[mburbine@threerivers.edu](mailto:mburbine@threerivers.edu)

Jon Brammer, Writing Center Coordinator

(860) 215-9214

[jbrammer@threerivers.edu](mailto:jbrammer@threerivers.edu)

[TRWritingCenter@threerivers.edu](mailto:TRWritingCenter@threerivers.edu)

<http://www.threerivers.edu/student-life/support-services/tutoring-and-academic-success-centers-tasc/>

The Tutoring and Academic Success Centers (TASC) are located in Room C-113, 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

email.

#### *The Tutoring Center*

The Tutoring Center provides one-to-one tutoring for most courses 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 courses 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**

Amanda Caffary, Interim Director of Educational Technology  
(860) 215-9295

[acaffary@threerivers.edu](mailto:acaffary@threerivers.edu)

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.

### **WORKFORCE AND COMMUNITY EDUCATION**

Erin Sullivan, Director  
(860) 215-9297

[ESullivan@threerivers.edu](mailto:ESullivan@threerivers.edu)

[http://www.trcc.commnet.edu/Div\\_WorkforceEducation/](http://www.trcc.commnet.edu/Div_WorkforceEducation/)

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 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@threerivers.edu](mailto:TRWritingCenter@threerivers.edu)

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 List**
  - Directory
    - For a comprehensive, up-to-date listing of all faculty and staff, please visit the following web location: <https://www.threerivers.edu/directory/>
- **Frequently Used Forms**
  - Add/Drop [Form](#) (sample included)
  - Copy Request [Form](#) (sample included)
  - Folding Mailing Request [Form](#) (sample included)
  - Incomplete [Form](#) (sample included)
  - Proctoring Request [Form](#) (sample included)
  - Key Request and Lock Repair [Form](#) (sample included)

*For a complete list of all academic forms, please [click here](#)*
- **Miscellaneous**
  - Pay Periods and Check Dates ([click here](#))
  - TRCC Department Hours ([click here](#))
  - Text Book Publisher [Contacts](#)
  - Telephone Listings (listing as of September 2, 2022 included)
  - Telephone Basic Phone Tasks and Voice Mail [Instructions](#) (sample included)



**REGISTRAR'S OFFICE**  
 574 New London Turnpike  
 Norwich CT 06360-6598  
 Phone 860-215-9064 Fax 860-215-9919

**ADD/DROP FORM**

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

Student ID Number @ _____	Semester: Fall 20____ Winter 20 ____ Spring 20____ Summer 20____
Last Name _____	First Name _____ M. I. _____
Date of Birth ____/____/____	Primary Phone Number _____ - _____ - _____
Address _____	City _____ State _____ Zip _____

- 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.

<b>D R O P</b>	<b>CRN</b>	<b>Subj</b>	<b>Course</b>	<b>Sec</b>	<b>Course Title</b>	<b>Credit</b>	<b>Advisor Notes</b>	<b>Date</b>

<b>A D D</b>	<b>CRN</b>	<b>Subj</b>	<b>Course</b>	<b>Sec</b>	<b>Course Title</b>	<b>Credit</b>	<b>Advisor Notes</b>	<b>Date</b>

**Instructor Override Authorization (sign & date all that apply)**

	CRN	Subj	Course	Sec	Instructor Name & Signature	Date(Required)
<b>Closed Section Override</b>						
<b>Prerequisite Override</b>						
<b>Late Registration Override (2<sup>nd</sup> week registration approval)</b>						

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

**REGISTRAR'S OFFICE SECTION ONLY\_**

Processed by: \_\_\_\_\_ Date: \_\_\_\_\_ Total Credits Remaining: \_\_\_\_\_

Three Rivers Community College

[copycenter@trcc.commnet.edu](mailto: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](mailto: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)

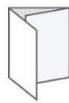
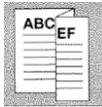
**NUMBER OF COPIES:** \_\_\_\_\_ Collated \_\_\_\_\_ Uncollated \_\_\_\_\_ (If uncollated, placed in separate stacks?) \_\_\_\_\_

**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: \_\_\_\_\_

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.



# Proctoring Request Form

How to Contact the Testing Center:

Phone: 860- 215-9061  
Email: testing@threeivers.edu  
Interoffice Mail: Testing Center  
Room: A117

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 a:*

- 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: \_\_\_\_\_

# THREE RIVERS COMMUNITY COLLEGE

## KEY AND KEYCARD REQUEST FORM

### Instructions:

- 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.
- 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.
- 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:

- |  |   |
|--|---|
| <input type="checkbox"/> New Key Request | <input type="checkbox"/> Add a Room on a Keycard    |
| <input type="checkbox"/> New Keycard     | <input type="checkbox"/> 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: \_\_\_\_\_

PRIORITY		
EMERGENCY	SECURITY	NORMAL
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**EMPLOYEE RELATIONS MEMORANDUM 2022-06**

**TO:** Community College Presidents & Campus CEOs

**DATE:** June 21, 2022

**SUBJECT:** Common Adjunct Pay Schedule

The following adjunct pay schedule has been established for **Academic Year 2022-2023**:

**FALL 2022**

<b>Payroll Nos.</b>	<b>Pay Period Start Date</b>	<b>Pay Period End Date</b>	<b>Check Date</b>
7	8/26/2022	9/8/2022	9/23/2022
8	9/9/2022	9/22/2022	10/7/2022
9	9/23/2022	10/6/2022	10/21/2022
10	10/7/2022	10/20/2022	11/4/2022
11	10/21/2022	11/3/2022	11/18/2022
12	11/4/2022	11/17/2022	12/2/2022
13	11/18/2022	12/1/2022	12/16/2022
14	12/2/2022	12/15/2022	12/30/2022

**SPRING 2023**

<b>Payroll Nos.</b>	<b>Pay Period Start Date</b>	<b>Pay Period End Date</b>	<b>Check Date</b>
17	1/13/2023	1/26/2023	2/10/2023
18	1/27/2023	2/9/2023	2/24/2023
19	2/10/2023	2/23/2023	3/10/2023
20	2/24/2023	3/9/2023	3/24/2023
21	3/10/2023	3/23/2023	4/7/2023
22	3/24/2023	4/6/2023	4/21/2023
23	4/7/2023	4/20/2023	5/5/2023
24	4/21/2023	5/4/2023	5/19/2023

Questions with respect to this memorandum may be addressed to the undersigned.

By: Michael Lopez  
Michael Lopez  
Director of Compensation, Benefits, and HR Administration

cc: HR Shared Services  
Finance Shared Services

## Fall 2022 TRCC Department Hours

Department	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Academic Division Office</b>	8:30 a.m. – 5:00pm	8:30 a.m. - 5:00 p.m.			
<b>Admissions</b>	8:30 a.m. - 5:00 p.m.				
<b>Advising Center</b>	8:00 a.m. - 7:00 p.m.	8:00 a.m. - 5:00 p.m.			
<b>Bookstore</b>	9:00 a.m. - 4:30 p.m.	9:00 a.m. - 4:30 p.m.	9:00 a.m. - 5:30 p.m.	9:00 a.m. - 4:30 p.m.	9:00 a.m. - 1:00 p.m.
<b>Building</b>	7:00 a.m. - 10:00 p.m.	7:00 a.m. - 7:00 p.m.			
<b>Cafeteria</b>	8:30 a.m. - 6:00 p.m.	8:30 a.m. - 12:30 p.m.			
<b>Cashier's Office</b>	8:30 a.m. - 4:30 p.m.				
<b>Computer Lab E112</b>	7:00 a.m. - 10:00 p.m.	7:00 a.m. - 7:00 p.m.			
<b>Workforce &amp; Community Educ.</b>	8:30 a.m. - 4:30 p.m.	8:00 a.m. - 4:00 p.m.			
<b>Financial Aid</b>	8:30 a.m. - 5:00 p.m.				
<b>Fitness Center**</b>	8:00 a.m. - 5:00 p.m.				
<b>Information Technology</b>	8:00 a.m. - 7:00 p.m.	8:00 a.m. - 6:00 p.m.			
<b>Library</b>	8:30 a.m. - 8:00 p.m.	8:30 a.m. - 3:00 p.m.			
<b>Mac Lab</b>	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 6:00 p.m.			
<b>Nursing Lab</b>	9:00 a.m. - 3:00 p.m.				
<b>OASIS Center</b>	12:00 p.m. - 5:00 p.m.				
<b>Registrar</b>	8:30 a.m. - 5:00 p.m.				
<b>Student Programs</b>	10:00 a.m. - 8:00 p.m.	10:00 a.m. - 5:00 p.m.			
<b>TASC</b>	8:00 a.m. - 8:00 p.m.	8:00 a.m. - 4:00 p.m.			
<b>Veteran Affairs</b>	8:30 a.m. - 5:00 p.m.				
<b>Information Desk</b>	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 5:00 p.m.			

\*\*Fitness Center hours may vary

## **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](mailto:amacatalog@ama-assn.org)

### **Best Value Textbooks**

Customer Service 1-800-646-7782

Desk copy [braeb@bvtpublishing.com](mailto:braeb@bvtpublishing.com)

### **Cambridge University Press**

Customer Service 1-800-872-7423

Desk copy [www.cambridge.org](http://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- Western

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](http://www.IFSTA.org)

**Goodheart & Wilcox**

Customer Service 1-800-323-0440 Desk copy [www.G-W.com](http://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

**National Book Network/Rowman & Littlefield**

Customer Service 1-800-462-6420

**Pearson**

Customer Service 1-800-922-0579 Desk copy 1-800-526-0485

Addison Wesley Benjamin Cummings Allyn &  
Bacon Longman  
Prentice Hall

**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

**Oxford University Press**

Customer Service/Desk Copy 1-800-445-9714

**Sage Publications** Customer Service 1-800-819-7243  
Desk copy 1-800-819-7243 ext. 7800

**Townsend Press**

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

**Vista Higher Learning**

Customer Service 1-800-269-6311

**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.*



**A**

- 215-9011 Academic Division – C213
- 215-9313 Accounts Payable – F104
- 215-9308 Accounts Receivable – A107
- 215-9254 Accounting Office – C241
- 215-9020 Admissions – A119
- 215-9016 Admissions Call Center
- 215-9017 Advising-Guided Pathways - A113
- 215-9452 Allen, Elizabeth – C206
- 215-9402 Amenta, Kevin – C136
- 215-9403 Amor, Karen – C266
- 215-9201 Andeen, Cynthia – A115
- 215-9202 Angel, Lori – C247D
- 215-9203 Angulo, Olan – C135A
- 215-9018 APL – D113
- 215-9204 Appadwedula, Kumar – C123
- 215-9651 Archer, Kristin – D206
- 215-9465 Arpin, Cynthia – C245B
- 215-9404 Arrieta, Celeste – C112

**B**

- 215-9207 Baillargeon, Betty – C211C
- 215-9215 Baker, Dyann – C241
- 215-9210 Barfield, Kem – E123/C213C
- 215-9406 Barry, Todd – C272
- 215-9429 Basu, Vandana – C170
- 215-9296 Bayley, Tom – C241
- 215-9275 Beckford, Stanley – A113A
- 215-9407 Bennett, Richard – C260
- 887-6842 Bookstore – A101
- 215-9284 Boyko, Wayne – C135F
- 215-9214 Brammer, Jon – C113
- 215-9216 Browder, Terry – C135D
- 215-9217 Brown, Phyllis – A109
- 215-9219 Burbine, Matthew – C113
- 215-9026 Bursar's Office – A109
- 215-9276 Business Office – C241

**C**

- 215-9295 Caffary, Amanda – C213A
- 215-9212 Carbone, Shaylah – C247C
- 215-9302 Career Services Office – A113
- 215-9514 Carey, Alexandra – C234
- 215-9484 Carr, Beverly – D217
- 215-9412 Carroll, Pamela – C116
- 215-9413 Carta, Michael – C168
- 215-9026 Cashier's Office – A109  
This number is redirected to the Call Center @ CTDL
- 215-9312 Castillejo, Jacqueline – A109
- 215-9301 Charette, Ronda – C245
- 215-9331 Chenette, Jordan – F211
- 215-9033 Child Care Center – E102
- 215-9225 Cohen, Skye – C135B
- 215-9423 Colter, Nicole – C138
- 215-9226 Columbus, Brad – E207
- 215-9415 Comeau, Mark – C218

- 215-9238 Contac-EOC – A104
- 215-9029 Copy Center – D209
- 215-9231 Cortegiano, Denise – A210
- 215-9418 Crouch, Jeffrey – C122
- 215-9229 Cullan, Andrew – C135A
- 215-9032 Current (Main) – E121
- 215-9031 Current (Business) – E121

**D**

- 215-9004 Dean of Academic & Student Services – C213
- 215-9002 Dean of Administration – C241
- 215-9422 Delaney, Terrance – C118
- 215-9236 DeLaRosa, Arnie – G105
- 215-9496 Delucia, Christopher – C205
- 215-9243 DeVeau, Michele – C123A
- 215-9320 Dickson, Tracy – A114
- 215-9466 DiFilippo, Victoria – C236
- 215-9309 Dillon, Raven – A119
- 215-9449 Dobkowski, Thomas – B105
- 215-9329 Domkowski, Victoria – D113
- 215-9513 Doody, Stephanie – C222
- 215-9424 Dopirak, William – C130
- 215-9469 Doran, James – C126
- 215-9238 Dover, Gloria – A112

**E**

- 215-9339 Edmonds, Catherine-A115
- 215-9510 Emmerthal, Carol – C242
- 215-9272 Estep, Kim – A213

**F**

- 215-9054 Facilities Management –G100
- 215-9234 Facility Reservation- G100
- 215-9491 Farrow, Michael – C150
- 215-9326 Farwell, Sandra –
- 215-9900 Fax – Academic Division
- 215-9901 Fax – Admin Services
- 215-9906 Fax – Admissions
- 215-9906 Fax – Advising-Guided Pathways
- 215-9904 Fax – Cashiers Office
- 215-9919 Fax – Financial Aid
- 215-9909 Fax – Foundation
- 215-9910 Fax – IT Department
- 215-9911 Fax – Library
- 215-9912 Fax – Maintenance
- 215-9913 Fax – Middle College
- 215-9914 Fax – Nursing Office
- 215-9915 Fax – Payroll Office
- 215-9915 Fax – Personnel
- 215-9917 Fax – President's Office
- 215-9918 Fax – Purchasing
- 215-9919 Fax – Registrar
- 215-9920 Fax – Student Programs
- 215-9902 Fax – Student Services
- 215-9902 Fax – Workforce Development
- 215-9040 Financial Aid Office – A111

- 215-9512 Fisssha, Solomon – C248
- 215-9482 Fitzgerald, Amanda – C228
- 215-9254 Fixed Assets (Inventory) C241
- 215-9242 Fonner, Jim - G101
- 215-9023 Food Service Office – F131
- 215-9043 Foundation – C211

**G**

- 215-9445 Gilot, Cheryl – C262
- 215-9002 Goetchius, Stephen – C241
- 215-9254 Grants Accounting – C241
- 215-9248 Gray, Kathleen – A122
- 215-9017 Guided Pathways – A119
- 215-9270 Guild, Craig – C125

**H**

- 215-9433 Hagen, Janet – C216
- 215-9278 Hannon, Lylah – C123A
- 215-9200 Hardy, Judy – C209
- 215-9285 Hastings, Traci – D111i
- 215-9047 Health & Wellness – F105
- 215-9007 Hodson, April – C209B
- 215-9230 Hoffman, Marie – C213
- 215-9212 Human Resources Generalist

**I**

- 215-9116 Information Center A113
- 215-9043 Institutional Advancement
- 215-9049 IT Service Desk – C135
- 723-0221 I.T. 24/7 Help Line
- 215-9664 IT Training Lab – E108

**J**

- 441-0314 Jacobson, Bret- MAC
- 215-9439 Jeknavorian, Sandra – C152
- 215-9254 Jewett, Diane – C241
- 215-9001 Jukoski, M.E. Dr (Pres.) C209

**K**

- 215-9227 Katusha, Lauren – A113B
- 215-9332 Keiser, Brian – A112
- 215-9211 Keller, Pat – C224
- 215-9325 Kelly, Kevin – A118
- 215-9441 Kennedy, Brian – C156
- 215-9443 Khan-Bureau, Diba – C264
- 215-9240 Kitchell, Rebecca – C131
- 215-9444 Knowles, Frederick- C120
- 215-9259 Kovic, Hong-Yu – A104
- 215-9223 Krug, Maria – A116

**L**

- 215-9249 La Casse, Meghan – C211B
- 215-9323 Lamiotte, Jonathan – A119C
- 215-9447 Lamondy Anne – C212
- 215-9440 LaRose, Leanne – C240
- 215-9051 Lib-Circ. Desk – C119
- 215-9052 Lib-Ref. Desk – C119
- 215-9265 Liscum, Matt – A124
- 215-9334 Lisee, Erika - A111
- 215-9450 Long, Jennifer – C252
- 215-9290 Loos, Melissa – C135



215-9053 Lost & Found – Security Desk  
215-9220 Lynch, Jessica -A111

**M**

215-9291 Madden, Sue – D111  
215-9267 Main, Amy – F100  
215-9267 Mail Room – F100  
215-9054 Maint-Help Desk – G100  
215-9268 Marceau, Chris – C241  
215-9237 Marsh, Angela – A119  
215-9451 Martin, Joyce – C204  
215-9434 Marvin, Andrew – C160  
215-9315 Mason, Michelle – A128  
215-9453 Mayer, Philip Jr. – C146  
215-9269 McCarthy-Zaremba, Kacey -C213D  
215-9272 McGuire, Jessica – A213  
215-9055 Middle College – E205  
215-9455 Molkenhain, Kelly – C254  
215-9247 Montalban, Raul – C133  
215-9246 Mueller, Jennifer – D111  
215-9456 Mulhern, Erin – C172

**N**

215-9421 Nally, Jennifer – C110  
215-9477 Neill, Melissa – C246  
215-9457 Neufeld, Steven – C142  
215-9478 Nixon, Jeff – C208  
215-9020 Nursing Admissions – A119  
215-9301 Nursing Department – C245

**O**

215-9436 O'Hare, Will – C202  
215-9428 Onye, Yvette – C132  
215-9489 O'Reilly, Kathleen – D201  
215-9233 Orozco, Leticia – A110  
215-9459 O'Shea, James – C144

**P**

215-9277 Parker, Rashita – A105B  
215-9337 Paniagua, Guadalupe-A103  
215-9338 Parise, Mackenzie-A115  
215-9462 Patsouris, Peter – C108  
215-9319 Payroll Office – C247A  
215-9222 Perez Jr., Ruben – C135E  
215-9060 Personnel Office – C247  
215-9209 Peterson, Jodi – D111F  
215-9007 President's Office – C209  
215-9313 Purchasing Office – F104

**Q**

**R**

215-9463 Rafeldt, Lillian – C230  
215-9283 Ramos, Donna – A105B  
215-9213 Ray, Catherine – A119D  
215-9063 Receiving – F100  
723-0624 Region President's Office C158  
215-9064 Registrars Office – A115  
215-9474 Ricker, Nicola - C270  
215-9488 Robbins, Karen – E201

215-9212 Rosado, Jasmine – C247

**S**

215-9409 Sahoo, Soumyashree – C106  
215-9467 Samuelson, Leslie – C238  
215-9336 Sanchez, Karina -A111  
215-9288 Sarisley, Adelaida - C213  
215-9492 Savoie, Jeffery – E205  
215-9053 Security Desk – Main Lobby  
215-9066 Security Supervisor  
215-9470 Selke, Sarah – C214  
215-9471 Selvaggio, Joe – C268  
215-9520 Shaw, Marie – VM only  
215-9023 Shea, Kathy – F131  
215-9287 Shelton, Alexa – C211  
215-9472 Sherrard, James – C210  
215-9267 Shipping & Receiving  
215-9509 Simmons, Daryl – C114  
215-9493 Singletery, Heather – E205  
215-9475 Skahan, Sheila – C250  
215-9235 Slater, Justin – A115  
215-9490 Slocum, Sarah – E201  
215-9506 Smith, Rachael – C232  
215-9313 Smith, Valerie – F104  
215-9438 Sonstroem, Sara – C226  
215-9293 Spaziani, Rhonda – C148  
215-9017 Student Development-A119  
215-9308 Student Billing – A107  
215-9072 Student Government – F207  
215-9073 Student Organization – F209  
215-9074 Student Programs – F211  
215-9016 Student Services – A113  
215-9076 Student Workshop  
215-9479 Stutz, Michael – C258  
215-9297 Sullivan, Erin – D111  
215-9218 Surrige, Dawn – D113G

**T**

215-9061 Testing – E108  
215-9208 Title IX Coordinator – A116  
215-9251 Topping, Kurt – G103  
215-9082 Tutoring Desk – C113

**V**

215-9286 Vasselle, Laura – C123  
215-9335 Venditto, Taylor – A103  
215-9083 Veteran's OASIS – F203  
215-9064 Veteran's Office – A115  
215-9330 Virgo, Jordane – A111  
215-9999 Voicemail (Remote login)

**W**

215-9210 WebCT Contact – E117  
215-9116 Welcome Desk – A Wing Lobby  
215-9047 Wellness Center – F105  
215-9289 Willcox, Elizabeth – A119D  
215-9306 Williams, Pamela – C119  
215-9307 Williamson, Betty – A120

215-9245 Wolff, LuAnn – C245C  
215-9487 Wong, Chun Kong – E201  
215-9028 Workforce Development – D111  
215-9082 Writing Center Desk – C113

**Y**

**Z**

215-9292 Ziegler, Alycia – F211  
215-9485 Zenie, Heidi – C104  
215-9419 Zupan, Jillian – C244

**Service Email Addresses**

**Office Supplies:**

[Stockroom@trcc.commnet.edu](mailto:Stockroom@trcc.commnet.edu)

IT support:

[cscu.service-now.com/sp](http://cscu.service-now.com/sp)

Facilities support:

[TR-FacilitiesServiceDesk@trcc.commnet.edu](mailto:TR-FacilitiesServiceDesk@trcc.commnet.edu)

Payroll Shared Services Office:

[CSCU-PayrollSSO@commnet.edu](mailto:CSCU-PayrollSSO@commnet.edu)

**Clock Tower Entrance**

**Information/Reception Desk:**

Mon-Thur 8AM-9PM & Fri 8AM-5PM  
860-215-9116

[TR-Dept-WelcomeCenter@groups.ct.edu](mailto:TR-Dept-WelcomeCenter@groups.ct.edu)

Sandra Farwell

Kerri Forbes

Judy Gunther

Kathy Williams

# Three Rivers Community College Cisco Phone User Training Guide

Cisco Telephone with Voice Messaging



**SECTION 1: Cisco Basic Phone Tasks**

**SECTION 2: Cisco Unity Voicemail**



CONNECTICUT STATE  
COLLEGES & UNIVERSITIES

BOARD OF REGENTS FOR HIGHER EDUCATION

# Three Rivers Community College Cisco Phone User Training Guide

## 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.*

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## **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)**

- ✓ Lift Handset
- ✓ Dial park number, **Example: 14100**
- ✓ You will then be connected to the party

## **To Blind Transfer a call:**

- ✓ Press the **Transfer** soft key
- ✓ Dial the extension
- ✓ Press the **Transfer** soft key to complete

## **To Announce Transfer a call:**

- ✓ Press the **Transfer** soft key
- ✓ Dial the extension
- ✓ When the party answers, let them know about the call
- ✓ If they want the call press the **Transfer** soft key to complete
- ✓ 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:**

- ✓ Press the **Transfer** soft key
- ✓ Dial the \* and the extension (\*52XXX)
- ✓ Press the **Transfer** soft key to complete

## **To create an ad hoc Conference call:**

- ✓ Initiate the call
- ✓ Press the **Conference** soft key
- ✓ Dial the number of the party you would like to add to the call
- ✓ Once the party answers press the **Conference** soft key to join to the call
- ✓ This may be done more than once to add additional parties

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## To Redial a number:

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

## To view missed calls:

- ✓ Press the **Directories** button.
- ✓ 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:

1. Press the **CFwdAll** soft key

## To Mute a Call:

2. Press the **Mute** button. To disengage Mute, press the **Mute** button again.

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## CISCO UNITY VOICEMAIL

### Login to Unity

#### From a Cisco phone:

1. Press **Message** key
2. Enter your PIN

#### Remote voicemail access:

1. Dial your phone number
2. Press the \*
3. When prompted for your ID, enter your 5 digit extension
4. When prompted for your PIN, enter your PIN

### 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.*

1. Press the **Messages** button
2. Enter your temporary PIN 123456
3. Follow the prompts to create your new PIN, must be 6 digits minimum
4. Follow the prompts to create your name and personal greetings

## TO CHANGE YOUR RECORDED NAME

### LOG INTO YOUR MAILBOX

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

## CHANGE YOUR PASSWORD

### LOG INTO YOUR MAILBOX

1. **Press 4** (Setup Options), **Press 3** (Personal Settings), **Press 1** (Change Password)
2. Enter your new password, then press **#**
3. Enter your new password again, then press **#**

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## 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

#### DURING A MESSAGE:

1. Press **1**: Repeat
2. Press **2**: Save
3. Press **3**: Delete
4. Press **5**: Change Volume
5. Press **7**: Reverse
6. Press **8**: Pause or continue
7. Press **9**: Fast-forward to end
8. Press **\***: Cancel or back up
9. Press **#**: Skip or move ahead

#### AFTER A MESSAGE:

- Press **1**: Repeat
- Press **2**: Save
- Press **3**: Delete
- Press **4**: Reply
- Press **5**: Forward Message
- Press **6**: Mark as new
- Press **7**: Reverse
- Press **9**: Message Properties
- Press **\***: Cancel or back up
- Press **#**: Skip or move ahead