



# Three Rivers

COMMUNITY COLLEGE

Your College. Your Future.



2021-2022

# Faculty Handbook

# Faculty Handbook

## Three Rivers Community College

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

### *Academic Dean's Message*

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

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

Continued best wishes,

Kem Barfield, Ed.D.  
Interim Dean of Academic and Student Affairs

## Table of Contents

<a href="#">Academic Advising</a> .....	1
<a href="#">Academic Calendar</a> .....	1
<a href="#">Academic Division Meetings</a> .....	1
<a href="#">Academic Integrity</a> .....	2
<a href="#">Add/Drop Forms</a> .....	2
<a href="#">Additional Responsibilities</a> .....	3
<a href="#">Administrative Notations</a> .....	3
<a href="#">Administrative Services Division</a> .....	5
<a href="#">Advising / Counseling</a> .....	5
<a href="#">Advising Holds</a> .....	5
<a href="#">Alcohol and Drugs</a> .....	6
<a href="#">Appeal of Grades</a> .....	6
<a href="#">Blackboard</a> .....	6
<a href="#">Bookstore</a> .....	7
<a href="#">Cafeteria</a> .....	7
<a href="#">Campus Map</a> .....	7
<a href="#">Campus Safety</a> .....	7
<a href="#">Change of Address/Marital Status</a> .....	8
<a href="#">Child Development Center</a> .....	8
<a href="#">Class Cancellation by Instructor (Instructor sickness or personal emergency)</a> .....	8
<a href="#">Class Roster/Enrollment</a> .....	8
<a href="#">Closings/Delays/Early Releases</a> .....	9
<a href="#">Collective Bargaining Agreement</a> .....	10
<a href="#">College Congress</a> .....	10
<a href="#">Computer Logon - Net ID</a> .....	11
<a href="#">Computer Usage</a> .....	11
<a href="#">Desk Copies</a> .....	11
<a href="#">Directions</a> .....	12
<a href="#">Disabilities Policy</a> .....	12

---

<a href="#">Disability Support Services</a>	12
<a href="#">Distance Learning</a>	13
<a href="#">Early Progress Alert</a>	13
<a href="#">Early Dismissals</a>	13
<a href="#">E-mail Accounts</a>	13
<a href="#">Emergencies in the Classroom</a>	14
<a href="#">Evaluations</a>	14
<a href="#">Evening Services</a>	14
<a href="#">Extranet</a>	14
<a href="#">Facilities Reservations</a>	15
<a href="#">Family Educational Rights and Privacy Act (FERPA)</a>	15
<a href="#">Midterm &amp; Final Grading Process</a>	15
<a href="#">Grade Point Average</a>	16
<a href="#">Holidays and Scheduled Closings</a>	16
<a href="#">Honors Program</a>	17
<a href="#">Human Resources</a>	17
<a href="#">Incomplete Grades</a>	17
<a href="#">Information Technology</a>	17
<a href="#">Institutional Policies</a>	19
<a href="#">Keys/Key Cards</a>	22
<a href="#">Language Arts Lab</a>	22
<a href="#">Learning Disabilities</a>	22
<a href="#">Library/Learning Resource Center</a>	22
<a href="#">Lost and Found</a>	23
<a href="#">Mailboxes</a>	23
<a href="#">Maintenance</a>	23
<a href="#">Make-up Testing</a>	23
<a href="#">Marketing and Public Relations</a>	24
<a href="#">Mission, Vision and Values</a>	24
<a href="#">myCommnet</a>	26
<a href="#">Office Hours</a>	26

<a href="#"><u>Office Space for Adjunct Faculty</u></a>	26
<a href="#"><u>Office Supplies</u></a>	26
<a href="#"><u>On-line Courses</u></a>	26
<a href="#"><u>Parking</u></a>	26
<a href="#"><u>Payment Schedule</u></a>	27
<a href="#"><u>Payroll</u></a>	27
<a href="#"><u>Phi Theta Kappa</u></a>	27
<a href="#"><u>Photocopying</u></a>	27
<a href="#"><u>Plagiarism</u></a>	27
<a href="#"><u>President's Cabinet</u></a>	27
<a href="#"><u>Professional Development</u></a>	28
<a href="#"><u>Promotion</u></a>	28
<a href="#"><u>Purchasing Office</u></a>	28
<a href="#"><u>Religious Practices, Accommodation of</u></a>	29
<a href="#"><u>Roster</u></a>	30
<a href="#"><u>Security</u></a>	30
<a href="#"><u>Smoking</u></a>	30
<a href="#"><u>Student Clubs and Organizations</u></a>	30
<a href="#"><u>Student Diversity</u></a>	31
<a href="#"><u>Student Programs</u></a>	31
<a href="#"><u>Student Services Division</u></a>	32
<a href="#"><u>Syllabus</u></a>	32
<a href="#"><u>Telephones</u></a>	33
<a href="#"><u>Textbooks</u></a>	33
<a href="#"><u>Travel for Instructional Purposes</u></a>	33
<a href="#"><u>Tutoring Academic Success Centers (TASC)</u></a>	34
<a href="#"><u>Unions</u></a>	35
<a href="#"><u>Voice Mail</u></a>	35
<a href="#"><u>Weapons on Campus</u></a>	35
<a href="#"><u>Weather</u></a>	35

<a href="#">Web Pages</a> .....	36
<a href="#">Workforce and Community Education</a> .....	36
<a href="#">Writing Across the Curriculum</a> .....	36
<a href="#">Appendix</a>	

**ACADEMIC ADVISING**

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

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

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

<https://www.trcc.commnet.edu/wp-content/uploads/2017/06/programadvisorchangeform2-11-16.pdf>.

**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 Conduct on the College internet <https://catalog.threerivers.edu/content.php?catoid=6&navoid=319>.

*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 students 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.

*UF (unearned F)*: This notation is awarded to students who were enrolled in a course, did not officially withdraw, but who failed to participate in course activities through the end of the term. It is used when, in the judgment of the instructor, completed assignments and/or course activities were insufficient to make normal evaluation of academic performance possible. Students who receive this notation will have reported on their behalf a "last date of participation" by the assigning faculty member. **When saved on the grade roster, this notation**

**will immediately convert to a regular grade of F on the student's transcript. It will be punitive and count in the GPA.** The UF notation is used for internal reporting and will not appear on the student's transcript.

#### *I (Incomplete)*

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

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

#### *W (Withdrawal)*

An administrative transcript notation used to indicate that a student is withdrawn from a course in accordance with the procedures prescribed by the college. Students may withdraw, in writing or by phoning the Registrar's Office directly.

### *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@threeivers.edu](mailto:sgoetchius@threeivers.edu)

Chris Marceau, Administrative Assistant to Dean of Administration

(860) 215-9268

[cmarceau@threeivers.edu](mailto:cmarceau@threeivers.edu)

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

### **ADVISING/COUNSELING**

(860) 215-9017

[advising@threeivers.edu](mailto:advising@threeivers.edu)

<http://www.threeivers.edu/student-services/community-resources/>

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

### **ADVISING HOLDS**

Kevin Kelly, Registrar

(860) 215-9325

[kkelly@threeivers.edu](mailto:kkelly@threeivers.edu)

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

#### Releasing an Advising Hold:

1. Login to my.commnet.edu
2. Click on Banner Student and Faculty Self Service
3. Click on Faculty Advisor Services
4. Term Selection (select term), Click submit
5. Click on Advisee List
6. Change Student Set to All Advisees. Click submit
7. Find the student in your list of advisees
8. Click OK under "Release advising hold"
9. Confirm that the correct student was selected
10. Click Yes, Submit

#### ALCOHOL and DRUGS

Three Rivers is a "dry" campus and as such all alcoholic beverages are prohibited from the campus with the exception of those events where permission to serve alcohol is granted by the College's president. The manufacture, distribution, sale, use, or possession of drug paraphernalia or illegal drugs is prohibited. Use or possession of a drug authorized by a medical prescription from a registered physician shall not be a violation. Students who willfully violate College policies and the law face disciplinary action as outlined in the Board of Trustees policy statement on Student Discipline. Faculty can consult the College catalog for further information.

#### APPEAL OF GRADES

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

#### BLACKBOARD

IT Help Desk (860) 215-9049 (day or night)

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

Amanda Caffary, Educational Technology Specialist (860) 215-9295

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. Students experiencing technical difficulties related to Blackboard Learn can contact the Educational Technology Department of the Information Technology Division.

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

**CHANGE OF ADDRESS/MARITAL STATUS**

Human Resources – Faculty changes (860) 932-4015

[scarbone@commnet.edu](mailto:scarbone@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) - <https://corect.ct.gov/psp/PEPRD/?cmd=login>.

**CHILD DEVELOPMENT CENTER**

The Three Rivers Child Development Center is currently open and being run by Little Learners, a local childcare company. For further information, please call 860-572-4411.

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

Academic Division Office (860) 215-9011

After 5:00 p.m. please contact the Welcome Desk (860) 215-9016

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.commmnet.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.commnet.edu](http://www.trcc.commnet.edu)*College Closing*

Notification of cancellation due to inclement weather, whether on-campus or at off-campus locations, will be available by telephone by 6:00 am for daytime classes and by 2:30 pm for evening classes by calling the College's main telephone at (860) 215-9000, pressing 1, and listening to the taped announcement. The College's website will also have announcements available by accessing the [www.threerivers.edu](http://www.threerivers.edu) home page. The myCommnet Alert Notification System will also be used to deliver important information to students, faculty, and staff regarding weather-related class cancellations, via both email messages and text messages, to registered individuals. To register, log on to your myCommnet account at <http://my.commnet.edu/> 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 CONGRESS**

Chair, elected yearly

The College Congress 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. The faculty members of the College Congress, Faculty Senate, meet collectively with all faculty at least twice per semester to discuss and receive input on issues relevant to governance of the college. Staff members of the College Congress (Staff Senate) meet collectively with all staff members at least once per semester to discuss and receive input on issues relevant to governance of the college. The College Congress holds a College Forum where all members of the Congress shall meet collectively with the college community at least once per academic year to discuss and receive input on issues relevant to governance of the college.



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

If you have been locked out, contact the 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, 8am to 4pm)

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 as defined in the CSCU Acceptable Use policy ([http://www.ct.edu/files/it/BOR\\_IT-001.pdf](http://www.ct.edu/files/it/BOR_IT-001.pdf)). 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).

**DESK COPIES**

See entry for “textbooks”

**DIRECTIONS**

Three Rivers Community College  
574 New London Turnpike Norwich, CT 06360  
(860) 215-9000

From New London:

Follow Route 32 to I-395. Take Exit 11.\* (travel time approximately fifteen minutes)

From Groton/Mystic:

Follow I-95 south to Route 32 – Norwich. Take I-395 north to Exit 80.\* (travel time approximately twenty-five minutes)

From Colchester and points West:

Follow Route 2 east until it merges with Route 32 south. Take Exit 28S onto I-395 south to Exit 11. Take a left at the end of the Exit ramp (Route 82 West Main Street).\* (travel time approximately 23 minutes)

From Jewett City and points North:

Take I-395 south to Exit 11. Take a left at the end of the Exit ramp (Route 82 West Main Street).\* (travel time approximately 20 minutes)

From Ledyard/Navy Sub-base area:

Follow Route 12 to the junction of route 2A. Take Route 2A (Mohegan Pequot Bridge) to I-395 north. Take Exit 11 east.\* (travel time approximately 25 minutes)

\*From All Points Above: Five lights down is New London Turnpike. Turn right, the Campus is about .2 miles on left.

**DISABILITIES POLICY**

See entry for “Institutional Policies”

**DISABILITY SUPPORT SERVICES**

Elizabeth Willcox (Students with Physical, Medical or Sensory Disabilities)  
860-215-9289

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

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, Educational Technology Specialist (860) 215-9295

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

See entry for “information technology”

**EARLY PROGRESS ALERT**

Jodi Calvert, Associate Dean of Student Services

(860) 215-9220

Progress Alert inside Blackboard is a means of connecting with your at-risk students. This process sends an email directly to the student experiencing academic and/or attendance challenges that may inhibit [their](#) success. A copy of the email is also sent to Student Services by putting Progress Alert in the cc and also in the subject line with the student ID. Please refer to link for Instructions on “how to” use Progress Alert: <https://www.trcc.commnet.edu/learning-resources/educational-technology/faculty-resources/faculty-blackboard/blackboard-progress-alert/>.

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

Recommended strategies to offer students include:

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

**EARLY DISMISSALS**

See entry for “closings/delays/early dismissals”

**E-MAIL ACCOUNTS**

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

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

Every faculty and staff member has an e-mail account associated with their NetID user account. 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) 215-9016

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

**EXTRANET**

<http://www.trcc.commnet.edu/>

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

## **FACILITIES RESERVATIONS**

Faculty and staff members are eligible to reserve a room on campus for an event or special occasion. To reserve a room, visit TRCC's online reservation system at link provided below and be sure to submit your request at least 48 hours in advance.

<https://www.trcc.commnet.edu/administration/administrative-services/>

## **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.

## **MIDTERM & FINAL GRADING PROCESS**

<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.*

### GRADE POINT AVERAGE (GPA)

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

MAT K109	B	3	X	3.0	=	9.0
ENG K101	A-	3	X	3.7	=	11.1
PSY K111	C	3	X	2.0	=	6.0
BIO K111	A	4	X	4.0	=	16.0
		13			=	42.1

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

### HOLIDAYS AND SCHEDULED CLOSINGS

See <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@threeivers.edu](mailto:kamenta@threeivers.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, [scohen@trcc.commnet.edu](mailto:scohen@trcc.commnet.edu), (860) 215-9225

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

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

For computing questions, please review the Information Technology at TRCC webpage, <https://www.trcc.commnet.edu/it/>. If you do not find an answer to your question, please submit a request via the CSCU IT Services Portal – <https://cscu.service-now.com/sp>.

The Information Technology Department is happy to help you enhance your pedagogy via technological tools.

*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.commmnet.edu>). The faculty member's username is the Banner ID# followed by @trcc.commmnet.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://supportcenter.ct.edu/netid/>). Faculty members can also change passwords within myCommNet (<http://my.commmnet.edu>) using the password reset icon.

### *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.commmnet.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.commmnet.edu/learning-resources/educational-technology/>.

### *Web Pages and On-line Courses2*

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



*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.

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**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**

Maria Krug

Three Rivers Community College

574 New London Turnpike Norwich CT 06360

860-215-9280

**[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.

#### [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) 215-9280  
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, Acting Director of Library Services

(860) 215-9306

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

[http://www.trcc.commnet.edu/Div\\_IT/Library/Library.shtml](http://www.trcc.commnet.edu/Div_IT/Library/Library.shtml)

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

### *Placing Materials on Reserve*

To place books or other materials on reserve, 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, Interim Director of Marketing and Public Relations  
(860) 215-9287  
[ashelton@threerivers.edu](mailto:ashelton@threerivers.edu)

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

## **MISSION, VISION AND VALUES**

### *Connecticut Community Colleges Mission Statement*

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

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

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

### *Three Rivers Community College Mission Statement*

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

To accomplish its mission, Three Rivers Community College:

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

### *Three Rivers Community College Vision Statement*

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

### *Three Rivers Community College Values Statement*

Three Rivers Community College values:

- Teaching and Learning
- Integrity and Service
- Community and Diversity

### *Three Rivers Community College Values in Action*

*Teaching and Learning* – Instruction that stresses close consideration, critical analysis, and careful design; collaborative, nurturing, learning communities that foster student success; active, innovative teaching strategies, including a commitment to learning through service; learning for lifelong achievement, growth, development and satisfaction;

*Integrity and Service* – Responsibility to oneself, one's peers, one's colleagues and one's community; trust and confidence in our academic programs; an atmosphere of collegiality across the academy;

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

**myCommNet**

<http://my.commmnet.edu>

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

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

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

**OFFICE HOURS**

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

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

**OFFICE SPACE FOR ADJUNCT FACULTY**

Office space for adjunct faculty is located in 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**

Anthony Majewski (860) 343-5730

[amajewski@mxcc.commnet.edu](mailto:amajewski@mxcc.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.commnet.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**

Stephen Goetchius, Dean of Administration

(860) 215-9005

[sgoetchius@threeivers.edu](mailto:sgoetchius@threeivers.edu)

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

### **PROMOTION**

Stephen Goetchius, Dean of Administration

(860) 215-9005

[sgoetchius@threeivers.edu](mailto:sgoetchius@threeivers.edu)

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

### **PURCHASING OFFICE**

Valerie Smith, Fiscal Administrative Officer

(860) 215-9313

[vsmith@threeivers.edu](mailto:vsmith@threeivers.edu)

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

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

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

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

### **RELIGIOUS PRACTICES**

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

#### *Faculty*

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

#### *Staff*

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

#### *Students*

Students have an obligation to notify their instructors in a timely manner regarding anticipated absences for religious observances. Based on procedures adopted by the College, students may be required to request accommodations during the first week of an academic semester or within

a prescribed period of time before the anticipated absence. Requests should be made in writing stating the reason for the request, i.e., conflict with scheduled quiz, test, exam, assignment or activity, the religious observance that poses the conflict and the date or dates of such holiday. If an instructor is unfamiliar with a particular religious holiday, he/she may ask the student for a calendar or other documentation of the religious observance or holiday.

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

**ROSTER**

See entry on “Class Roster”

**SECURITY**

See entry on “Campus Safety”

**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 mother on welfare trying to make a better life for herself and her family, a student with dyslexia who needs note-taking and test-taking accommodations, a student whose second language is English, and a member of the Mashantucket-Pequot or Mohegan Tribe preparing for a position in Casino Management, all in the same class.

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

**STUDENT PROGRAMS**

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**

Kem Barfield, Interim Dean of Academic and Student Affairs

(860) 215-9210

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

Jodi Calvert, Associate Dean of Student Services

(860) 215-9220

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

Marie Hoffman, Administrative Assistant to the Dean of Academics and Student Services

(860) 215-9230

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

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

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

The Student Services Division includes the following departments and services: Admissions, Financial Aid, Registrar's Office, Advising and Counseling, Career Services, transfer counseling, 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@threeivers.edu](mailto:oangulo@threeivers.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.

**TRAVEL FOR INSTRUCTIONAL PURPOSES**

Kem Barfield, Interim Dean of Academics and Student Affairs

Academic Division Office

(860) 215-9210

[kbarfield@threeivers.edu](mailto:kbarfield@threeivers.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@threeivers.edu](mailto:mburbine@threeivers.edu)

Jon Brammer, Writing Center Coordinator  
(860) 215-9214

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

[TRWritingCenter@threeivers.edu](mailto:TRWritingCenter@threeivers.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-117, next to the Learning Resource Center. TASC provides individual academic assistance to students in a comfortable environment. TASC also sponsors seminars and workshops on topics such as study skills, calculator use, test taking, writing skills, and basic English and mathematics skills. Skilled professional and peer tutors, as well as faculty volunteers and staff members, provide free one-to-one or group tutoring to Three Rivers students in many subject areas on an appointment or walk-in basis. A wealth of information about TASC and its goal of helping students to succeed academically, as well as information on online workshops, online tutor training, tutor schedules, and hours of operation can be found at the link above. For an appointment or for more information, contact TASC by phone at (860) 215-9082 or by 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 course taught at Three Rivers, and also provides automated tutorials and videos for some courses. The Math Lab also has textbooks, handouts, worksheets, and practice tests available for student use.

### **UNIONS**

American Federation of State, County and Municipal Employees (AFSCME)

<https://www.afscme.org/union>

American Federation of Teachers (AFT) <http://www.aft.org/>

Connecticut Employees Union Independent (CEUI)

<http://www.ceui.org/>

Congress of Connecticut Community Colleges (4Cs)

<http://www.the4cs.org/>

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

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

### **VOICE MAIL**

See entry for “telephones”

### **WEAPONS ON CAMPUS**

See entry for “campus safety”

### **WEATHER**

See entry for “closings/delays/early dismissals”

**WEB PAGES**

Amanda Caffary, Educational Technology Specialist (860) 215-9295

[acaffary@threeivers.edu](mailto:acaffary@threeivers.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. Those faculty or staff interested in creating web pages for offices or projects can contact the Director of Distance Learning for assistance in designing and publishing web resources.

**WORKFORCE AND COMMUNITY EDUCATION**

Erin Sullivan, Acting Director (860) 215-9297

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

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

Susan Senay, Office Assistant for Workforce & Community Education (860) 215-9291

[ssenay@threeivers.edu](mailto:ssenay@threeivers.edu)

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

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

**WRITING ACROSS THE CURRICULUM**

Jon Brammer, Writing Center Coordinator (860) 215-9214

[TRWritingCenter@threeivers.edu](mailto:TRWritingCenter@threeivers.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)  
[http://www.trcc.commnet.edu/Div\\_StudentServices/Registrar/documents/Add\\_Drop\\_Form.pdf](http://www.trcc.commnet.edu/Div_StudentServices/Registrar/documents/Add_Drop_Form.pdf)
- Copy Request Form (sample included)  
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>
- Folding Mailing Request (sample included)  
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>
- Incomplete Form Link (sample included)  
<http://www.trcc.commnet.edu/Intranet/AllTRCC/AcademicDivision/AcademicForms/Incomplete%20form.doc>
- Proctoring Request Form (sample included)  
[http://www.trcc.commnet.edu/Div\\_StudentServices/admissions/documents/CombinedProctoringRequestForm.pdf](http://www.trcc.commnet.edu/Div_StudentServices/admissions/documents/CombinedProctoringRequestForm.pdf)
- Key Request and Lock Repair Form Link (sample included)  
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>

## Miscellaneous

- Pay Periods and Check Dates
- TRCC Department Hours
- Text Book Publisher Contacts
- Telephone Listings (listing as of August 1, 2019 included) <\\trfs\TR-CommonDocs>
- Telephone Basic Phone Tasks and Voice Mail Instructions (sample included) <\\trfs\TR-CommonDocs>



**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.

D R O P	CRN	Subj	Course	Sec	Course Title	Credit	Advisor Notes	Date

A D D	CRN	Subj	Course	Sec	Course Title	Credit	Advisor Notes	Date

### 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</b> (2 <sup>nd</sup> week registration approval)						

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

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

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

White copy-Registrar's Office    Pink copy-VA Office    Yellow copy-Student    03/14 vcw

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)

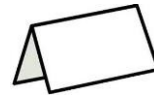
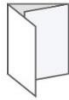
**NUMBER OF COPIES:** \_\_\_\_\_ Collated \_\_\_\_\_ Uncollated \_\_\_\_\_ (If uncollated, placed in separate stacks?) \_\_\_\_\_

**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:

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

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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.*

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## 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) \_\_\_\_\_

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## 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 keyuse.

### 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: \_\_\_\_\_

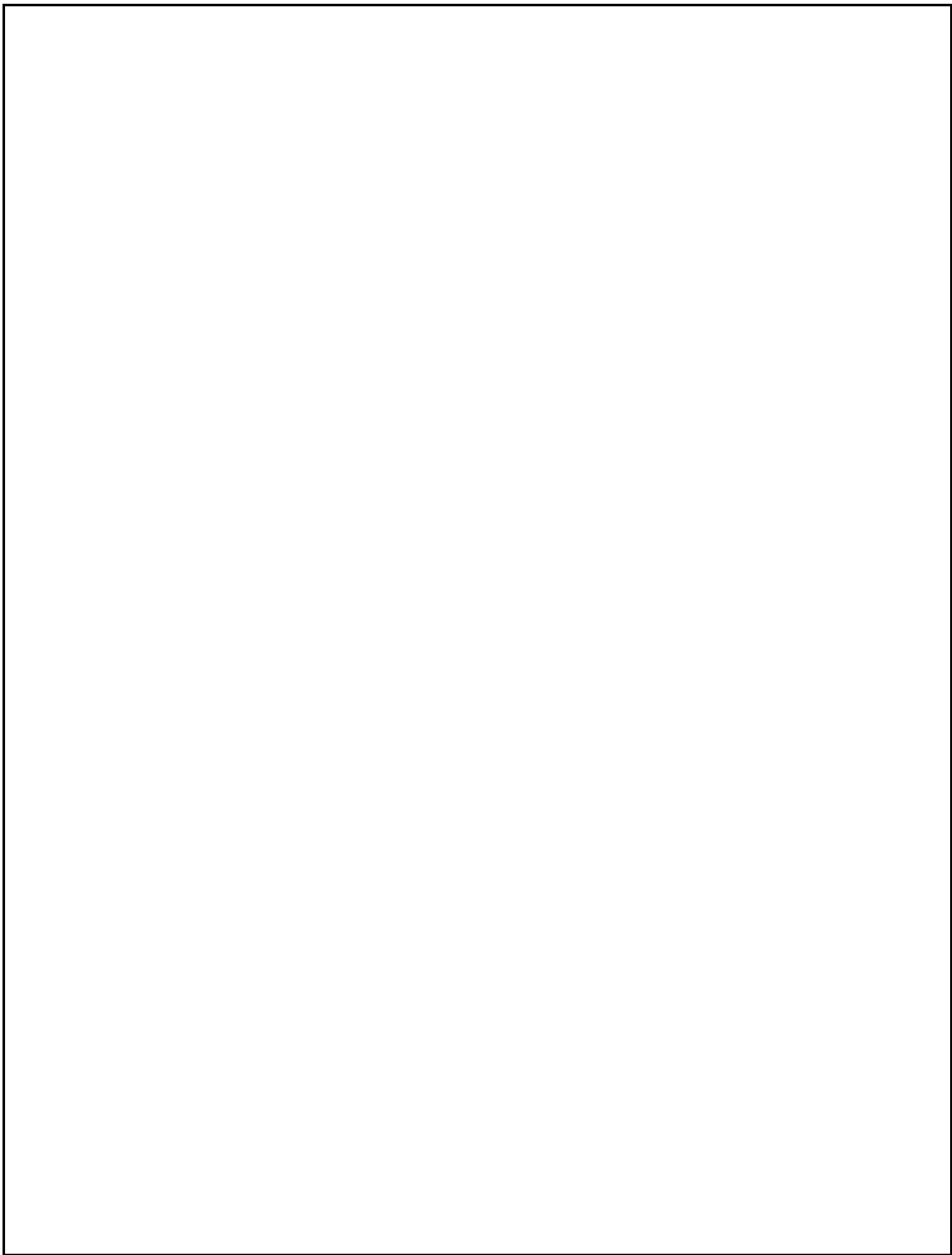
Date: \_\_\_\_\_

To be completed by Facilities Personnel

Only: Date Issued:    /    /

Issued by: \_\_\_\_\_

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



## PAY SCHEDULE

### FALL 2021

Payroll Nos.	Pay Period Start Date	Pay Period End Date	Check Date
7	8/27/2021	9/9/2021	9/24/2021
8	9/10/2021	9/23/2021	10/8/2021
9	9/24/2021	10/7/2021	10/22/2021
10	10/8/2021	10/21/2021	11/5/2021
11	10/22/2021	11/4/2021	11/19/2021
12	11/5/2021	11/18/2021	12/3/2021
13	11/19/2021	12/2/2021	12/17/2021
14	12/3/2021	12/16/2021	12/31/2021

### SPRING 2022

Payroll Nos.	Pay Period Start Date	Pay Period End Date	Check Date
17	1/14/2022	1/27/2022	2/11/2022
18	1/28/2022	2/10/2022	2/25/2022
19	2/11/2022	2/24/2022	3/11/2022
20	2/25/2022	3/10/2022	3/25/2022
21	3/11/2022	3/24/2022	4/8/2022
22	3/25/2022	4/7/2022	4/22/2022
23	4/8/2022	4/21/2022	5/6/2022
24	4/22/2022	5/5/2022	5/20/2022

## Fall 2021 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.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.
<b>Admissions</b>	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. – 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.
<b>Advising &amp; Counseling Ctr</b>	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. – 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 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. - 10:00 p.m.	7:00 a.m. - 10:00 p.m.	7:00 a.m. - 10:00 p.m.	7:00 a.m. - 7:00 p.m.
<b>Cafeteria</b>	8:30 a.m. - 6:30 p.m.	8:30 a.m. - 6:30 p.m.	8:30 a.m. - 6:30 p.m.	8:30 a.m. - 6:30 p.m.	8:30 a.m. - 12:00 p.m.
<b>Cashier's Office</b>	8:30 a.m. - 4:30 p.m.	8:30 a.m. - 4:30 p.m.	8:30 a.m. - 4:30 p.m.	8:30 a.m. - 4:30 p.m.	8:30 a.m. - 4:30 p.m.
<b>Computer Lab E112</b>	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
<b>Workforce &amp; Community Educ.</b>	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.
<b>Financial Aid</b>	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.
<b>Fitness Center</b>	9:00 a.m. - 7:00 p.m.	9:00 a.m. - 7:00 p.m.	9:00 a.m. - 7:00 p.m.	9:00 a.m. - 7:00 p.m.	9:00 a.m. - 5:00 p.m.
<b>Library</b>	8:30 a.m. - 8:00 p.m.	8:30 a.m. - 8:00 p.m.	8:30 a.m. - 8:00 p.m.	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. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 6:00 p.m.
<b>Nursing Lab</b>	8:00 a.m. - 4:00 p.m.	4:00 p.m. - 8:00 p.m.	8:00 a.m. - 4:00 p.m.	8:00 a.m. - 4:00 p.m.	8:00 a.m. - 3:00 p.m.
<b>OASIS Center</b>	12:30 p.m. - 5:00 p.m.	2:00 p.m. - 5:00 p.m.	12:30 p.m. - 5:00 p.m.	2:00 p.m. - 5:00 p.m.	10:00 a.m. - 3:00 p.m.
<b>Registrar</b>	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. – 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.
<b>Student Programs</b>	10:00 a.m. - 8:00 p.m.	10:00 a.m. - 8:00 p.m.	10:00 a.m. - 8:00 p.m.	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. - 8:00 p.m.	8:00 a.m. - 8:00 p.m.	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.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.	8:30 a.m. - 5:00 p.m.
<b>Information Desk</b>	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 5:00 p.m.

## **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 [hfcustserv@press.jhu.edu](mailto:hfcustserv@press.jhu.edu)

**John Wiley & Sons**

Customer Service 1-800-225-5945

Desk copy 1-800-225-5945 opt 3

**Jones & Bartlett**

Customer Service 1-800-832-0034

Desk copy 1-800-832-0034 opt 3

**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  
 215-9258 Accounts Payable – F106  
 215-9308 Accounts Receivable – A107  
 215-9254 Accounting Office – C241  
 Ext. 19020 Admissions – A113  
 215-9016 Admissions Call Center  
 215-9017 Advising - A119  
 215-9452 Allen, Elizabeth – C206  
 215-9402 Amenta, Kevin – C136  
 215-9403 Amor, Karen – C266  
 215-9201 Andeen, Cynthia – C213  
 215-9202 Angel, Lori – C247  
 215-9203 Angulo, Olan – C135A  
 215-9018 APL – D113  
 215-9204 Appadwedula, Kumar – C123  
 215-9465 Arpin, Cynthia – C220  
 215-9404 Arrieta, Celeste – C112

**B**

215-9207 Baillargeon, Betty – C211C  
 215-9210 Barfield, Kem – E123/C213C  
 215-9406 Barry, Todd – C272  
 215-9429 Basu, Vandana – C170  
 215-9407 Bennett, Richard – C260  
 887-6842 Bookstore – A101  
 215-9284 Boyko, Wayne – C135F  
 215-9214 Brammer, Jon – C113  
 215-9215 Briggs, Kenneth – A106  
 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 – A119  
 215-9484 Carr, Beverly – D201  
 215-9412 Carroll, Pamela – C116  
 215-9413 Carta, Michael – C168  
 215-9026 Cashier's Office – A109  
 This number is redirected to the Call  
 Center @ CTDLC  
 215-9312 Castillejo, Jacqueline – A109  
 215-9301 Charette, Ronda – C245  
 215-9033 Child Care Center – E102  
 215-9225 Cohen, Skye – C135B  
 215-9226 Columbus, Brad – E207  
 215-9415 Comeau, Mark – C218  
 215-9238 Contac-EOC – A104  
 215-9029 Copy Center – D207  
 215-9231 Cortegiano, Denise – A210  
 215-9017 Counseling – A119  
 215-9418 Crouch, Jeffrey – C122  
 215-9229 Cullan, Andrew – C135A  
 215-9032 Current (Main) – E121

**215-9031 Current (Business) – E121**
**D**

215-9473 Dahlen, Aaron – C140  
 215-9234 Dean, Sandra – C241  
 215-9004 Dean of Academics – C213  
 215-9002 Dean of Administration – C241  
 215-9003 Dean of Student Services – A113  
 215-9422 Delaney, Terrance – C118  
 215-9236 DeLaRosa, Arnie – G105  
 215-9496 Delucia, Christopher – E205  
 215-9243 DeVeau, Michele – C123A  
 215-9237 Dicarlo, Deborah – A126  
 215-9320 Dickson, Tracy – D111G  
 215-9466 DiFilippo, Victoria – C236  
 215-9309 Dillon, Raven – F211  
 215-9449 Dobkowski, Thomas – B105  
 215-9424 Dopirak, William – C130  
 215-9238 Dover, Gloria – A112  
 215-9240 Dudley-Mcdermott, Sarah  
 A119

**E**

215-9510 Emmerthal, Carol – C242

**F**

215-9054 Facilities Management – G100  
 215-9234 Facility Reservation- G100  
 215-9326 Farwell, Sandra – A113  
 215-9900 Fax – Academic Division  
 215-9901 Fax – Admin Services  
 215-9906 Fax – Admissions  
 215-9906 Fax – Advising and  
 Counseling  
 215-9904 Fax – Cashiers Office  
 215-9907 Fax – Dean of Students  
 215-9902 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  
 215-9241 Filiatreault, Marc – G103  
 215-9040 Financial Aid Office – A111  
 215-9482 Fitzgerald, Amanda – C228  
 215-9254 Fixed Assets (Inventory) C241  
 215-9023 Food Service Office – F131  
 215-9043 Foundation – C211

**G**

215-9428 Gentry, Michael - C154  
 215-9445 Gilot, Cheryl – C262  
 215-9002 Goetchius, Stephen – C241  
 215-9489 Goldreich, Marcia – E205  
 215-9254 Grants Accounting – C241  
 215-9248 Gray, Kathleen – A122  
 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 – D111  
 215-9047 Health & Wellness – F105  
 215-9007 Hodson, April – C209B  
 215-9230 Hoffman, Marie – A112

**I**

215-9116 Information Center A113  
 215-9043 Institutional Advancement  
 215-9049 IT Service Desk – C135  
 215-9664 IT Training Lab – E108

**J**

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

**K**

215-9211 Keller, Pat – C131  
 215-9258 Kelly, James – F104  
 215-9325 Kelly, Kevin – A118  
 215-9441 Kennedy, Brian – C156  
 215-9443 Khan-Bureau, Diba – C264  
 215-9444 Knowles, Frederick- C120  
 215-9259 Kovic, Hong-Yu – A104  
 215-9223 Krug, Maria – A113A  
 215-9446 Kugelmass, Dov – C164

**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  
 215-9033 Little Learners – E102  
 215-9450 Long, Jennifer – C252  
 215-9053 Lost & Found – Security Desk

**M**

215-9267 Main, Amy – F100  
 215-9267 Mail Room – F100  
 215-9054 Maint-Help Desk – G100  
 215-9268 Marceau, Chris – C241  
 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  
 215-9016 Mckinley, Kathryn A119  
 215-9055 Middle College – E205  
 215-9455 Molkenthin, Kelly – C234  
 215-9246 Mueller, Jennifer – A116  
 215-9456 Muenzner, Ed – C172

## N

215-9421 Nally, Jennifer – C110  
 215-9477 Neill, Melissa – C246  
 215-9457 Neufeld, Steven – C142  
 215-9458 Niedbala, Robert – C224  
 215-9478 Nixon, Jeff – C208  
 215-9056 Nursing Admissions – A111  
 215-9301 Nursing Department – C245

## O

215-9436 O'Hare, Will – C202  
 215-9489 O'Reilly, Kathleen – D201  
 215-9220 Osborn, Jodi – A110  
 215-9459 O'Shea, James – C144  
 215-9460 Ouellet, Edith – C245B

## P

215-9277 Parker, Rashita – A105B  
 215-9461 Pascal, Donald – C150  
 215-9462 Patsouris, Peter – C108  
 215-9275 Payroll Office – C247  
 215-9222 Perez Jr., Ruben – C135E  
 215-9060 Personnel Office – C247  
 215-9061 Placement Testing – A117  
 215-9007 President's Office – C209  
 215-9258 Purchasing Office – F104

## Q

## R

215-9463 Rafeldt, Lillian – C230  
 215-9283 Ramos, Donna – A105B  
 215-9063 Receiving – F100  
 723-0624 Region President's Office C158  
 215-9064 Reg. Office – A115  
 215-9474 Ricker, Nicola - C270

## S

215-9319 Saad, Kenneth – C247A  
 215-9409 Sahoo, Soumyashree – C106  
 215-9288 Salva, Cheryl – C213  
 215-9467 Samuelson, Leslie – C238  
 215-9488 Santerre, Pamela – E205  
 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  
 215-9291 Senay, Sue – A111  
 215-9520 Shaw, Marie – VM only

215-9287 Shelton, Alexa – C211  
 215-9472 Sherrard, James – C210  
 215-9267 Shipping & Receiving  
 215-9509 Simmons, Daryl – C114  
 215-9493 Singletary, Heather – E205  
 215-9475 Skahan, Sheila – C250  
 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 – A114  
 215-9298 Summa, Louise – C208

## T

215-9061 Testing Office – A119E  
 215-9208 Title IX Coordinator – C131  
 215-9481 Topping, Susan – C254  
 215-9082 Tutoring Desk – C113

## V

215-9286 Vasselle, Laura – C123  
 215-9083 Veteran's OASIS – F203  
 215-9235 Veteran's Office – A115  
 215-9489 Vincent, Dennise – D201

## W

215-9210 WebCT Contact – E117  
 215-9116 Welcome Desk – A113  
 215-9303 Wellington, Veda – A115  
 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 – A111  
 215-9082 Writing Center Desk – C113

## Y

## Z

215-9292 Ziegler, Alycia – F211  
 215-9251 Ziegler, Amy – G101  
 215-9485 Zenie, Heidi – C-104  
 215-9419 Zupan, Jillian – C244

### Service Email

### Addresses:

### Stockroom

[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:FacilitiesServiceDesk@trcc.commnet.edu)

# 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**



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## 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