

OZARKS TECHNICAL COMMUNITY COLLEGE

FACULTY HANDBOOK 2011-2012

**Promoting Excellence in
Teaching and Learning**



Faculty Information 2011-2012

This handbook is designed to provide succinct and easily accessible information which will assist you in performing your instructional duties. It is not intended to supplant or alter any college policy or procedure (see [College Policies & Procedures Manual](#) available on the website). This handbook should be used as a quick reference, along with the Ozarks Technical Community College (OTC) [Catalog and Student Handbook](#). If you have additional questions, please consult with the dean of your division.

Thank you for reviewing this material. We hope that you enjoy your teaching experience at OTC.

Non-Discrimination Statement

Ozarks Technical Community College prohibits discrimination and harassment and provides equal opportunities in its admissions, educational programs, activities, and employment regardless of race, color, religion, gender, national origin, age, marital status, sexual orientation, political affiliation, veteran status, and disabilities that include HIV and AIDS, and medical conditions. Bona fide occupational qualifications will be allowed in those instances where age, gender, or physical requirements apply to the appropriate and efficient administration of the position. Any person having inquiries concerning OTC's compliance with these regulations may contact the following:

For employment inquiries:

Ms. Alice Ramey
Title IX & Section 504 Coordinator
1001 E. Chestnut Expressway
Springfield, MO 65802
Phone: 417.447.2631

For student inquiries:

Ms. Julia Edwards
Title IX & Section 504 Coordinator
1001 E. Chestnut Expressway
Springfield, MO 65802
Phone: 417.447.8188

Ozarks Technical Community College is an Equal Opportunity Employer.

Mission Statement

The mission of Ozarks Technical Community College is to promote student learning through accessible, high quality, affordable workforce training, and technical and general education that is responsive to the educational needs of the community and its diverse constituencies.

Vision Statement

Our Vision is to be the community's college by providing quality learning experiences that support community, workforce and personal development.

Core Values

Quality	Opportunity
Accessibility	Learning
Diversity	Innovation
Community	Respect
Integrity	Personal Growth

(Revised August 11, 2008)

Philosophy of Education

Ozarks Technical Community College's general education philosophy reflects the belief in a core of learning experiences common to first-and second-year college students. The core curriculum provides an established body of knowledge that allows students to become productive, contributing, informed members of society.

The College is responsible for helping students gain an understanding of themselves, their global community and the physical universe. The College provides an environment where students can learn effective communication and critical thinking skills while developing the foundation necessary to become life-long learners.

The College's mission recognizes its obligation to provide learning experiences that are specialized in order to meet the needs of the community. The career and technical programs are complemented by the established body of knowledge in the core curriculum necessary in the workplace, the community and in life.

Student Learning Outcomes

The assessment of our institutional learning outcomes is designed to evaluate the effectiveness of programs, department and services in preparing our students to succeed in their personal, academic and professional lives. OTC is dedicated to preparing students to become productive members of their community and recognize that the use of innovative technology is an important step in this process.

1. **Communication:** Students will demonstrate effective communication skills, including listening, speaking and writing in order to advance academically and professionally.
2. **Employability:** Students will develop career competencies and self-management skills needed to gain employment in their chosen professions.
3. **Professionalism:** Students will develop personal and professional relationships by demonstrating ethical behavior, collaborative work and constructive conflict resolution to promote success and advancement in their careers.
4. **Critical Reasoning:** Students will demonstrate the ability to problem solve through the processes of analyzing, reflecting, reasoning and forming conclusions and judgments on a variety of mathematical concepts, ideas, issues and information.
5. **Information Literacy:** Students will demonstrate how to create, retrieve, organize, analyze and synthesis information, including information from digital and technological sources.
6. **Cultural and Global Awareness:** Students will demonstrate the ability to recognize and respect the impact of differing cultures, ethnic groups and values on society on the interdependence of people around the globe.

Strategic Goals/Initiatives

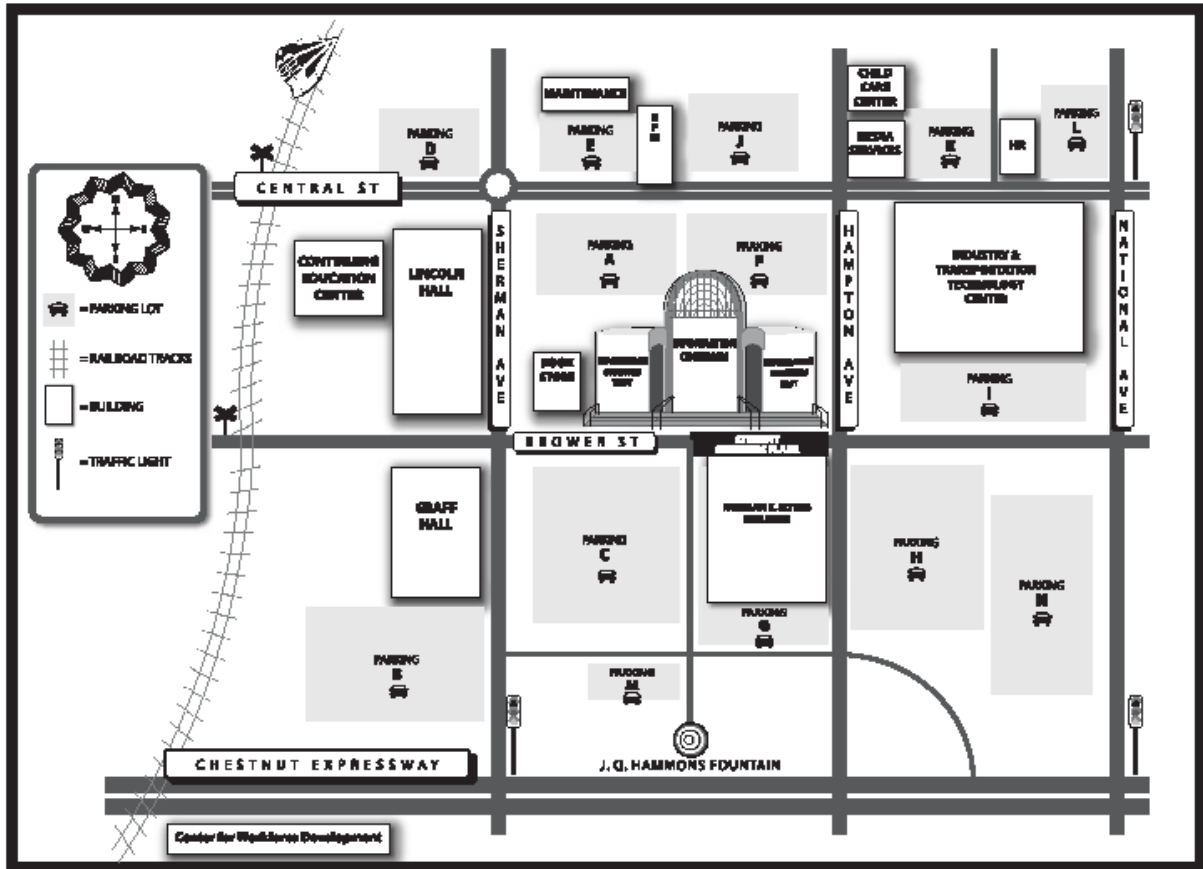
The strategic goals of the College include:

Quality	Graduate Performance
Effectiveness	Innovation
Community Collaboration	Affordability
Retention and Graduation Rates	Learning Centered

The strategic initiatives of the College are:

1. Increase the number of full-time faculty and staff relative to the size of the student body.
2. Improve the success and progression of developmental education students through attainment of their educational goals.
3. Increase the College's physical and online capacity to enhance student learning and success.
4. Strengthen the College's fiscal resources and sustainability through increased external funding.
5. Upgrade and expand support services available to students regardless of instructional location or delivery method.

Springfield Campus Map



Springfield Campus
 1001 E. Chestnut Expressway
 Springfield, MO 65802
 417.447.7500

Gillioz Theatre
 325 Park Central East
 Springfield, MO 65806
 417.447.8975

Richwood Valley Campus
 3369 W. Jackson
 Ozark, MO 65721
 417.447.7700

Branson Education Center
 4440 Gretna Road
 Branson, MO 65616
 417.447.8920
 417.336.6239

Lebanon Education Center
 22360 Highway MM
 Lebanon, MO 65536
 417.447.8932
 417.532.5044

Waynesville Education Center
 320 Ichord Avenue
 Waynesville, MO 65583
 573.774.5061

Building Maps can be located at www.otc.edu/locations/locations.php.

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ACADEMIC CALENDAR 2011-2012

FALL 2011

August 8-16	M-T	Fall Intersession
August 17-19	W-F	Faculty Development Days
August 20	S	First Day of Saturday Classes
August 22	M	First Day of Monday-Friday Classes
September 3-5	Sa-M	Labor Day Holiday/No Classes/College Closed
September 16	F	U.S. Constitution Day Focus
September 16	F	First Day of Late Start Classes
October 10	M	Fall Break/College Closed
October 11	T	College Development Day/No Classes
October 13	Th	Mid-term
October 17	M	Start of 2nd 8-Week Block Classes/Mid-term Grades Due by 10:00 a.m.
November 11	F	Last Day to Withdraw from Classes
November 23-27	W-Su	Thanksgiving Holiday/No Classes/College Closed
December 8-15	Th-Th	Final Exam Period for Online Classes
December 9	F	Last Day of Monday-Friday Classes
December 10	S	Last Day of Saturday Classes
December 12-15	M-Th	Final Exams for Monday-Friday Classes
December 18	Su	Final Grades due by 11:59 p.m.

SPRING 2012

January 9-15	M-Su	Winter Intersession
January 11-13	W-F	Faculty Development Days
January 16	M	Martin Luther King, Jr. Day/College Closed
January 17	T	First Day of Monday-Friday Classes
January 21	S	First Day of Saturday Classes
February 10	F	First Day of Late Start Classes
February 17	F	College Development Day/No Classes
February 18-20	Sa-M	President's Day Holiday/No Classes/College Closed
March 9	F	Mid-term/end of 1st 8-week
March 12	M	Start of 2nd 8-Week Block Classes/Mid-term Grades Due by 10:00 a.m.
March 18-25	Su-Su	Spring Break/No Classes
March 23-25	F-Su	College Closed
April 6	F	Last Day to Withdraw from Classes
May 10-17	Th-Th	Final Exam Period for Online Classes
May 11	F	Last Day of Monday-Friday Classes
May 12	S	Last Day of Saturday Classes
May 14-17	M-Th	Final Exams for Monday-Friday Classes
May 17	Th	Commencement
May 20	Su	Final Grades due by 11:59 p.m.

SUMMER 2012

May 23-24, 29-31	W-Th, T-Th	Summer Intersession
June 4	M	First Day of Summer Classes
June 28	Th	End of 1st 4-Week Block
July 2	M	Start of 2nd 4-Week Block
July 4	W	Independence Day Holiday/College Closed
July 13	F	Last Day to Withdraw from Classes
July 26	Th	Last Day of Summer Classes
July 29	Su	Final Grades due by 11:59 p.m.

ACADEMIC CALENDAR 2012-2013

Under Revision

Academic Advising

All full-time faculty are assigned students for academic advising. Faculty advisors are required to complete the Advising Resource Training Seminar (ARTS). In addition, faculty advisors will participate in two (2) hours of refresher training each academic year following ARTS training in order to maintain their ARTS certification. Advising responsibilities include the following:

- Communicate the college's curriculum, requirements, policies and procedures.
- Encourage and support students to gain the skills and knowledge necessary for success.
- Assist students in making academic decisions, including information about transferring to another college.
- Listen carefully to questions, concerns and confusions.
- Maintain confidentiality.
- Provide resources, referrals and strategies for using available resources on campus.
- Monitor students' progress.
- Discuss the relationship between academic preparation and the work world.
- Be accessible to advise students in person, by telephone, through OTC email and/or through electronic comments made within e-Advisor during posted office hours.
- Provide registration releases, as needed.
- Review and approve education plans.

For information and questions related to advising students, please contact the Coordinator of Advisor Training and Development or email advising@otc.edu.

Academic Alert, Probation and Suspension

The college is interested in seeing that students succeed. In an effort to assist the students, it is expected that you keep your students informed of their progress in your class. The college will notify students of mid-term grade deficiencies of "D" or "F" via their student email account. The notice will encourage the student to seek your assistance, talk with an advisor and visit the Speckman Tutoring and Learning Center.

Students who have not maintained a satisfactory grade point average will be placed on academic probation (see the [college catalog](#) for complete description). This is to encourage students to limit the number of credit hours that are attempted and enroll in appropriate developmental courses or repeat courses. While on academic probation, students are required to make contact with their academic advisor to review their education plan before being released to register.

After the third semester of probation, and not making satisfactory academic progress, the student will be placed on academic suspension for one semester.

Academic and Course Grade Appeal

The College has established an equitable and orderly process to resolve academic dissatisfaction at the College. This may include final grades, instructional procedures, attendance, instructional quality and situations related to academic issues. Please refer to the [appeals website](#) at <http://www.otc.edu/academicaffairs/1719.php>.

Procedure

In appeals related to final grades, it shall be the responsibility of the student to prove that the grade is incorrect or unjustified. A grade of “F” received due to improper course withdrawal is not subject to this procedure.

Step 1: Informal Resolution: Every reasonable effort should be made by both parties (i.e. student and instructor) to resolve the matter through informal discussion.

Step 2: If adequate resolution is not obtained through informal discussion, the student should proceed as follows:

1. The student will complete a [Student Academic/Course Grade Appeal Form](#).
2. A copy of this form will be submitted electronically to appeals@otc.edu. The form will be distributed to the instructor and appropriate administrators.
 - i. For non-final grade appeals this should occur within thirty calendar days following the event.
 - ii. For the appeals that involve final grades, this should occur by the Friday of the fourth week of the next term.

A written decision will be rendered by the instructor electronically to all involved parties within ten college business days following the filing of the appeal.

Step 3: If the student is not satisfied with the disposition of the appeal at Step 2, within ten college business days after receipt of the Step 2 response the following information can be submitted electronically to appeals@otc.edu. The documents will be distributed to the appropriate Dean and administrators.

1. A copy of the written appeal Submitted in Step 2
2. Instructor’s written response

A written decision will be rendered by the Dean to all involved parties within ten college business following the filing of the appeal.

Step 4: If the student is not satisfied with the disposition of the appeal at Step 3, a request for an evaluation by the Academic Appeals Committee can be submitted, within ten college business days after receipt of the Step 3 response. The following information should be submitted to appeals@otc.edu.

1. A copy of the written appeal submitted in Step 2
2. Instructor’s written response
3. Dean’s written response

Upon the determination by the committee, the Chair of the Academic Appeals Committee will provide recommendation for resolution to the Vice Chancellor for Academic and Student Affairs within five college business days after the completion of the evaluation.

The Vice Chancellor for Academic and Student Affairs shall make a ruling regarding the appeal within ten college business days after receipt of the documentation. The Vice Chancellor’s decision shall be final and will be delivered in written form to all involved parties.

General Provisions

In no case may an individual involved at an earlier level of the grievance serve on the Academic Appeals Committee. The committee, Dean, and /or Vice Chancellor has the responsibility to interpret the appeal in light of established laws, rules, policies, procedures and regulations. Copies of the final resolution of the appeal shall be forwarded to the involved parties and to all administrative officials involved in the appeal. Files of resolved appeals shall be maintained in the office of the Vice Chancellor for Academic and Student Affairs.

Academic and Personal Freedom

[Board of Trustees' Policy 2.01:](#)

Instructors are to educate students in the democratic tradition; to foster a recognition of individual freedom and social responsibility; to inspire a meaningful awareness of and respect for the Constitution of the United States and the State of Missouri; and to instill appreciation of values of individual responsibility. These democratic values can best be transmitted in an atmosphere which is free from censorship and artificial restraints and in which academic freedom for instructor and student is encouraged.

Unreasonable limitations shall not be imposed by the Board of Trustees upon the study, investigation, presentation, and interpretation of facts and ideas concerning man, human society, the physical and biological world, and other branches of learning.

Nothing in this statement of principles is intended to protect an incompetent or negligent faculty member or to prevent the institution from making proper efforts to evaluate the work of each instructor.

Please refer to the Academic Calendar for the Constitution Day observance each fall.

Academic Calendar

The OTC academic calendar can be found not only in this handbook, but also in the [College catalog](#) and on the OTC [website](#).

Academic Integrity Violations/Plagiarism

Students and faculty of Ozarks Technical Community College are expected to behave as responsible members of the college community and to be honest and ethical in their academic work. OTC faculty strive to provide students with the knowledge, skills, judgment, and wisdom they need to participate meaningfully in society as educated adults. To falsify or fabricate the results of one's research; to present the words, ideas, data, or work of another as one's own; or to cheat on an examination corrupts the essential process of higher education.

A statement concerning OTC's Academic Integrity Policy is required on each syllabus. A recommended statement is as follows:

Academic integrity represents one of the most essential elements of the teaching and learning process. All members of the OTC community are expected to fulfill their academic obligations through honest and independent effort. By submitting coursework to your instructor as an OTC student, you pledge that the work is truly your own.

Violations of academic integrity—which include but are not limited to cheating, collusion, plagiarism, and other forms of academic misconduct—damage your personal character and thwart your instructors’ ability to promote your learning. As an OTC student, you are responsible for knowing and following the College’s policies and procedures regarding academic integrity. These guidelines and more information related to academic integrity are available in the [Student Handbook](#), on the OTC [Academic Integrity Web page](#), and in [College Policy 5.15](#).

The College recognizes that academic integrity is complex and can be confusing. Therefore, you are obligated to review these information sources carefully and to seek needed clarification from your instructor concerning questions of collaborative work, citation of sources, or other issues related to academic integrity.

Consequences of Academic Integrity Violations

Academic dishonesty, or violation of academic integrity, is not condoned or tolerated at Ozarks Technical Community College (OTC). Most infractions of academic integrity are governed by the instructional dean responsible for the division in which the violation occurs. OTC delegates the following disciplinary authorities to faculty in responding to infractions of academic integrity:

- Requiring a reattempt at the assignment or assessment in question.
- Requiring the completion of an alternative assignment or assessment.
- Lowering the score on the assignment or assessment in question.
- Recording a “0” for the assignment or assessment in question.
- Recommending a failing grade for the course, or other disciplinary action, subject to administrative review and approval.

Some infractions of academic integrity may violate state or federal laws or professional codes and may carry serious legal consequences.

(Rev. 6-4-09)

Additional information concerning academic integrity can be found on the [OTC Academic Integrity Web](#) site at the following link <http://www.otc.edu/academicservices/academicintegrity.php>.

Addressing Student Needs and Issues

Sometimes instructors must address student issues that arise in the classroom which may or may not relate to the course content. These issues may range from behavioral challenges to unique learning challenges, or may simply be associated with developing a classroom community conducive to learning. Our students are individuals, and we encourage all of our instructors to relate to them as such. However, instructors must consider the needs of all students in their class. Use your department chair and/or lead instructor as a resource when, and if, addressing particular student needs and issues is out of your immediate control and becomes disruptive to the learning environment.

Procedures for Addressing Inappropriate Student Behavior can be found in Appendix A.

Behavioral Intervention Team (BIT)

Faculty are encouraged to call on OTC’s Behavioral Intervention Team (BIT) when a student’s behavior rises to a level of concern. The BIT provides our faculty, staff and students a vehicle to more easily

identify students in distress and report a student's behavior(s) of concern in a very simple, confidential manner using an electronic reporting system. Detailed information about recognizing, responding to and referring students in distress as well as how to report students whose behaviors are of concern can be found at the OTCCares pages (www.otc.edu/otccares) and then clicking on the Behavioral Intervention Team Link. You may also contact the BIT help line at 417.447.6697.

Administrative Withdrawal from a Course

Board of Trustees' Policy 5.36:

It is the policy of the College that a student may be administratively withdrawn from a course due to lack of attendance in seated classes or nonparticipation in online classes. 5.36

Procedure

Instructors shall maintain accurate attendance of each student during a semester. To facilitate proper financial aid disbursement, instructors should withdraw each student meeting the withdrawal criteria by the end of the second week of class. Further withdrawals may occur up to the last day to withdraw from a class if the withdrawal criteria are met. Instructors will not be allowed to withdraw a student after the last date to withdraw from a class.

An instructor will administratively withdraw a student from class if that student meets any of the following criteria:

Seated Classes

1. Not been in attendance for two consecutive calendar weeks of class during a regular 16 week session (equivalent of shorter sessions).

# of Weeks for class	Maximum length of consecutive absence
20	2.5 calendar weeks
16	2 calendar weeks
12	1.5 calendar weeks
8	1 calendar week
4	.5 calendar weeks

2. Total absences equate to 20% or the total semester class time. Practicum, clinical and internship attendance requirements will be determined by the appropriate department.

# of Class Period/Semester	Examples:	Absence at which a student would be withdrawn
48	(16w, 3d/w)	10
40	(8w, 5d/w)	8

32	(16w, 2d/w); (8w, 4d/w)	6
16	(16w, 1d/w); (4w, 4d/w)	3
24	(12w, 2 d/w)	5
5	(1w, 5d/w)	1

Online Classes

1. Do not access (as designated in online grade book) the course for 14 consecutive days without contacting the instructor.
2. Do not submit total assignments equating to 20% of total semester assignments (e.g. assignments, discussions, exam, homework, etc.)

The instructor should make every effort to inform a student of an impending administrative withdrawal.

Instructors will provide a valid form of attendance verification for each course taught at the end of the semester.

After extensive deliberation, an instructor may determine re-enrollment of a student that they have withdrawn from a class to be appropriate and may re-enroll the student within three days.

Note: Students should be aware that administrative withdrawal for lack of attendance or nonparticipation may reduce the amount of financial aid they receive, delay their graduation, or necessitate repayment of aid already received and does not relieve their obligation to pay all tuition and fees due to the College.

Americans with Disabilities Act (ADA)

The College complies with section 504 of the Rehabilitation Act of 1973 and makes every effort to ensure that disabled persons admitted to the College as students or employed by the College are afforded all of the rights and privileges provided to them by state and federal law. See Disability Support Services for more information.

Anti-Virus Protection for Home Computers

Information Technology recommends the use of the following anti-virus software for personal laptops and home computer use. The software is available at no cost for download through the following links:

For PC computers (Windows XP SP2 and higher), we recommend Microsoft Security Essentials:
<http://www.microsoft.com/security/pc-security/mse.aspx>

For MAC computers, we recommend Sophos:
<http://www.sophos.com/products/free-tools/free-mac-anti-virus/>

Assessment

Assessment should provide ongoing evidence of student learning at all levels: course, program and institution.

Assessment of student learning begins with established course objectives that describe what a student should be able to do as the result of taking a given course. This goes beyond identifying what the student will study; it requires identifying what students should be able to "do" at the completion of a given course. Once sound and measurable course objectives are established, faculty members must then select and/or design proper assessment tools that effectively assess each course objective. Using sound course objectives and proper assessment tools will serve to provide valuable information to the instructors. The information provided after the assessment process is complete allows faculty members the opportunity to determine the level of learning that took place. Once the level of learning has been determined, faculty can meet and discuss necessary actions that should be taken to improve teaching student learning.

More information concerning Assessment can be found in Appendix B.

Attachments to Walls / Moving Furniture

If rearranging tables and chairs within the classroom, please return them to their original position before leaving. Also, if additional furniture is required, inform the appropriate department chair. Please do not attach nails, screws, tape, or other objects to walls which may damage the surface.

Contact maintenance@otc.edu for the following:

- If pictures or objects need to be hung.
- If furniture needs to be repaired.
- If furniture needs to be removed.
- Complete Transfer/Disposal Form if furniture is removed permanently.

When leaving the classroom, please make sure the doors are locked.

Attendance

[Board of Trustees' Policy 5.05:](#)

All students are expected to be present and regular in attendance for all scheduled classes and labs.

Absences

will be considered justified and excusable only in cases of emergencies, serious illness, or death in the immediate family. Any work missed because of absences must be made up.

The institutional administration shall develop and implement standards and procedures to be used to monitor and enforce attendance regulations. Different procedures and regulations, as required, may be established for

OTC Career Center secondary students and OTC post-secondary students and for OTC online students.

All such procedures and regulations shall be reported to the Board of Trustees and made available to students.

Blackboard

Blackboard is a learning platform, or learning management system (LMS), used to deliver course materials via the Internet. Courses can be delivered entirely online, taught partially online as hybrid courses, or

enhanced using selected Blackboard features.

Blackboard is accessed through the MyOTC portal. For more information or assistance logging into MyOTC, please contact the OTC Help Desk by email at helpdesk@otc.edu or at 417.447.7548. For technical assistance with Blackboard, contact OTC Online by email at online@otc.edu or at 417.447.8200. For non-technical needs, contact OTC Online by email at online@otc.edu or 417.447.8200. This contact information is valuable and should be included in your course syllabus and course resource area.

Blackboard can enhance the learning experience by:

- Providing increased potential for collaboration;
- Offering a venue for continued and more interactive class discussions;
- Integrating writing into every step of the learning process;
- Allowing instructors to give tests and quizzes outside the classroom, thereby freeing up in-class time for other types of learning activities;
- Refocusing the responsibility of learning on the student rather than the instructor;
- Supplying on-demand support and immediate feedback;
- Providing authentic assessment opportunities.

At a minimum, all OTC instructors are expected to post their course syllabi and contact information on their Blackboard sites. Instructors are encouraged to explore and make use of Blackboard's full potential by also posting lecture notes, supplemental presentations, assignment instructions, student grades, and other course materials.

Blackboard is integrated with our campus database, Datatel. This integration means that several aspects of Blackboard are now automated:

- Site generation – You do not have to request permission to use Blackboard or wait for someone to create a Blackboard site for a course you are teaching. When your name is assigned to a course in Datatel, a Blackboard site for that course will be automatically generated before the course begins.
- Student enrollment/disenrollment – As soon as a student signs up for a course, he or she is placed into the corresponding Blackboard site. Similarly, when a student drops a course or is administratively withdrawn, he or she loses access to that Blackboard site.
- Fresh sites every semester – When the course schedule for the next semester is entered into Datatel, new Blackboard shells for those courses will be generated. You may either start fresh or request a transfer of your current content into the new sites. For more information regarding Course Copy, please contact OTC Online by email at online@otc.edu or call 417.447.8200.
- Scheduled availability of sites – You will have access to your Blackboard sites after the semester schedule is entered into Datatel. Your course sites will become available to your students the day the semester officially begins (CST).
- Scheduled unavailability of sites – Two weeks after final grades are due, the Blackboard sites for your current semester courses will become unavailable to you and your students.

Bookstore

The OTC Bookstore provides many services for students, faculty and staff and is dedicated to ensuring the success of the campus community. The Bookstore offers a full line of textbooks, both new and used, academically priced hardware and software, reference books and materials, official OTC apparel and gifts, office supplies and convenience items. The Bookstore also provides a buyback program in which used textbooks may be sold back to the Bookstore for cash. Textbooks may be purchased in store by credit card, cash, check or charged to an e-Cashier account. Purchases can also be made online and shipped or be placed on reservation for in-store pick-up.

OTC employees will be given a 10% discount on items purchased from the Bookstore.

The OTC Bookstore is located at the corner of Sherman and Brower, just west of the Information Commons on the Springfield Campus. For additional information or any questions call the Bookstore at 417.447.6620.

Campus Visitors

Any individual who comes to campus looking for either a student or staff member should be directed to Safety and Security. As a matter of security, a faculty member should never open his or her classroom to an unexpected visitor unaccompanied by Safety and Security.

Safety and Security will ask all visitors to provide identification. They will then determine if there is an immediate reason to find the person being sought. In the event of an emergency, the visitor will be asked to wait in the Safety and Security office while the officer goes to find the person being sought. The student or staff member will then be asked if they wish to see the visitor. If so, the student or staff member being sought will be directed to the Safety and Security office to meet the visitor. If they do not wish to see the visitor, the officer will return to the Safety and Security office and ask the visitor to leave the campus. Safety and Security personnel will ensure the individual leaves campus.

If there is no emergency or immediate need to contact the individual, no information concerning the student or staff member's whereabouts should be released.

Children on Campus

OTC provides environments that promote learning for students who are enrolled. Classroom, studio, library and laboratory settings are not appropriate places for children except when the child is a registered participant in a College-sponsored activity, such as a Community Enrichment youth class. The campuses are also places of easy access to the public and do not have resources to protect unsupervised children, which could place the child at risk. Therefore, employees, students and visitors are prohibited from leaving a child unattended at any College facility and may be removed from class until appropriate childcare arrangements can be made. For more information, contact the Safety and Security office, IC 208, 417.447.6911.

Cancellation of a Class (Instructor absence during a class session)

Instructors are not to cancel a class session.

If you are aware of an absence ahead of time (such as an approved meeting or seminar), you are expected to make educationally sound alternative assignments or have another instructor meet the class. This is explained on the Professional Activity/Travel Request Form which you need to complete before attending a

meeting. If you become ill, please contact your division office so that arrangements can be made for your class. Upon returning, you will be expected to fill out a Sick Leave Form which goes to Human Resources.

Carol Jones Writing Center, The

The [Carol Jones Writing Center](#) is a free, friendly service provided to all OTC students. The staff of student peer tutors will assist students with any aspect of any writing assignment for any course. Whether students are selecting a topic, prewriting, organizing, composing the draft, revising, editing, or documenting sources, the Writing Center can help.

Synchronous online tutoring to any OTC student anywhere who has a computer with internet connections is also offered. Please understand that this is not a —proofreading service for which a student simply emails an essay for a tutor to edit and send back. The tutors work with students one-on-one through the online Wimba platform, either by texting or through an audio-visual link if they have a webcam.

The [Writing Center](#) staff would appreciate the faculty helping us better serve you and your students in a few important ways. First, feel free to let the Center's staff know what sorts of writing issues you see in your classes that you would like to see addressed.

Second, if you plan to send students to the [Writing Center](#), please send any assignment sheets, pre-writing exercises, syllabi, grading sheets, and/or any other documents that you would like us to keep on file for reference. The tutors will, of course, help any student with or without such information, but having it will give us a much better chance of providing effective tutorials.

Third, the staff highly recommends bringing your class(es) in for a brief 20-minute presentation about the Writing Center's services. There are a far larger ratio of students coming in after class visits here even than when the staff visits the classroom. Call 417.447.8235 or contact David E. Ball at balld@otc.edu. Please include your name, class sections and rooms, class days and times, and at least two possible dates.

The Writing Center is located in IC 200, directly above the LRC. Our hours are Monday through Thursday 8:30 a.m. - 6:30 p.m. and Friday 8:30 a.m. - 2:30 p.m. Walk-ins are welcome, but the staff strongly encourage calling ahead for an appointment in order to be sure someone will be available. Email: writingcenter@otc.edu Telephone: 417.447.8235.

Cell Phones

All cell phones belonging to both instructors and students, must be silenced during class time. The class and/or instructor should be made aware at the beginning of the class period.

Class Rosters

Instructors are expected to print rosters for their classes via the web on [MyOTC](#). You may access rosters for all course sections that you teach through the OTC website, www.otc.edu.

- Select MyOTC on the homepage.
- You will be prompted to enter your user ID and password.
- Select the AccessOTC tab.
- Under Faculty Information, Select Class Roster

This should be done prior to the beginning of classes and periodically during the first few weeks of classes.

Any student attending class, but not appearing on your current roster is not enrolled in your class. Please direct these students to Student Services for assistance.

If a student chooses to drop the course, withdraw from classes, or has been administratively withdrawn, this will be reflected on your roster.

Commencement

Participation in commencement activities is part of a full-time faculty member's contractual obligation.

Academic regalia is provided by the College. The gowns are made of disposable material, but you will be able to wear them for many years if care is given. Adjunct faculty are invited to join in the celebration. OTC holds a spring commencement ceremony. Information about commencement is available in the Registrar's Office or from commencement@otc.edu.

Complementary Desk Copies of Textbooks

You will be more likely to receive desk copies if they are requested by your dean on formal College letterhead. The bookstore does not request desk copies of textbooks for instructors. See your department chair or secretary if you have not received a complementary desk copy of textbooks.

Computer Accounts

Computer accounts need to be requested by the Supervisor. Once an account has been created,

- The supervisor will be notified through email.
- Password paperwork can be picked up at the IC Atrium reception desk (Photo ID must be shown).

The username and password obtained is required to access computers on campus, [MyOTC](#), Intra and Gradebook.

Note: You are responsible for what happens when logged into the network.

Temporary User Account

If a presenter or student prospect needs access to a computer for a brief time, a temporary account can be obtained from:

- Student Help Desk (IC Atrium)
- Reception desk (IC Atrium)
- Computer Help Desk (Graff Hall 203)
- Open Computer Lab (ICE 223)

To receive a temporary account, ID must be shown and a signature obtained. OTC is required by Federal Law to know who is logged onto our network.

The complete Computer Use Agreement can be found in Appendix C.

Computer Labs

Open computer labs are available for currently enrolled OTC students to do homework, research, printing, and practice using software applications commonly found in the workplace. Open computer lab locations are as follows:

Springfield Campus	ICE 223A	417.447.7548
Richwood Valley Campus	LSC 216	417.447.7700
Lebanon Education Center	LEC 107	417.532.5044
Branson Education Center	BEC 122	417.336.6239
Waynesville Education Center	WEC 100	573.774.5061

Open Computer Lab Guidelines

- The lab is for curriculum-based studies (programs, research, and papers), not for gaming and chatting.
- Children are not allowed.
- No food or drinks.
- To allow fellow students to concentrate, please do the following:
 - When listening to music, use headphones and keep the volume down.
 - Keep conversations to a minimum and quiet.
 - Cell phones should be kept on silent, vibrate, or turned off.
 - All cell phone calls should be conducted outside the computer lab.
- Save work regularly to avoid losing valuable documents.

Please call the location for hours of operation and additional information. Springfield and Richwood Valley hours are located at www.otc.edu/technology/computer-labs.php.

Confidentiality

Personal information, which in many cases may be sensitive, should always be treated confidentially on a "need to know" basis. If in question as to whether information should be shared, please consult with your dean, supervisor or the Registrar. For more information, please see the section on FERPA.

Copying/Printing

A copy machine will be available for your use. The division secretaries will be able to assist you in the preparation of class materials. Please allow plenty of lead time. If extensive numbers of copies are needed, or the number of pages is extensive, please allow time for the material to go to the print shop. The division secretary will be able to prepare the print shop order. A risograph copier is also available for large copy runs.

OTC expects you to adhere to the Copyright Laws. Please do not make copies of copyrighted material without the publisher's permission. This includes computer software and videos as well as print material. Check with a librarian in the LRC if you have questions regarding the fair use of material for your classroom and consult [Board of Trustees' Policy 2.51](#).

Ozarks Technical Community College is committed to operating in compliance with U. S. copyright law

and enjoining copyright compliance by its instructors, staff and students in their performance of College related activities. A Copyright Compliance Coordinator, appointed by the President, oversees appropriate activities including, but not limited to:

- 1) Posting of copyright compliance notices at appropriate locations in College facilities.*
- 2) Providing copyright compliance information and in-service activities as needed to instructors, staff and friends*
- 3) Presenting copyright compliance guidelines in College publications such as the faculty, employee and student handbooks.*

In particular, the college promotes an awareness and understanding of “fair use,” “works for hire” and other copyright concepts that are of special significance in instructional activities and materials so that students and instructors are better able to comply with U. S. copyright law.

“Fair use” allows that in specific circumstances it is fair to use a copyrighted work without expressed permission from the copyright holder, for a limited and personal purpose which does not in any way damage the copyright holder’s ability to profit from the work.

College faculty, staff and students who infringe copyright by abusing “fair use” do so at their own risk.

“Works for hire” specifies that work created by an employee (faculty or staff) within the scope of employment or at the direction of the employer or using substantial resources provided by the employer is, by law, a work made for hire and, therefore, owned by the employer (the College).

Unless otherwise specifically agreed to in writing by the College in advance, all copyright rights, publication rights and royalty rights resulting from works developed by college faculty or staff shall remain the exclusive property of the college. (7/10/00)

Counseling Services

Through numerous supportive services, the Counseling Services staff strives to assist members of the OTC community with their personal issues and career decisions. The staff provides the following individualized and confidential services:

- Assessment, exploration, and researching services for those with career and college major decision-making needs
- Individual and group mental-health counseling (service limited to currently enrolled students)
- Referrals to community resources
- Educational programs both on and off campus
- Crisis intervention services
- Campus-wide outreach events (e.g.: National Depression Screening Day)
- Web-based self-help resources and community referral suggestions

The counseling staff has extensive experience working with a variety of issues faced by OTC’s diverse student population and all of the department’s individualized counseling services are free and confidential. Counseling services are available Monday - Thursday, 7:30 a.m. - 6 p.m. and Fridays 8 a.m. - 4:30 p.m. on the Springfield campus (located within Student Services on the second floor of the Information Commons West, Suite 219).

Counseling services are also made available on a requested basis at our Education Centers. Faculty are

encouraged to contact Counseling Services staff for consultation about students of concern or to schedule educational programs in the classroom. For more information about our services or to schedule an appointment, contact the Counseling Services office at 417.447.6974, emailing us at counseling@otc.edu or visiting our departmental web pages: <http://www.otc.edu/currentstudents/counselingservices.php>

Course Numbering Sequence

100 level courses assume minimal background knowledge and/or skills. These courses introduce students to the vocabulary and methods of the discipline. Those offered by the Allied Health, Business/Accounting/Economics and Technical Divisions would normally appear in the first year of the preferred course sequence. Those offered by the General Education Division would traditionally be freshman level courses for students majoring or minoring in this discipline at a four-year institution.

200 level courses assume both background knowledge and/or skills. These courses expect students to apply and synthesize background knowledge and/or skills. Those offered by the Allied Health, Business/Accounting/Economics and Technical Divisions would normally appear in the second year of the preferred course sequence. Those offered by the General Education Division would traditionally be sophomore level courses for students majoring or minoring in this discipline at a four-year institution.

Course Tuition Waiver

[Board of Trustees' Policy 3.08b](#) explains the Tuition Reimbursement Plan that is offered through OTC.

The College believes that employees who desire to continue their education, in addition to performing their jobs, show a commitment to improving themselves and their position within the College. Employee should first take full advantage of the education and professional development opportunities offered at OTC (see Policy 3.46 Staff Enrollment and Tuition Exemption). When professional development opportunities are needed or required beyond those offered by OTC, employees may apply for professional development funds through the Tuition Reimbursement Plan. (8-13-07)

Please refer to [Board of Trustees' Policy 3.46](#) concerning Staff Enrollment and Tuition for credit and non-credit classes taken at OTC.

Contact Human Resources to obtain the appropriate forms and approval information.

Credit-By-Exam

Students who can demonstrate knowledge and/or skills in a subject area through on-the-job training, the armed forces, fluency in a foreign language, or other related experiences may be able to “test out” of a particular course. Initially, the student should discuss the feasibility of such an exam with the department chair of that discipline prior to the semester a Credit-by-Exam is sought.

The Credit-By-Exam form is available in your dean’s office or in the Academic Services office. Please note that you might be contacted to prepare an exam. If the exam is possible, the student then pays a \$15 fee, before taking the exam. Students passing the exam may gain transcript credit by paying the appropriate tuition and fees for the course. The grade recorded on the transcript will be “S,” which will count as hours earned, but will not count in cumulative grade points or grade point average (GPA) and may not be accepted as transfer credit by other colleges. Students failing the exam can either enroll in the course or retake the exam, after a one-year waiting period.

Curriculum Approval

Development of a new program or course or requesting any significant changes such as title, credit hours or content requires a course abstract, preferred course sequence and other information to be prepared and presented to the Curriculum Committee for approval or recommendation to the Vice Chancellor for Academic and Student Affairs. See your department chair or program director for curriculum due dates and procedures to submit your proposal for review.

The current Curriculum Handbook and all forms and instructions for curriculum changes can be found on the [Curriculum Sharepoint](#) site.

Contact the Academic Services offices (417.447.8111) if you have questions regarding the curriculum proposal process.

Disability Support Services (DSS)

Contact Disability Support Services (417.447.8189) for information concerning compliance in providing reasonable accommodations and other assistance to students with documented disabilities.

DSS offers support services to students who have documented disabilities of a permanent or temporary nature. In order to qualify for support services, students must:

- Identify themselves to the Disability Support Services office and request services
- Provide current documentation (typically no more than 3 years old) that has been submitted by a qualified professional

In order to insure compliance, faculty have the following responsibilities:

- To make an announcement at the beginning of each class regarding the willingness to discuss accommodations with the students.
- To include a statement in all course syllabi regarding willingness to accommodate students with disabilities.
- To meet with students who provide an **Accommodation Notice** promptly and privately to discuss accommodations required.
- To maintain the same academic and behavior standards for all students, regardless of disability.
- To insure that the proposed accommodations do not substantially alter curriculum standards.
- To uphold the confidentiality of student's disability related issues.
- To contact the Disability Support Services office with questions or concerns about providing access for students with disabilities.

Examples of Disabilities Served Through DSS

The majority of students served through DSS are those with specific learning disabilities. In addition, students who have had traumatic brain injuries, deafness, orthopedic or mobility impairments, visual impairments, psychological disabilities, and other health impairments receive services.

Accommodations Provided

Every student who registers for services with DSS and is deemed eligible has an Accommodation Plan

tailored to their specific needs, specific courses, challenges and degree plan. Examples of typical accommodations include:

- Out of class testing
- Extended time on exams and practical examinations
- Quiet space to test in
- Use of a reader or scribe on exams
- Volunteer student note-taker
- Sign language interpreter
- Preferred seating
- Print materials translated to Braille or in large print format
- Raised table
- Technology needed for access (screen reading programs, screen magnifiers, voice to text software, talking calculators, etc.)

The Balancing Act

It is the job of DSS staff to balance the request of the student, filtered by documented needs, compared to maintaining the academic integrity of the course or degree.

How Do You Know?

A student who is eligible for services through DSS will provide you with an **Accommodation Memo**. This memo should be delivered to you, in person during the first week of classes. This memo will identify how the student's disability may manifest in the classroom, as well as recommended accommodation strategies. Members of the DSS staff are available to answer questions as they arise.

What Does DSS Need From You?

Since the most widely utilized accommodation is out-of-class testing, it is important you work closely with DSS staff in coordinating scheduled exams.

Please supply the exam promptly. Exams may be submitted:

- In person at ICE 123A in Testing Services
- Utilizing the mailbox just outside of Testing Services
- By fax at 417.447.8194
- By email - send a copy of the exam to *testingservices@otc.edu*. Do not rely on campus mail for exam delivery
- Indicate any special testing instructions on the Exam Request Form (use of calculator, formula sheet, etc.)
- Indicate how you would prefer to have the exam returned to you.
- Please include any material, instructions or assignments the student may miss by taking the exam in DSS

Below is a suggested statement for use in the course syllabus:

Disability Support Services has been designated by the College as the primary office to guide, counsel and assist students with disabilities. If you receive services through the

Disability Support Services Office and require accommodations for this class, make an appointment with your instructor as soon as possible to discuss your approved accommodation needs. Bring your Accommodation Memo provided by the DSS Office to the appointment. Your instructor will hold any information you share in strictest confidence.

Drug-Free Workplace

[Board of Trustees' Policy 3.47](#)

Ozarks Technical Community College is committed to provide each of its employees a drug-free workplace. The College will notify each employee that the unlawful manufacture, distribution, possession, or use of a controlled substance is prohibited at this College and that the penalties for such are covered under Article III, Section 3.32, paragraph B of the Ozarks Technical Community College Policies and Procedures Manual. (3.13.06)

Electronic Grading Systems

Pinnacle Gradebook

Instructors have access to Pinnacle Gradebook, an electronic grade maintenance application. Features include:

- Attendance
- Reporting
- Calculated Columns
- Grade Exporting
- Seating Chart (includes student photos)

To access Gradebook, visit gb.otc.edu, and login using OTC Username and Password. If there are questions about Gradebook:

- Visit Intra, <https://intra.otc.edu/gradebook.php> for a tutorial.
- Attend a training session (check the professional development schedule).
- Contact the OTC Computer Help Desk (helpdesk@otc.edu, 417.447.7548).

Note: Students can access grades through [MyOTC](#) under the “Resources” tab. In the IT Resources area, select “View My Current Grades.”

Blackboard Grade Center

Instructors have access to the Blackboard Grade Center, through OTC’s online platform – Blackboard. Features include:

- Reporting
- Calculated Columns
- Grade Exporting

Note: Blackboard does not have an attendance feature.

To access the Blackboard Grade Center, login to [MyOTC](#) using OTC Username and Password and click on the “Blackboard” tab. Once logged into Blackboard, and in desired class, click “Grade Center” in the “Control Panel” area. If there are questions about Blackboard Grade Center:

- Visit <http://www.otc.edu/online/10424.php>.
- Contact OTC Online (online@otc.edu, 417.447.8198).

Email

All instructors are expected to use OTC email for work and class- related communication. The expectation is that email will be read frequently, as the College will use email to provide timely communications with faculty.

OTC email can be accessed anywhere there is Internet access by clicking [MyOTC](#) on the College’s main Web page (www.otc.edu). Login with OTC user name and password and select the webmail tab.

Guidelines for Instructor Use of OTC Email

Ozarks Technical Community College recognizes the benefits of and encourages the use of electronic communications between students, faculty and staff. Please note the following:

- It is the expectation that all faculty and staff utilize the College’s email to receive timely information, important to OTC’s conduct of business.
- Instructors should appropriately use email to communicate with their students and should be responsive to their needs. It is the instructor’s professional responsibility to check and monitor OTC email.
- As a minimum, all faculty members should check their email at least once a week. Ideally, OTC email should be checked as frequently as possible.
- Every attempt should be made to respond to email messages within 24 hours where a response is needed.
- Since email can be an effective means for enhancing student learning experience, each instructor should set forth more specific guidance and expectations regarding the use of email for communication in class. The course syllabus is a useful document for outlining these expectations for students.

Faculty have a variety of resources readily available to the OTC email system:

- Any classroom with a computer located therein;
- Adjunct faculty offices;
- Kiosk stations located around campus;
- Home Internet access.

The OTC Acceptable Use Policy governs all electronic communications and provides user advisories regarding user responsibilities, privacy expectations, privacy protections, privacy limits and security considerations. This should be considered as a starting point and the direction the College is headed in enhancing the communication capabilities for students, faculty and staff.

Email Management/Managed Folders

OTC's Information Technology Department implemented Messaging Records Management (MRM) to help reduce the footprint of email storage, reduce cost and to keep a more consistent and efficient email environment.

MRM Quick Reference

Junk Mail	14 day retention policy
Deleted Items	90 day retention policy
Managed Folders	Retain One Week Retain One Month Retain One Year Personal (Retain Two Years) Retain Forever
Inbox	One year retention policy
User Created Folders	One year retention policy, if not moved into one of the Managed Folders

Best Practices

- Go through email and email folders and delete items that are no longer needed.
- Move required items into one of the five "Managed Folders" (folders can only be moved *one at a time* into a managed folder) or leave the items if a one year retention policy is sufficient and appropriate.

Emergency Notification

Emergency Notification is a messaging system that has been put into place to alert students, faculty and staff of school emergencies and closings. Participation in this system is voluntary but is highly recommended. Your cell phone must be able to accept text messages to receive mobile alerts. If your phone does not accept text messages you can still receive the alerts via e-mail. To sign up go to "[MyOTC](#)" and click on the "Emergency Notification" tab. To complete the sign up process you must reply to the text message or email. OTC will not send spam or advertising through this system.

Excellence in Education Awards

Nominations are requested each spring for the Excellence in Education Awards. Recipients are announced the following fall. The categories include full-time instructor, adjunct instructor, administrative, professional support staff and general institutional support staff. The awards carry a monetary stipend. Questions should be directed to the Dean of Academic Services office at 417.447.8114.

Faculty Evaluation

Because the college cares about the quality of student learning as well as continuous improvement of instruction, each faculty member will be evaluated annually. Faculty evaluations will consist of input from supervisors and peers. During the process, faculty will receive feedback from their supervisors to obtain input on job performance and previous goal completion as well as development of future goals related to their position. Information regarding the procedures related to performance evaluations and deadlines will

be provided by the Human Resource office.

Faculty Senate

The Faculty Senate serves as a liaison between the faculty and administration of the College. With voting rights limited to all full-time faculty members, adjunct faculty are encouraged to participate. To better understand the mission of the Senate, consider this passage from the Preamble to the Constitution of the Faculty Senate:

Our premise is that it is essential for the well-being of the College that there be cooperation and communication between faculty, administration, students and trustees. We recognize that these entities have distinct functions and interests which, though they may overlap, may not necessarily coincide. The faculty has a significant impact on the success of the students and the efficient operation of the College. As such, the faculty should have a voice by providing recommendations of the governing body of the College.

Contact your department chair or program director for more information and to be added to the Blackboard site for Faculty Senate.

FERPA (Family Educational Rights and Privacy Act)

It's the Law

FERPA (Family Educational Rights and Privacy Act), also known as the Buckley Amendment, was passed by Congress in 1974. It applies to all educational agencies or institutions, including Ozarks Technical Community College, that receive funds under any program administered by the Secretary of Education. FERPA governs what may be released but does not require that any information be released.

It grants four specific rights to a postsecondary student:

- Right to inspect and review his or her education record
- Right to seek to amend his or her education record
- Right to consent to disclosure of his/her records
- Right to file a complaint with the U.S. Department of Education concerning alleged failures by the College to comply with the requirements of FERPA

It's Your Responsibility

As a faculty or staff member, you have a legal responsibility under FERPA to protect the confidentiality of student educational records in your possession. You have access to student information only for legitimate use in the completion of your responsibilities as a College employee. Need to know is the basic principle.

As a faculty or staff member, you have a legal responsibility under FERPA to protect the confidentiality of student educational records in your possession including those in electronic format. You have access to student information only for legitimate use in the completion of your responsibilities as a College employee. Your access to student information, including your own grade book information, is based on your faculty or staff role within the College. You may not release student information to any third party outside your departmental unit.

Student educational records (other than College defined directory information) are considered confidential and may not be released without written consent of the student.

Some practical things to keep in mind:

Grades: Students' scores or grades should not be displayed publicly. Even with names obscured, numeric student identifiers are considered personally identifiable information and must not be used. Grades, transcripts or degree audits for purposes of advisement should not be placed in plain view.

Papers: Grades, papers or tests should not be left out in plain view nor should students sort through the documents of other students in order to retrieve their own work.

Class rosters/grade sheets: These and other reports should be handled in a confidential manner and the information contained on them should not be disclosed to any third party.

Parents: Parents, spouses and other relations do not have a right to information contained in a student's education record.

This information is intended to provide general information and to acquaint faculty and staff with some of the privacy issues surrounding students' educational records. It is not intended as nor is it a substitute for legal advice on any particular issue. If you are in doubt about a request for student information, contact the Office of the Registrar at 417.447.6903.

Field Trips

The College recognizes that instruction can take place outside of the typical classroom and lab areas. On this premise, faculty is encouraged to pursue instructional activities through first-hand experiences that relate directly to the respective subject area. Field trip requests should be made in advance and submitted to the appropriate Department Chair for approval from the division Dean.

Final Exams

The departmental portion of finals serve two important functions:

- They are a means to ensure a level of consistency across multiple sections of the same course taught by various instructors.
- They can serve as a valuable assessment tool for the course. Data collected from the departmental portion of the final can be used to identify whether specific learning objectives are being met. From the results produced, strategies for improving student learning can be developed.

In order to gain all of the benefits of these finals, the department should annually review each of the finals to verify that it continues to adequately assess the objectives of the course. The writing and review process for the departmental portion of the final should involve as many of the course instructors as possible. These processes stimulate faculty dialogue and promote more consistent expectations. All instructors for the course should receive a copy of the departmental final early enough in the semester to direct them in their own individual development of the course. All instructors must understand, however, that it is totally unacceptable to use this information to in any way compromise the integrity of the departmental portion of the final exam. Instructors must not "teach to the final," distribute copies of previous departmental finals or provide review sheets that are slightly modified versions of the exam.

The departmental portion of the final should not be so long that it constitutes an instructor's total final exam but should allow each instructor to add some components that he/she particularly emphasized. Although the departmental portion of the final may be primarily multiple choice or some other objective type questions, at least 25% of the final exam must be designed to assess critical thinking utilizing a written component.

In some courses, whether technical, allied health, business or general education, certain course objectives pertain to specific skills that the students' are required to demonstrate. In this case, the final exam process above would be the same; however, rather than 25% of the exam being a written component testing critical thinking skills, a portion should be devoted to determining the students ability to demonstrate the required skill. This will allow the department to assess the objectives that are included in the course.

Final Exam Schedule

The College will distribute a final exam schedule before the semester begins in order for instructors to prepare course syllabi. The final exam schedule can also be found on the [OTC Academic Services](#) website. The final exam period will be devoted to two (2) hour final exam sessions. Instructors are expected to utilize the final exam period scheduled for each course section/s that is taught. If a conflict occurs for a given section, the instructor will be contacted by Academic Services to establish an appropriate room and time. It is expected that each course give a comprehensive final exam, to assure that students are able to tie the entire course content together. The comprehensive final exam should be composed of a departmental portion which is consistent for all instructors teaching a given course. In some instances, a practical exam or comprehensive project would be more appropriate. All faculty members shall utilize the comprehensive departmental portion of the final exam and the procedures outlined for administration.

First Aid Kit Locations

First aid kits are located in various areas of the College. For a list of first aid kit locations, please see Appendix E.

Food and Beverages in the Classrooms

[Board of Trustees' Policy 4.02\(d\)](#)

Food and beverages are prohibited in all classrooms, shops, and laboratories for all students, faculty and staff. Food and beverages are permitted only in offices, snack shops and lounge areas.

Grade Books

An official grade book must be maintained for each class taught by an instructor. The grade book should be kept in an organized form and up-to-date throughout the semester. Electronic formats maintained on the OTC network are recommended. This allows for backups and retrieval of the grades when required.

The College offers two options for electronic grade books. Each class has an associated Blackboard site with an incorporated grade book. Also, Gradebook®, an electronic grade maintenance application is provided for each instructor for each class taught. This program is available at <https://gb.otc.edu>. Login to Gradebook is your OTC username and password. A [Gradebook tutorial](#) is available on the IT Intra site.

Attendance of students is mandatory for each instructor. Attendance verification is critical for the proper

financial aid distributions and for reporting throughout the semester. Attendance verification should also be associated with grade books and maintained in an accessible location.

Grade books and attendance verification are required to be submitted to the division secretaries at the conclusion of the semester.

Grading Policy

Instructors are required to submit a final grade report, via the web on [MyOTC](#), to the Registrar by 11:59 p.m. on the date final grades are due (see Academic Calendar). Questions regarding grade submission can be directed to the Registrar. Grade definitions are as follows:

Grade		Points
A	The student has, in an exemplary way, met the objectives established for the course	4
B	The student has, in a superior way, met the objectives established for the course.	3
C	The student has adequately met the objectives established for the course.	2
D	The student has minimally met the objectives established for the course.	1
F	The student failed to meet the objectives established for the course.	0
AU	The student enrolled in and completed the course as an auditor. Requirements for successful completion as an auditor are arranged with the course instructor. Does not count as credit for the course.	0
I	An "I" or incomplete, indicates that a student has been doing acceptable work but has not completed a small amount of the work. It is the student's responsibility to have this deficiency removed within six weeks after the incomplete is assigned.	
	The instructor initiates the change of grade from "I" to the final grade using the Grade Change form found in the department chair or dean's office. When, in the judgment of the instructor, a student is not making a reasonable effort to remove the incomplete, the grade will automatically be changed to an "F." An "I" recorded for a Community Enrichment class, other than those for which CEUs are awarded, indicates the student attended less than 80% of the scheduled time.	0
N	Used in conjunction with letter grades of A,B,C,D for classes which are less than 100 level. These courses are not included in consideration for honors.	0
NP	Not Passing. Given for courses (less than 100 level), as well as selected courses which have been approved by the Vice Chancellor for Academic and Student Affairs, to be offered on a Passing/Not Passing system.	0
P	Passing. Awarded upon successful completion of Community Enrichment course. May also be used for selected credit courses with the approval of the Vice Chancellor for Academic and Student Affairs.	0
S	Credit by Exam. The student received credit for the course through proficiency	

examination. This symbol counts as hours earned but not as hours attempted.
Not more than 24 credit hours of the required credit for a degree or a certificate may
be earned through —Credit by Exam. 0

W Withdrawal. Assigned at the time of withdrawal from all or one class(es). 0

Grading Scale / Rationale

A common grading scale is adhered to by all divisions except in some programs within Allied Health (because of accreditation requirements). The courses offered through the Speckman Tutoring and Learning Center also adhere to a different grading scale. The grading scale appears on the course abstract template available on the [Sharepoint server](#).

A = 100-90%
B = 89% - 80%
C = 79% - 70%
D = 69% - 60%
F = Less than 60%

Great Teachers Seminar

Each year two or more OTC instructors participate in the Missouri Great Teachers Seminar. All full-time and adjunct faculty are eligible to apply. Representatives from community colleges across the state are in attendance at the YMCA of the Ozarks near Potosi, Missouri. The retreat is sponsored by the [Missouri Community College Association](#) (MCCA) and intended to be a rewarding learning experience. For further information contact your department chair, program director or dean.

Grievance Procedure for Students of Non-Academic Issues

Students having complaints related to grades and/or academic instruction should be directed to the [Academic & Course Grade Appeal Procedure](#), found in the Student Handbook section of the [College Catalog](#). Students having complaints, other than grade appeals or academic dissatisfaction, which cannot readily be resolved through normal channels, may bring their complaints to the Dean of Students. If the Dean of Students cannot satisfactorily resolve the complaint, the student may request the matter be referred to the College Student Grievance Committee. The chairperson will convene the committee. The committee will hear the complaint and make a recommendation for resolution to the campus President. The decision of the campus President shall be final.

Guest Speakers

[Board of Trustees' Policy 4.02\(u\)](#)

Ozarks Technical Community College welcomes the free and open presentation of ideas and opinions by speakers of all viewpoints expressed in the spirit of respect for the viewpoints of others and which do not violate the courtesies and considerations of others necessary for the free exchange of ideas and opinions.

The scheduling of guest speakers, other than College staff, in college facilities for presentations opened and announced to the public requires approval of the appropriate college administrator(s).

In-class presentations by non-OTC staff or instructors should be arranged only to enhance the learning

experience of students and to achieve the stated goals of the course. Instructors should invite speakers who will be objective and balanced in their presentations; however, realizing that a speaker who presents only one side of an issue may enhance the learning environment, students who disagree with the point of view of the presentation should be given reasonable class time to respond. When appropriate, the Public Relations Office should be notified regarding outside speakers of special interest.

*In the case of a presentation that is announced and open to the entire college community and the public, appropriate members of administration must be informed prior to the announcement. This enables administrators to determine if the presentation may raise public relations, security or other non-academically related concerns that must be considered before scheduling guest speakers. In most circumstances, this notification will serve to avoid scheduling and room usage conflicts.
(08-13-07)*

Hazardous Conditions Policy

[Board of Trustees' 6.16](#)

C. Reporting Hazardous Conditions

All district personnel shall report dangerous or hazardous conditions of buildings, grounds, or equipment to the Office of Administrative Services.

The college shall promptly make repairs or otherwise correct the condition. In case of extreme hazard, a telephone call should be placed to the Office of Administrative Services (417.447.4851).

Hazardous Materials

Questions concerning hazardous materials storage or disposal should be addressed to Stephen White, Coordinator of Environmental Safety and Compliance at 417.447.8248 or the Director of Safety and Security, 417.447.6985.

Health and Wellness Clinic – full-time faculty only

The College established the Health and Wellness Center as a benefit to its full-time employees in an effort to promote their overall health and wellness. The Health and Wellness Center is a full family practice which also offers routine lab work on site. Dr. Jim Blaine is the practicing physician.

All full-time OTC employees and their dependents are eligible for the clinic, free of charge. For appointments, hours or more information, call 417.866.3133.

Helpdesk@otc.edu

OTC Computer Help Desk

The OTC Help Desk can help with a variety of technology-related issues, including: computer and laptop problems, employee and student account issues, network access, software, etc.

If you have questions or are experiencing problems, email helpdesk@otc.edu or call 417.447.7548. When reporting a problem, please include: office location, computer (or equipment) number, a detailed account of the problem and the content of error messages.

Student Computer Help Desk

The Student Computer Help Desk is located in the Information Commons building near the main switchboard and staffed by student workers. Students can find assistance with technology issues such as wireless Internet access, locations of computer kiosks, online registration and student account support. For hours of operation, visit www.otc.edu/helpdesk.

Inclement Weather Policy and Procedure

Extreme weather conditions during the winter months may require OTC to cancel or delay the start of classes. Only severe weather conditions which would affect the personal safety of faculty, staff or students will result in the delay or cancellation of classes. If no announcement is made, classes will operate on a regular schedule.

The cancellation notice is posted on the OTC website, through the emergency text-messaging system and on Springfield-area radio and television stations. Every attempt is made to announce a decision to close the college or operate on a delayed schedule by 6 a.m. Please **DO NOT** call the college, the radio or television stations or college officials during this time. Check with your department chair, program director or dean about notification of closing procedures within your division.

Remember: If no announcement is made, classes will operate on a regular schedule and faculty are expected to meet their class/es.

Infectious and Contagious Diseases

Employees and/or students of Ozarks Technical Community College who may become infected with any type of contagious disease, such as AIDS, H1N1, SARS, Hepatitis, among others, will not be excluded from enrollment or employment, or restricted in their access to college services or facilities. The college complies with Section 504 of the Rehabilitation Act of 1973 and with the Americans with Disabilities Act, and makes every effort to ensure that persons with disabilities admitted to the college as students are afforded all of the rights and privileges provided to them by this act. Persons who know or suspect that they are infected are expected to seek expert advice about their health circumstances and are obligated ethically and legally to conduct themselves responsibly in accordance with such knowledge for the protection of others. Persons who know they are infected are urged to share that information with the appropriate administrator so the college can respond appropriately to their needs. Such information will be disclosed to responsible college officials only on a strictly limited need-to-know basis unless the individual consents in writing to other releases of the information.

Intra

As an OTC employee, you will have access to Intra, OTC's intranet (<https://intra.otc.edu/>). Intra is an employee resource containing valuable information, newsletters, forms, training and publications.

Keys

Classroom keys are available to faculty for the building(s) in which they teach. Keys may be obtained from David Walker in the Administrative Services Office, IC 204. You may request a key by contacting your department chair, program director or through your division office.

Classrooms and labs are to be kept locked when not in use.

If you have any questions or the key you have been provided does not work, please call the appropriate division office.

Faculty are required to turn in classroom keys if they no longer teach in the building for which a key was issued, or if they leave employment with the College.

Laptop Information

Laptops are able to access the Internet in most main campus classrooms when connected to the green data port in the wall outlet.

All OTC laptops need to connect to the OTC network at least once a month for virus-scanning and Microsoft updates. Please remember if you have an OTC laptop, it is your responsibility to keep it safe and secure. Laptop replacement or repair costs resulting from employee negligence may be charged to the employee's department.

When using laptops for presentations outside of OTC, test the presentation on and off the OTC network to ensure all drivers and plug-ins required are installed.

The IT Help Desk has eighteen laptops available for faculty and staff to check out for classroom usage, OTC events and OTC-related business travel. Faculty requests need to be submitted by the department chair for laptop check out. Laptops can be checked out for a maximum of two weeks at a time. Please contact helpdesk@otc.edu at least one week in advance to reserve one.

Learning Resources Center (Library)

Students and faculty are encouraged to use the print, media, and online resources of the Learning Resources Center (LRC), which is located in the Information Commons. In addition to traditional in-house resources and services, such as the circulating and reference books, instructor reserves, fax and copy machines, videos and music CDs, study carrels, and networked computers, the students, faculty and staff have access to Mobius, the statewide consortium of academic libraries which shares a single online catalog. With or without assistance, users may request books from any of the member libraries, including those of the University of Missouri system, and expect delivery within 2 or 3 days. A current OTC ID is required for access to the system. The LRC staff is happy to provide classes or individuals with orientations to the LRC collections and services, either in person or via online training software. Online access to resources is emphasized. The newest in a growing collection of databases is Films on Demand, which provides internet access to films and clips on a broad array of topics.

For information about services, or to schedule class orientations, please contact the LRC at 417.447.8185.

Length of Classes

For each credit hour of a lecture class, it is expected that the class will meet a minimum of 750 minutes per credit hour during a semester. To accomplish this, instructors should utilize the entire, regularly scheduled class period. **You as the instructor are responsible to see that the class meets this requirement.** It is important to utilize this time wisely - even the first class session.

Mail

Mailboxes will be supplied near your division office. Your mailbox should be checked regularly throughout the semester, as this is a primary mechanism for deans, department chairs/program directors, and students to communicate with you.

Intercampus mail will be delivered by placing the material in an interoffice envelope and addressing the outside of the envelope.

College Postal Address

Ozarks Technical Community College
1001 E Chestnut Expressway
Springfield, MO 65802-3625

Address for Deliveries

Ozarks Technical Community College
933 E. Central
Springfield, MO 65802

Media Services

Media Services exists to serve the institution with instructional technology, multimedia and event support needs. It is Media Services' mission to provide effective integration of innovative hardware and software technologies that will enhance teaching and learning online and campus-wide.

Following is a list of services and equipment options available through the Media Services Department:

Services

Media Services provides support to all full-time and adjunct faculty in the following areas:

- Classroom support for instructors on all audio-visual tools
- Blackboard support
- Research for new instructional equipment and web tools
- Equipment reservations for faculty and staff
- Portable audio & video equipment training and support
- Assistance and support with AV equipment during special events
- Maintenance and upkeep of institutional equipment
- Maintenance of a running database of institutional equipment
- Installation of new media equipment
- Video recording and editing
- Photography & photo editing
- Audio/video recording studio availability
- Screencasts & video tutorial creation
- CD/DVD duplication and format conversions
- Training on classroom equipment and web tools

Equipment

Media Services maintains a current inventory of instructional equipment as described below:

- Ceiling-mounted data projectors in over 250 classrooms across 2 campuses and 3 education centers

- Portable data projectors & screens
- DVD & Blu-ray players
- Document Cameras
- Portable audio & video recording equipment
- Tripods
- Classroom projection screens
- Portable microphone and speaker systems
- Flat Panel TVs
- Ceiling mounted speakers

Some equipment listed is available for checkout, but is available on a first-come, first-served basis. In accordance with the [OTC Policy and Procedures Manual, section 6.06 and 6.07](#), equipment is available for use only in OTC school related activities. Please call Media Services at 417.447.8181 for equipment availability and reservations.

It is important to remember that equipment is intended for short-term and/or single event needs. If needed, Media Services is happy to assist with identifying and purchasing departmental equipment.

Contacting Media Services

In an emergency (need help during class): please call 417.447.8181. Someone will assist you immediately. Advanced notification (need equipment for a future class): email: mediaservice@otc.edu.

Include the following information in your e-mail:

- Your name and contact number
- The type of equipment needed
- The dates and times you plan to pick up and return the equipment
- The building and room number the equipment will be used in

You will receive a return email confirming the information that has been received.

Mid-term Grades

Each semester instructors must submit a mid-term grade for each of his/her students. Instructors should continuously keep students informed of their progress; however those students that are receiving a “D” or “F” at mid-term will be sent a warning notice from the college via email. The student will be encouraged to contact their instructor to see what can be done to improve their standing. Students may also want to discuss their progress with a counselor, their advisor or learning specialist.

Faculty are required to submit mid-term and final grades electronically through [My OTC](#) by the required deadline.

MyOTC

[MyOTC](#) is a portal that offers fast and easy access to resources at OTC, with a secure single login. Information about [MyOTC](#) can be found on Intra, and through Online Help. [MyOTC](#) is an essential tool to the OTC community and contains the following resources:

Access OTC

Access OTC provides information to faculty, staff and students. Faculty can submit grades and attendance electronically and class, student advisement, and personal information.

Storage

Storage is an area where documents can be saved. Projects can be worked on anywhere there is Internet access and stored in this location. After uploading a file, it is important to remember when making changes to that file, the file should be saved and then re-uploaded into the [MyOTC](#) Storage area to have the most recent copy stored.

Resources

This tab provides access to various Library Research Databases, and IT Resources (wireless printing, otc-wifi and mobile phone instructions).

Emergency Notification

Emergency Notification is a messaging system alerts faculty, students and staff of school emergencies and closings.

Webmail

Employee email can be accessed through the Webmail tab.

Blackboard

OTC's online learning platform.

Network Storage

Faculty, staff and students are granted network access providing storage space on an on-campus server to store work or school-related data. Documents saved to the network are backed up nightly and can be retrieved if accidentally deleted. There are three network drives:

- **H Drive** – Your “My Documents” Folder or Home Drive
- **S Drive** – Instructor and student curriculum storage. Content is deleted seven days after class is deleted.
- **R Drive** – Departmental storage and common are - available to all faculty and staff

Note: Documents saved on the OTC network are accessible from campus computers only. Remember that documents saved to the local computer's hard drive (C:drive) and desktop are not backed up.

Office Hours

Full -Time Instructors

All full-time instructors are expected to maintain a minimum of five office hours per week ([Board of Trustees' Policy 3.07](#)). The times should be convenient to the students in the instructors' classes and distributed throughout the week. No office time should be less than one-half hour.

Office hours should be listed on your course syllabi, and given to your dean. They should also be posted on an outside door to your office, such that students can see the times, even if you are not in your office.

Adjunct Instructors

You should be available outside of class for students to seek assistance. This is most likely, directly before and/or after your class. The college has provided some shared desk space and a file drawer for your convenience. The easiest way for your students to know when they can meet with you is to put your office location and time on your course syllabus.

Please talk to your department chair or program director about adjunct office locations.

Online and Web-Enhanced Course Sections

“W” sections designate online credit courses. For a course to be considered an “online” course, it must be delivered asynchronously (online). All [OTC Online](#) courses require one proctored assessment to be administered at an approved location convenient for the student, no matter how far from an OTC location.

“H” sections designate hybrid courses. For a course to be considered a “hybrid” course it must be delivered primarily online (usually, more than half the coursework is online), but also include some face-to-face meetings at a designated OTC location. Face-to-face meeting dates, times, and locations for hybrid courses vary by instructor and are listed on the OTC course schedule.

On-campus, or seated, courses that use Blackboard to supplement in-class instruction are called Web-enhanced courses. These courses have no special designation.

OTC Online Services

Offering services for students and faculty, [OTC Online](#) provides resources, support, training and reviews for online teaching and learning.

Resources for Students and Faculty

Online resources are available to students and faculty via the OTC Online homepage at [online.otc.edu](#). Additionally, the Blackboard site Faculty Center for OTC Online offers instructional resources for online faculty.

Support for Students and Faculty

For instructor support regarding online instructional development, Blackboard, or outreach, email requests to online@otc.edu. Students can also email online@otc.edu for Blackboard support or assistance with online classes.

Consultations or meetings can be arranged online or on the Springfield Campus. OTC Online provides all Blackboard user technical support out of the Media Services Building at the northeast corner of Central Street and Hampton Avenue.

Contact Information:

OTC Online	online@otc.edu
OTC Online	417.447.8200
Blackboard Support	417.447.8200

Training for Instructors

Just as [OTC Online](#) must continually adapt to the growing needs of our students and the marketplace, so must our educators. We are happy to provide resources, certifications and training that help instructors continue providing the high quality of education [OTC Online](#) strives to provide.

Training opportunities for instructors include certification and advanced training in online teaching and learning, course development and course delivery. To begin teaching a fully online course, instructors are required to complete the four-week online course [OTL 101](#): Introduction to Online Teaching and Learning with 80% or higher. Additional online courses and workshops in online teaching pedagogy and tools offer opportunities for online faculty to interact with other online instructors. Online trainings and scheduled events are offered, including the Innovation Showcase. Please find training and development opportunities at online.otc.edu.

Online Course Development and Delivery Reviews

The purpose of the OTC Online Course Development and Delivery Reviews is to ensure quality of online course development and delivery to meet the requirements of the [Higher Learning Commission](#) (HLC) and consistency initiatives within [OTC Online](#). The self-review component in step one is an important part of the quality assurance process that was reviewed by the HLC. The self-review process is an opportunity for online instructors to capitalize on strengths and build on areas that can be improved to meet quality and consistency standards. Each semester, selected courses are reviewed by trained reviewers, who complete step two of the review process.

Ordering Supplies and Equipment

Your dean will coordinate all requests for classroom supplies and equipment. A purchase order must be obtained before any purchases are made. Consumables, such as pencils and paper, will be available in the division office.

Parking

OTC has open parking in all lots. Please observe "no parking" signs.

Payroll and Benefits

All OTC employees must have payroll directly deposited into a personal checking or savings account. Contact Human Resources to initiate the direct deposit option. Your first pay will not be issued until all the necessary paperwork has been completed through the Human Resources Offices. If you are not sure if your paperwork is complete, contact Human Resources at 417.447.2632. All pay dates are posted on OTC intranet, under the Budget & Finance section.

Each semester, final pay will be withheld until final grades have been electronically submitted and a paper copy has been delivered to the appropriate department office along with a Daily Attendance Record and a copy of your final exam.

Printing

The IT Department implemented software allowing faculty and students **500 free pages each semester**, including wireless from laptops at designated locations. **Pages available at the end of the semester will not carry forward to the next semester. Refunds will not be given for pages remaining on accounts.** For more information, call: 417.447.7548.

Free printing is tabulated as follows:

- Black & white count as 1 page
- Black & white duplex count as 1 page
- Color counts as 10 pages
- Color duplex counts as 10 pages

Printing over the 500 allotted pages must be paid for as follows:

- Black & white 5¢
- Color 50¢

Designated locations:

Springfield Campus

- Open Computer Lab - ICE 223A*
- Student Help Desk - IC Atrium*
- NKM Lobby*
- Graff 206 Hallway*
- LCN 112 Hallway*
- ITTC Vending Area*
- GLZ Student Area*
- Learning Resource Center - IC 100
- Tutoring & Learning Center – ICE 212
- Writing Center – IC 200

Richwood Valley

- Open Computer Lab - LSC 216*
- Student Services Kiosk – LSC 122*
- Learning Resource Center - LSC 203

Branson

- Open Computer Lab - BEC 122*
- Learning Resource Center - BEC 123
- Lobby Kiosk

Lebanon

- Open Computer Lab – LEC 107*

Waynesville

- Open Computer Lab – WEC 100*

**Denotes wireless printing available.*

Wireless Printing

- The wireless printing link is located at MyOTC, on the “Resources” tab, under “IT Resources.”
- Pages printed wirelessly are deducted from the 500 free or paid pages.

Professional Development — full-time faculty only

OTC is committed to providing staff development opportunities to the extent that is financially feasible. This includes funding for college development activities, satellite conferences, video tapes, travel and registration for professional meetings and seminars, and on-the-job training as well as formal classes for full-time instructors. Full-time and adjunct instructors are encouraged to contact the office of the [Institutional Effectiveness](#) (417.447.8108) with suggestions, questions and comments. **College Development Days are contract days and full-time faculty participation is required unless an alternative job-related activity is approved by your dean.**

[Board of Trustees' Policy 3.08b](#) explains the professional development explains the hours required of employees. Full-time faculty members should earn at least twenty (20) hours on an annual basis. The hours must be documented and approved by your supervisor. A complete list of hours obtained should be submitted with your annual evaluation packet.

Professional Organizations

Employees of the College are encouraged to become members of organizations in their community and chosen field. Participation in these organizations *might* count towards an employee's professional development hours.

One such example is the [Missouri Community College Association](#) (MCCA), an organization that represents the community colleges of the state through legislative representation. It also strives to increase public awareness of the community college. Membership is voluntary and the membership dues can be payroll deducted from your paycheck.

Safety and Security

Safety practices shall always be enforced, especially in shop and laboratory facilities. Please follow these guidelines:

You, as the instructor, are considered the expert on safety in your area. You are responsible for teaching safety to your students and seeing that they understand and follow safe practice. You are also responsible for keeping the area and equipment in safe operating order.

An instructor must ALWAYS be present when shops and laboratories are being used. If it is necessary to leave while class is in progress, be sure another knowledgeable instructor is placed in charge or the students are given a break and the room is locked.

In case of an accident, employees are required to report immediately to Safety and Security at 417.447.6911 all criminal actions, accidents, injuries or other emergencies occurring on college property or in college facilities. The nearest college administrator and supervisor should also be notified as quickly as possible.

Crisis Management

A crisis flip chart has been placed in each classroom on the wall next to the exit. Please familiarize yourself with this flip chart and the specific instructions for your classroom in the event of an actual crisis situation. Notify Safety and Security at 417.447.6911 if the crisis flip chart is missing.

Contact OTC Safety and Security in the Event of Threats or Emergencies

If you feel threatened in class or have any medical emergencies, immediately notify OTC Safety and Security by calling the main switchboard at 417.447.7500 or by calling the Safety and Security Office at 417.447.6911. The offices of Academic Affairs, Administrative Services and Student Services will be notified as soon as possible for communication throughout the campus when appropriate. As soon as practicable after criminal action, accident, injury or other emergency situation, employees and students shall file a written report for each incident with the Office of Safety and Security and, in the event of illness or injury an "Internal Report of Injury" with the Office of the Vice Chancellor for Administrative Services.

Reporting Hazardous Conditions

All personnel are responsible for reporting dangerous or hazardous conditions of buildings, grounds or equipment to the office of Administrative Services.

Scantron

A scanner is available in the division offices in ITTC 216, NKM 135E and in Lincoln 304 at the Springfield campus and in room 304 at the Richwood Valley campus. Answer forms are available in your division office. The answer forms are fed through the scanner to mark incorrect answers on multiple choice questions. The number correct and percentage score will be marked on each answer sheet. A tally form is also available to determine the distribution of incorrect answers in the class.

OTC provides this convenience to assist instructors; however, it is also important for students to learn to write. Heavy reliance on multiple choice tests is discouraged.

Sexual Harassment Policy

IMPORTANT NOTICE: All adjunct and full-time faculty members must complete two anti-harassment trainings each year.

- [Preventing Sexual Harassment Exam](#) which is found on the [Human Resources](#) portion of the website. The completed certificate should be sent to the Human Resources Office before receiving your first payroll. The exam should be completed on an annual basis in January.
- Preventing Anti-Harassment presentation. Full-time faculty members are required to attend the live presentation each year. Adjunct faculty members may view a video presentation which is on Blackboard.

[Board of Trustees' Policy 3.40, Sexual Harassment](#)

Employees of the college are expected and instructed to conduct themselves in such a way as to contribute to an atmosphere free of sexual harassment.

Sexual harassment of any student or employee by any employee is a violation of Section 703 of Title VII of the Civil Rights Act, and the policy of this college, and will not be tolerated. (12/10/07)

[Board of Trustees' Policy 3.52, Inappropriate Relationships](#)

Professional conduct is to be demonstrated at all times by all faculty and staff members. Actual conflicts or the appearance of conflicts of interest of any type must be avoided.

Amorous relationships including sexual or romantic interactions with subordinate students or subordinate employees shall be considered a conflict of interest and are not acceptable. Consensual behavior is not a validation. Sexual activity on college property is inappropriate.

Employees engaged in conduct as previously described are subject to disciplinary procedures. Such actions may or may not be considered to be sexual harassment as outlined in the sexual harassment policy included above. (1-9-06)

If you have additional questions concerning OTC's Sexual Harassment Policy, please contact [Human Resources](#) at 417.447.2631. Staff liaisons are [Ramona George](#) (417.447.8861) and [Dr. Loren Lundstrom](#) (417.447.8197).

Software Guidelines

All OTC purchased software needs to be approved by the IT department prior to purchasing. Send all the software information, websites, links and trial software to helpdesk@otc.edu or deliver to Graff 203 for evaluation. Only the IT department has software installation rights on computers in classrooms and labs.

Full-time instructors

- Administrative rights on office computers
- Can install software

Note: If the computer required a rebuild due to a repair or virus, any instructor installed software will need to be reinstalled.

Adjunct instructors

- No software installation rights.

Note: If additional OTC-approved software is required to be loaded on an adjunct office computer, deliver the software to the IT Help Desk (GRF 203) with room location and computer name (i.e. DT012345).

Licensed software, when approved by the appropriate dean, may be submitted to the Help Desk with a license to be installed on a computer or computers designated by the dean. *The Help Desk requires a minimum of two weeks after receiving the software for testing and installation.*

All work order requests to change software or configuration in a computer lab should be approved by the dean's office and then forwarded to the Help Desk.

Speckman Tutoring and Learning Center

Any student wanting to improve his/her learning strategies and grades is encouraged to visit the [Speckman](#)

[Tutoring & Learning Center](#) (TLC) in ICE 212 on the Springfield campus or at the Academic Support Center (ASC) in Room 206 on the Richwood Valley campus. TLC services may be especially useful to students who come to college academically underprepared. Services are free to students enrolled in OTC credit courses. Instructors, staff and skilled peer tutors work with students in a lab-like environment. For further information, please call 417.447.8164 for the Springfield campus or 417.447.7447 for the Richwood Valley Campus. Check with the office at any OTC Education Center (Lebanon, Waynesville and Branson) to find out which of these services are available on that site.

The Speckman Tutoring & Learning Center (TLC) offers the following services:

- **Tutoring:** Tutoring is available on a walk-in basis for a variety of subjects such as math, chemistry, biology, physics, computers, accounting, Spanish, anatomy and physiology, social sciences and ASL. Some math tutoring is also available online in both asynchronous and synchronous formats. Please refer to the TLC website for up-to-date tutoring schedules.
- **Computer Assistance:** Tutors and staff are available to assist students with Windows operating systems, Blackboard, MyOTC, Microsoft Office software and other academic computer applications
- **Consultations:** Individualized and/or small group study support is available for assistance with memory, time management, textbook reading, note taking, test-taking, etc. Students work with a TLC faculty or staff member on an appointment basis to receive this assistance.
- **Seminars:** College Success Seminars are available on DVD at each OTC location. Faculty may also request live presentations of these seminars for their classes with at least one week's notice. Schedule permitting, TLC instructors are happy to make these presentations.
- **Courses:** Seated and self-paced courses address skills such as grammar, mathematics, study strategies, basic computer skills, reading comprehension and reading rate improvement, study strategies and vocabulary. Students can also enroll in Keys to College Success, a course designed to teach students proven strategies for creating greater college, career and personal success. Courses offered include:
 - CAC-120 Keys to College Success
 - RDG-040 Reading Comprehension
 - RDG-100 College Vocabulary
 - TLC-011 Computer Basics
 - TLC-022 Study Strategies
 - TLC-023 Mathematics Study Strategies
 - TLC-032 Foundations of Mathematics
 - TLC-041 Basic English Grammar
 - TLC-050 Vocabulary
- **Online Math Tutoring:** During the fall and spring semesters, the TLC offers free math tutoring to all students enrolled in math courses numbered 130 or below. This tutoring is offered via Blackboard and appears as a separate Blackboard site. Instructors that would like to be enrolled in the site to be able to view the tutoring offered may do so by emailing TLConline@otc.edu.

- **Expanding Services:** The TLC staff welcomes requests from students and faculty for academic support services that may not already be available.

Speech Communication Center

The [*OTC Speech Communication Center*](#) is a free, friendly service provided to help students in any class with any aspect of any speech assignment. The student tutors can help with such areas as speech and presentation development, organization, outlining, and delivery. The [*Speech Communication Center*](#) is dedicated to providing free student/community support through quality tutoring and mentoring in the areas of Public Speaking and the Communication discipline. The Speech Communication Center also offers students an opportunity to record their speeches and presentations so they can analyze their performance. Instructors from all disciplines are encouraged to send their students to the Speech Center before any presentation.

The [*Speech Communication Center*](#) is co-located with [*The Carol Jones Writing Center*](#) on the second floor of the Information Commons building in room IC 200. Walk-ins are welcome, but students are encouraged to schedule an appointment. Email: speechcenter@otc.edu, or call 417.447.8982.

Students from all disciplines may benefit from services provided by OTC's [*Speech Communication Center*](#). The following free services are provided:

- Help with Speech Anxiety and Communication Apprehension.
- Guidance regarding topic selection, organization, research, development, outlining, and speech delivery for oral presentations in any course.
- Speech rehearsal and speech taping for online or seated classes.
- Personal tutoring for any Communication course.

Student Course Evaluations

The primary purpose of the Student Course Evaluation is to improve teaching and learning. It is a tool to provide feedback to instructors and administration concerning student perceptions of the effectiveness of instruction in the course. First, the survey includes five questions designed to fulfill the requirements of SB 389. The results of these five questions will be posted on the class schedule on our webpage for student access. Also, there are 25 questions on the survey that evaluate various aspects of the course including instruction, procedures, and environment. Most of these question items use a five point scale of strongly agree, agree, neutral, disagree or strongly disagree. The learning outcomes questions use a five point scale of a great deal of growth, much growth, some growth, little growth and no growth. In addition, four open ended questions are included on the survey.

The Student Course Evaluation survey is administered through Blackboard each fall and spring semester after midterms. Each section of every course will be evaluated. This is not an option and is required of each full-time and adjunct instructor. Survey responses are analyzed by the Office of Research and Strategic Planning. Instructors will receive an electronic summary of their results after the semester ends. A cumulative summary based on all sections of a course, all courses of a department/program, and all courses within a division are also prepared for comparative use. Faculty members will also receive feedback on the written comments provided by students. Division deans and department chairs/program directors also monitor the survey results for their respective areas as a tool to detect any potential issues that could be addressed. Institutional summary data is retained in the Office of Research and Strategic Planning (417.447.2667).

Study Abroad Program

To provide expanded learning opportunities, cultural development and prepare students for an increasingly global community, OTC offers several study abroad opportunities. Faculty who are interested in participating in a study abroad program should contact their division dean.

Syllabus Development

A course syllabus will be prepared by each instructor for every course taught. The information from the course abstract shall be included on the first page of the course syllabus. This information may be accessed on the [Curriculum Sharepoint](#) site, or by contacting the appropriate department chair or program director.

All course syllabi must be posted to the Blackboard site established for each course two (2) days prior to the beginning of class. Instructions for doing this can be found in the “Blackboard” section of this handbook. Please remember, a syllabus cannot be posted to Blackboard or distributed to students until it is approved by the department chair/program director and/or lead instructor.

The syllabus is provided to the students as a guide for the expectations of the course and is considered a contract with the students. Course Syllabi must reflect the overall objectives of the course as described in the course abstract as well as grading policy, classroom policies and procedures and course schedule. Standardized policies concerning the non-discrimination statement, the Americans with Disabilities Act, Disability Support Services, academic and course grade appeal, academic dishonesty, dropping a class, student expectations regarding the use of technology in seated courses and the College Attendance policy should be clearly specified on the course syllabus. Examples of policy statements can be found in the syllabus template on the [Curriculum Sharepoint](#) site.

The completed course syllabus must be approved by a departmental representative before it is posted to the class Blackboard site. A final copy must be sent to the appropriate dean’s office.

Technology in “Seated” Courses

As technology continues to advance, more instructors incorporate online and web-based instructional tools in the classroom. The College encourages instructors to utilize alternative teaching practices when they are beneficial to student learning. In the process of incorporating these methods, an instructor must be cognizant of the student population and have an understanding of limitations that many students face when accessing online materials. As instructors we should provide students with the opportunities to be exposed to increasing technological advances to enhance their level of computer proficiency.

Currently, the College requires that every instructor includes his/her syllabus and staff information on the BlackBoard site provided for each section. Courses may be enhanced at the discretion of the instructor.

Regarding the use of technology as it relates to the *delivery* of content...

In a “seated” course, the time spent in class should be the primary venue used to deliver the content of the course as stated in the course abstract. The manner in which that content is delivered in the classroom is left to the discretion of the instructor.

Regarding the use of technology as it relates to classroom *assessment of content*...

In a “seated” course, the administering of classroom assessments (other than “traditional” assessments including, but not limited to, research papers, essays, mathematical problem sets, etc.) should be conducted primarily during the regularly-scheduled class periods. The manner in which those assessments are administered is left to the discretion of the instructor. The use of assessments (administered online) outside the regularly-scheduled class periods are acceptable provided the following criteria are met:

- The number of assessments are conducted on a limited basis:
- The percentage of the course grade comprised by the online assessments is kept to a minimum.

*Selective admissions programs may be exempted from this policy.

Instructor Guidelines

Following are guidelines of consideration when developing online materials for seated classes. Exceptions may apply to courses of certain content:

File Size or Format: Due to the number of students with dial-up modem access to the Internet, it is recommended that format and file size be considered to avoid excessive download time.

- Files should not exceed 10 MB (e.g. large PowerPoint presentations, graphics, etc.).
- Files should not take more than 10-20 minutes to download.
- Particular attention should be made for streaming videos as several factors impact download times (e.g. quality, file size, playtime, etc.).

Assignments, Quizzes, and Exams: It is recommended that these materials are presented during scheduled class periods. An instructor may require that certain activities be completed online. Issues for consideration by the instructor may include the following:

- A student should have adequate time to make accommodations for accessing and completing the activity.
 - A minimum of 72 hours is required for the activity to be available; next-day turnaround is not an acceptable procedure.
 - Ideally, activities should be available for at least one week.
 - Actual completion time of the activity is at the discretion of the instructor.
 - Notification of required online activities should be announced at least one week prior to activity availability.
- Technology in the seated class should be for the enhancement of the course. Extensive online work is more appropriate for a hybrid course and should be limited to those courses.

Telephones

OTC is served by a Cisco IP phone system, providing many useful functions and features. Documentation on these functions and features can be found at: <https://intra.otc.edu/it/ipphones.php>.

- OTC phones are assigned a seven-digit phone number beginning with 447. However, when dialing from one OTC phone to another, only the last four digits are needed.

- To dial an off-campus local number, dial 9 and then the seven-digit number. Example: 9-123-4567.
- To make a local (off-site) call from an OTC phone at the Lebanon, Waynesville, or Branson center, dial 99, then the seven-digit number. Example: 99-123-4567.
- To dial 911 on an OTC phone from any campus, dial 9-911.
- For long distance numbers, dial 1 + area code + seven-digit number. Example: 1-702-123-4567.

The campus phone system includes voicemail capability. If your phone has been assigned a voicemail account, instructions and guidelines can be found at: <https://intra.otc.edu/it/ipphones.php>.

A departmental phone list is located in Appendix G.

Testing Services

The *Testing Center* which is located in the Information Commons East, Room 123A&B, is a resource available for faculty members who have students that need to make-up exams, take online proctored exams, and students with disabilities who require testing accommodations through the Disability Support Services (DSS) office. In addition, we are also responsible for administering both the entrance and exit exams for OTC, along with specialized exams such as Prometric, Castle, GED, etc.

To maximize the use of this important resource for your students please keep the following points in mind. For students who are taking proctored exams for online courses and/or make-up exams no appointment is necessary. Students who utilize accommodations through DSS are required to schedule appointments. A current photo ID is necessary to take exams in the testing center. For additional Testing Services information in regards to procedures and protocol please visit our website, <http://www.otc.edu/testing/testing.php>.

The Testing Center hours on the Springfield Campus are Monday – Thursday 7:30 a.m. – 8:30 p.m., Friday 7:30 a.m. – 4:30 p.m., and Saturday 9 a.m. – 2 p.m. Please note that hours vary by proctoring locations and are subject to change during intersession dates and the summer semester, so please refer to the Testing Services website for the most up-to-date information.

If you have questions or need assistance, please contact Testing Services staff through email at testingservices@otc.edu or by phone at 417.447.8187. Due to our high volume of use please utilize Office Communicator or our email for the quickest response.

Textbook Proposals and Approval

Requests for new textbooks and changes, as well as new editions of an approved text, are to be submitted through an approval process by email according to the following flow chart:

- 1) Originating Instructor;
- 2) Department chair;
- 3) Division Dean;
- 4) Director of Career Center (if high school students are affected);

- 5) College Director of OTC Online;
- 6) College Bookstore Textbook Manager

Confirmation of approval will be sent back to the originating instructor and department chair.

Prior to each semester adoption deadline, faculty will be asked to confirm whether or not there will be any textbook changes in their courses by reviewing the OTC booklists located in the Textbooks section on <https://intra.otc.edu>. Any textbook changes noted will require a textbook proposal to be completed and approved according to the approval process above.

Submit textbook proposals by the following semester cutoff dates:

September 1 for spring
March 1 for summer
April 1 for fall

Textbook proposal templates and instructions may be found on your computer by selecting My Computer, R:\Common\Curriculum & Instruction\Textbook Adoption Proposal 07-12-10. Always use these current forms, not your saved forms. Contact the Bookstore at 417.447.6620 if you have any questions.

The complete textbook procedure can be found in Appendix F.

Tobacco-Free Campus Policy

OTC became a tobacco-free campus August 1, 2003. Consult Ty Patterson at [The Center of Excellence for Tobacco-Free Campus Policy](#) (417.447.8887) for further information.

Travel/Reimbursement of Expenditures

A Professional Activity/Travel Request form should be completed and approved in advance of the travel activity. Forms are available on the R:drive in the [Finance Office forms](#) folder, or in the deans' offices. The amount submitted on this form will be a guide for reimbursement. Travel reimbursement procedures are listed in Appendix B.

Prior to travel

Finance Office travel procedures should be reviewed for allowable reimbursements and required documentation. Reimbursement will only be made following the completion of travel. **Original, itemized receipts** are required for most expenditures. Procedures and required reimbursement forms are available on the R:drive in the [Finance Office forms](#) folder, or in the deans' offices.

Tuition Payment Policy

By registering for classes, *each student* accepts responsibility for payment of all tuition and fees due the college.

Failure to either pay in full or enroll with e-Cashier by the appropriate final fee payment deadline each semester will result in cancellation of the student's class schedule. Final fee payment deadlines are posted at www.otc.edu/financialservices/finance-tuition-payment.php.

Tuition Payment Arrangement Options:

- Pay in full by cash, check or credit card
 - Full payment can be made by check or credit card through [MyOTC](#). Log in, select the MyOTC tab, select AccessOTC tab, Student Access menu, QuikPay.
 - Full payment may also be made in person at the Cashier windows at any college location.
- Enroll in an e-Cashier payment plan
 - Enroll online at www.otc.edu and select the e-Cashier tab.

Please direct any questions concerning payment to Cashier Services at 417.447.4827 or email cashhelp@otc.edu.

Any student who has an outstanding balance due to the college will not be able to register for classes, obtain a transcript or graduate.

Students will not be considered registered for any semester or class session until all tuition, fees and other college debts are paid or payment arrangements have been made.

Students registering on the first (1st) day of the semester, or any day thereafter, shall be assessed a \$35 later registration fee, which is nonrefundable.

Any outstanding balance remaining unpaid by the student will be assessed up to a 35% collection charge and reported to appropriate collection agencies and the Missouri Department of Revenue.

Website

The OTC website (www.otc.edu) provides useful information for faculty as well as students and the general public. Faculty are encouraged to check it frequently and report any inaccuracies to their department chair, program director or dean.

Wireless Internet Access

Wireless Internet access is available in the common areas of classroom buildings throughout campus. Staff, faculty and current OTC students can access wireless from personal laptops or other wireless devices.
Note: Wireless Internet does not include access to OTC's internal network.

To connect to the student wireless network, the following is needed:

- Network Identification (ESID, SSID) SSID: otc-wifi
- Network Security Key (WPA2-PSK, Personal) Key: otc-wifi
- OTC Username and Password

Setup instructions and coverage area maps are available at the Help Desk (GRF 203), the student help desk (IC Atrium) or on Intra.

Warning: Wireless Networks are not secure. Actions that should not be conducted on a Wireless Network include transferring credit card information and using a password to log onto a site or computer. Such information can be captured and used by other people. OTC assumes no responsibility for data or personal information compromised through use of its wireless network.

Withdrawal from Class

Students must complete the appropriate withdrawal paperwork through the Registrar's Office. Students who officially withdraw from a class during the 100% refund period will not have the class appear on their academic transcript. Students who withdraw, or are administratively withdrawn, after the 100% refund period will have a "W" appear on their transcript.

Students should be encouraged to complete their classes as many times the student is doing better than they perceive. If a student does choose to withdraw, instruct him or her to do so officially by completing and submitting a withdrawal form. Remind students there is a published withdrawal deadline for each term. Students should be aware that withdrawing from classes *may reduce the amount of financial aid they receive, delay their graduation, or necessitate repayment of aid already received and does not relieve their obligation to pay all tuition and fees due to the College.*

Workload and Expectations

[Board of Trustees' Policy 3.07](#) states:

The standard OTC faculty employment contract requires everyone follow "the present and future policies, procedures, regulations, and guidelines" of the college.

The complete workload and expectations policy can be located in the [Policies and Procedures Manual](#) on the website.

Appendices

APPENDIX A

PROCEDURES FOR ADDRESSING INAPPROPRIATE STUDENT BEHAVIOR

OTC students are required, as a condition of good standing and continued enrollment, to conduct themselves properly in class. When a student fails to abide by appropriate standards of classroom conduct, the instructor should follow the procedures outlined below. If, however, the behavior involves an imminent threat to anyone's safety or threatens to seriously disrupt the educational process, the instructor should immediately contact Safety & Security and have the student removed from class. A report concerning the student should be filed promptly with the office of the Dean of Students in Student Services.

1. The instructor is recognized as vested with authority and responsibility for the conduct of classroom activity. Therefore, the instructor shall initiate any corrective action with the student. General classroom conduct expectations should be shared as part of the first class meeting as well as in the syllabus.
2. Students who demonstrate a pattern of inappropriate behavior should be counseled by the instructor, in private, regarding appropriate behavioral expectations. Such behavior, discussions with the student and subsequent behavior should be documented by the instructor.
3. In instances when the instructor is unsure about how to approach the student, he or she is encouraged to consult with their instructional supervisor, the Counseling Services office or the Dean of Students.
4. If the student's behavior does not improve to an acceptable level, the instructor and/or his or her supervisor should contact the Dean of Students to discuss further disciplinary action. Specific incidents and documented behavior should be reported at that time.

For more detailed information regarding college policies related to student conduct and disciplinary procedures, refer to the [Student Handbook](#) section of the catalog or contact the Dean of Students, ICW 219-G2, 417.447.6966.

APPENDIX B

ASSESSMENT OF STUDENT LEARNING

Consistent with the Ozarks Technical Community College mission and purpose of promoting student learning through accessible, high quality, affordable workforce training, and technical and general education that is responsive to the educational needs of the community and its diverse constituencies, the College has implemented on-going assessment activities that provide the feedback needed to plan, improve the quality of, and allocate necessary resources to the various programs and services the college offers. The assessment of student learning is basic to the overall system of evaluating institutional effectiveness and determining whether the College is accomplishing its mission. The process involves the use of a variety of measurement tools which have been selected based on the College's mission and specified learning outcomes.

The assessment of student learning at the College is designed to measure and evaluate institutional, division, program, departmental, and course effectiveness to allow the College to capitalize on strengths, identify areas where opportunities for enhancement exist, and implement changes and improvements in order to maximize student academic achievement, personal development, and the quality of the College's academic programs.

Ozarks Technical Community College accepts as its institutional responsibility the necessity to demonstrate that student learning is being assessed to determine if course objectives, program/department goals, division outcomes, and institutional learning outcomes are being met. It is important to provide evidence to all stakeholders that students are successfully achieving the academic goals that have been established.

In this process, the institution's primary focus is on what it can do to provide evidence that identified learning outcomes are being met and that students have gained the necessary understanding, knowledge, and skills. The data generated through campus-wide assessment processes then becomes the basis for decision making at many levels of the institution. Campus-wide involvement throughout the process is critical to collaborative decision making.

Types of Assessment of Student Learning

Classroom Assessment

Faculty members need a continuous flow of information on student learning. While the course is in-progress, several forms of classroom assessment can take place. Classroom assessment is a process that is carried out by individual instructors. It is both a teaching approach and a set of techniques. The approach is summarized in that the more you know about what and how students are learning, the stronger you will be in planning your learning activities and structuring your classroom. The techniques are varied and can consist of non-graded, anonymous, in-class activities or graded activities such as exams, quizzes, student papers, discussions, etc. Classroom assessment can provide instructors and students with useful feedback in the learning process. The purpose of classroom assessment techniques is to provide immediate feedback of student comprehension in order to improve the course in such a way that it enhances student learning. Select classroom assessment techniques that work for you. A classroom assessment technique should accomplish the following tasks:

- Provide immediate feedback on the day-to-day learning process while it is still possible to make corrections;
- Help to foster a good rapport with students and increase the efficacy of teaching and learning; (How it helps students learning process)

There are many types of classroom assessment tools that can be used to provide immediate feedback of student

learning such as Background Knowledge Probe, Minute Paper, Muddiest Point, and One Sentence Summary. A complete listing and description can be found in *Classroom Assessment Techniques* by Angelo and Cross (1993).

Course Assessment

Course assessment is a type of assessment conducted in multiple sections of a course. Unlike classroom assessment, it is very structured and standardized. Course assessment is the process of assessing student learning based on the course objectives as stated in the course abstract. The course assessment process is pre-planned and all full-time and adjunct faculty members teaching the same course will follow the same exact course assessment plan and process. Each objective will be assessed using various assessment tools such as exam questions, essays, or in some cases, the student's ability to demonstrate a particular skill.

The course assessment plan will also contain a pre-described method for gathering the necessary data from each instructor teaching a given course. The generated data will serve to determine if the various course objectives have been met. From the generated data, alternative teaching methods and strategies or revisions of the assessment plan or tools will be discussed among the faculty and implemented the following semester prior to the assessment process.

The Office of Academic Services has designed a *Course Assessment Spreadsheet* to be utilized in the course assessment process. The *Course Assessment Spreadsheet* allows the objectives of each course to be mapped to the program/department goals, the program/department goals mapped to the division outcomes, the division outcomes mapped to the institutional learning outcomes, and the institutional learning outcomes mapped to the strategic goals. Even though this process begins at the course level, it is utilized to demonstrate the level of student learning throughout all levels of the college.

Through the process of Course Assessment, faculty members have the ability to determine the level of student learning that took place in all sections of a course within a particular semester. Based on the course assessment results, action plans can be formulated to address objectives in which the benchmark was not met. The formulation and implementation of the proposed actions is the step known as "closing the loop."

Closing the Loop

Assessing for the purpose of generating data is not the purpose of course assessment. The purpose is to improve teaching and student learning. The assessment process must be carried to the next level. Assessment data should result in the development of an action plan to make improvements. For example, after a course assessment has been conducted and all the necessary data has been submitted by all instructors, the assessment results provide the feedback which must then be reviewed. The results of the assessment will determine what adjustment must be made in the assessment tools or what teaching adjustments need to be pursued by faculty. All full-time faculty members need to be involved at this stage of the process. The necessary teaching adjustments are determined and implemented the next semester and the course assessment takes place again in the next assessment cycle. This leads to new data and new adjustments. This creates a non-ending cycle that continuously strives to improve teaching and student learning. Faculty, staff, and administrators must rise to the challenge of providing evidence of enhanced student learning. The graphic below depicts the ongoing assessment loop that will require the cooperation of all facets of the college to build and maintain momentum.

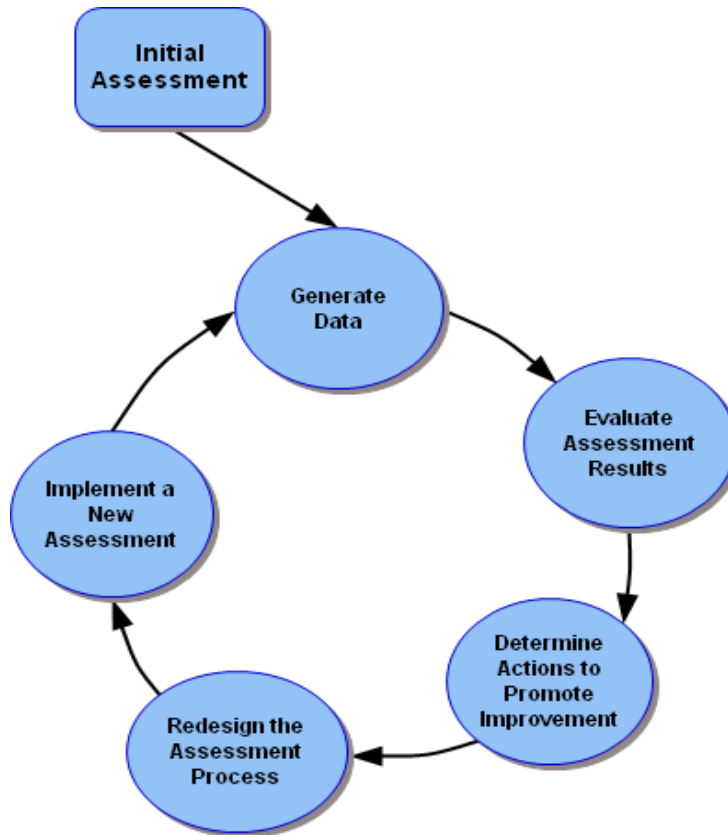


FIGURE 2: The Assessment Process

OTC is committed to promoting the full understanding of assessment and documenting the effects of assessment on teaching and student learning. For faculty that means developing course assessment plans for specific courses, completing the Course Assessment Spreadsheet, and interpreting the course assessment data to formulate increasingly more effective teaching strategies to be used in the classroom.

Program and Institutional Actions

The mapping process that occurs through the course assessment process plays a critical role in the assessment of program/department goals, division learning outcomes and institutional learning outcomes. Program/department and institutional action plans will be based on not just the data generated through the course assessment process but also data generated through other sources as well, such as surveys, exit exams, licensure exams, etc.

Assessment of Written Assignment

Writing is a tool that can be applied across disciplines to assess student learning. Below is a set of evaluation standards utilized in the English department that may serve as a guide to bring continuity to writing expectations campus-wide.

Evaluation Standards

An **“A” essay** shows deep thought, attention to detail, and critical thinking. It is well organized and flows naturally, leading the reader through the subject easily. Sentences show variety and planning, and paragraphs are carefully put together. The essay is engaging and interesting to read and the treatment of the subject is original and intriguing. Clichés, triteness, and “stilted” language are absent. Finally, an “A” essay displays no mechanical, spelling, punctuation, or grammatical errors—it has been written as carefully as a letter of application for a job, and has often been revised several times.

A **“B” essay** possesses most (but not all) of the qualities of an “A” essay. The “B” essay typically shows a fair amount of thought, attention to detail, and some evidence of critical thinking. It may have slight organizational problems; it may have a few mechanical, grammatical, spelling, or punctuation errors, or it may employ clichés or trite language in a few places.

A **“C” essay** is an average effort. It displays most (but not all) the qualities of a “B” essay, with additional problems in thought, organization, and expression. Triteness or clichéd language may be present, or the treatment of the subject, though competent, may be uninteresting or unoriginal. Mechanical and/or spelling, punctuation, and grammatical errors are a consistent problem. The essay is understandable and the reasoning adequate.

A **“D” essay** is below average. In a “D” essay, difficulties with structure, organization, or content make the essay difficult to follow. The treatment of the subject may be inadequate, or the reasoning seriously flawed. Problems with mechanics, grammar, punctuation, and spelling interfere seriously with the essay’s effectiveness.

An **“F” essay** is one in which all of the problems listed in the “D” essay are severe enough to make the paper incomprehensible.

Student Engagement

Students learn more and retain more of their learning when they are actively involved in the learning process. A number of practical ideas designed to engage students and foster a learning community have been outlined in *Teaching for Development: A Handbook for Instructors*, 2003, p.13.

- Start each class with news items to show the connections between course work and the world around us. Use humor and metaphor to make unusual connections. These will help students to remember the material long after the course is over.
- Offer extra lab sessions or help sessions.
- Use real-life problems or case scenarios to illustrate the kinds of learning that happen in the field and to get students excited about the work. Give students one-on-one attention so they can share issues, concerns, and fears. In addition, demonstrate your conviction that students can be successful in the course.
- Have students write down their expectations and their worst fears in the first class, maybe even hold on to these (in a sealed envelope) and return them to the students in the last class, so they can mark their progress.
- Vary in-class activities: lecture, small group activities, independent writing exercises, videos, and games. Variety will keep students engaged in the learning and address all the different ways students can be successful in the class.
- Provide a (confidential) forum for sharing problems and issues related to the course, such as writing in student logs or journals and sharing obstacles in the learning. Address these disclosures with empathy and strategies for success.

For some students, the simple sense of belonging is a powerful incentive to continue in their education

- Model risk-taking...and learning from mistakes. Provide opportunities where this can happen without penalty of a —bad grade; for instance; encourage students to speculate and make mistakes in the classroom setting.
- Learn student names as quickly as possible, and use them.
- Foster student interaction at the first class and continue with each class. Elicit student responses and opinions in each class.
- Find out in the beginning which students are new to the College and make a point of welcoming them. Use small group activities to pair new students with veteran students.
- Be active, engaging, and passionate. In the first class, share your background or interest in the subject. Introduce fun activities that will build the same passion and engagement in students.
- Use icebreakers for students, at least in the first class. Create a way for all students to contribute.
- Socialize during breaks. Demonstrate approachability with students.
- Encourage students to help other students.
- Create and nurture a non-judgmental environment.
- Set ground rules that enable students to learn in a comfortable atmosphere.
- Articulate differences between criticism and critique.

References

- Angelo, T., & Cross, K. (1993). Classroom assessment techniques: A handbook for college teachers. Second Edition. *The Jossey-Bass Higher and Adult Education Series*.
- Community College of Vermont. (2003). *Teaching for Development: A Handbook for Instructors*. Springfield, VT.

APPENDIX C COMPUTER USE POLICY

Ozarks Technical Community College provides students, faculty, staff, and members of the public with access to campus and global information resources through networked computing technology to enhance its educational, social, cultural, and economic missions and in service to its many constituencies. The primary function of information technology resources at OTC is to support instruction and administration; other activities are secondary and may be subject to limitations. The OTC Computer Use Agreement for all information technology resources at OTC is based on common sense, common decency, and civility applied to a networked computing environment. Use of OTC information technology resources is a privilege and assumes responsible, ethical, and legal conduct by the user. Users are required to use computers in compliance with proper course assignments/activities. Any fraudulent use of college owned or operated computers will result in appropriate disciplinary action and in flagrant cases could result in dismissal.

All users should read this information before they use the computers and the computer network at OTC. Use of the college's computer resources is subject to all college policies and all local, state, and federal laws including but not limited to the guidelines listed below. Registering for any class at OTC signifies that you have agreed to these guidelines.

1. There will be no food or drink in the classroom and lab.
2. Users are to run or access only those programs specifically assigned or permitted by the instructor.
3. There are to be no games or similar software played on the College's computers.
4. Users are not to submit, publish, view, or display on the network any defamatory, abusive, obscene, profane, sexually oriented, or illegal material, nor shall the user encourage the use of controlled substances as proscribed in state and federal laws.
5. Classroom users may use email only as assigned or permitted by the instructor. Network Administrators reserve the right to inspect email as required by law or the policies of the college and to investigate complaints regarding email that contain abusive, obscene, profane, sexually oriented, threatening, racially offensive, or illegal material.
6. Commercial use of the network is strictly prohibited.
7. Users may not use computer equipment to copy, store or otherwise reproduce software or material covered by the copyright laws. This is not limited to software. It also covers music, movies and written material such as books.
8. Users are responsible for any charges, surcharges, or fees incurred while accessing the network.
9. Users are not to intentionally harm data, software, or equipment that is part of the College network. Users are not to harm data or equipment belonging to another user. Users are held liable for any such software or equipment damaged.

Violation of any of the above guidelines may result in disciplinary action by the appropriate administrator and suspension or termination of the user's computer privileges. Any use of computing resources for any illegal purpose is prohibited, and will result in a forfeiture of use and may also be reported to the appropriate authorities. The user may also face further disciplinary action. The user may appeal the suspension of privileges in accordance with College policy.

Users have a lessened expectation of privacy when using computer resources owned by public institutions. Issuance of a password or other means of access is not a guarantee of privacy or license for abuse or improper use of OTC's computing resources and facilities. In order to ensure adherence to the terms and conditions, the network administrators reserve the right to inspect all files, including mail stored on the system. Further, permission is given to the network administrators to access, inspect, and copy all files, disks and diskettes of users that have been utilized in any way on the network at any time without notice.

Users will reimburse OTC for any losses or damages, including reasonable attorney's fees incurred by the College as a result of any breach of this agreement. For information contact the Help Desk at 417.447-7548 or email helpdesk@otc.edu.

APPENDIX D
DIRECT REIMBURSEMENT FOR PERMISSABLE TRAVEL EXPENDITURES

1. General Guidelines

- a. All employees must obtain appropriate approval before scheduling travel arrangements.
- b. Expenses for an accompanying spouse or others are not reimbursable from the college.
- c. Employees are encouraged to use reasonable economies.

2. Transportation

- a. The college shall reimburse the employee for the mode of transportation which is the most economical, considering the time and convenience of the transportation. The time of departure or shorter absence shall be an important factor to the college. Air travel reimbursement shall be for coach or economy class. Car rental, while attending the business activity, may be an appropriate expenditure.
- b. When an employee drives his/her automobile on college business they will be eligible for mileage reimbursement at a rate not to exceed the Internal Revenue Service standard mileage rate, less 3 cents per mile. The college will calculate all mileage from the primary work site to the business activity and returning to the work site, unless actual mileage was less.
- c. Employees, when assigned to more than one location, may be reimbursed for the additional mileage incurred over and above the normal round trip from home to the primary work site.
- d. Mass transit, shuttles, taxis, bridge and road tolls, or parking charges incurred while on official business may be claimed when properly itemized on the travel expense voucher. Original receipts must be submitted for reimbursement, wherever possible.

3. Lodging

The number of nights is limited to those necessary for attendance at the conference or business activity. A reasonable number of additional nights will be allowed if necessary to take advantage of discounted airfares. An original, itemized receipt for all lodging must be attached to the travel expense voucher. Hotel receipts must show a zero balance.

4. Meals

Reasonable expenses for meals and tips incurred during the period of time while on college business and associated travel are reimbursable. The purchase of alcoholic beverages is not reimbursable. Original, itemized receipts for each meal must be obtained and attached to the travel expense voucher, with the limited exception that original receipts are preferred, but not required, for a breakfast costing \$8 or less, a lunch costing \$12 or less, and a dinner costing \$15 or less. Meals charged on the lodging statement must be accompanied by original, itemized, meal tickets. When a meal is included as a part of conference or event registration fees, additional reimbursement for such a meal is not appropriate.

5. Other Permissible Expenditures

All other reimbursable expenditures such as conference fees, baggage and service fees, business related telephone calls and business related internet access, etc., shall be listed on the travel expense voucher.

APPENDIX E
FIRST AID KIT LOCATIONS
(Subject to change)

SPRINGFIELD CAMPUS

			NKM	145
CEC		ITTC	NKM	200
		ITTC	NKM	200 storage
ECEC	x2	ITTC	NKM	202A
		ITTC	NKM	202
GRF	113	ITTC	NKM	203
GRF	118	ITTC	NKM	205
GRF	205	ITTC	NKM	206
GRF	223	ITTC	NKM	207
		ITTC	NKM	208
HRC		ITTC	NKM	209
		ITTC	NKM	212
IC	LRC	ITTC	NKM	217
IC	103 info desk	ITTC	NKM	221
IC	205			
IC	208	LCN	Bookstore	
		LCN	CWD	
ICE	109	LCN	Gillioz	
ICE	110A	LCN	RPM	
ICE	110B	LCN	TTI	
ICE	116	LCN		
ICE	116D	LCN		
ICE	123A	LCN		
ICE	123B	LCN		
ICE	124	LCN		
ICE	127	LCN		
ICE	129G	LCN		
ICE	201	LCN		
ICE	212	LCN		
ICE	239	LCN		
ICE	243A	LCN		
ICE	351	LCN		
		LCN		
ICW	200	LCN		
ICW	215	LCN	Lebanon	3-5
ICW	218		Branson	
ICW	2nd floor student services	NKM	Waynesville	

RICHWOOD VALLEY

LSC	103
LSC	105
LSC	107
LSC	120B
LSC	122F
LSC	125
LSC	127
LSC	304
LSC	322
LSC	Loading Dock
LSC	LRC

APPENDIX F

TEXTBOOK ADOPTION PROCESS

1. The process of adopting textbooks and other required materials for credit courses:
 - a. Originates at the departmental level.
 - b. Involves all full-time instructors who teach a given course.
 - c. Includes adjunct faculty who teach a given course whenever possible and appropriate.
2. A proposal to adopt a particular textbook or other course material is reached by departmental majority, not by a single faculty member (including the department chair).
3. The contact or lead instructor for a specific course facilitates review and consideration of textbook proposals. (In the case of courses without contact or lead instructors, the department chair facilitates review and consideration of textbook proposals.)
4. Textbook proposals may come from any instructor teaching a specific course; however, they must be routed through the appropriate contact or lead instructors (or, in their absence, the department chair) to ensure sufficient departmental consideration and consensus.
5. When a textbook proposal is presented to or initiated by the appropriate course facilitator, he or she convenes a meeting of all full-time instructors of a course to consider the textbook proposal(s) for that course. (This meeting may be open to adjunct instructors; however, only full-time instructors have voting rights.)
6. The facilitator calls for discussion and vote regarding the textbook proposal(s) and records the outcome. (When a department has proposals for multiple textbook adoptions on the table, a single departmental meeting may be held in lieu of specific textbook adoption meetings.)
7. Minutes of textbook adoption meetings, including voting records, should be maintained and made available upon request.
8. The department chair then forwards the recommendation of the department, based on the outcomes of the textbook adoption meeting, through the approval process:
 - a. Instructional Dean
 - b. Director of the Career Center (if secondary students are involved)
 - c. College Director of OTC Online (if hybrid or online courses are affected)
 - d. Bookstore Representative

Note: This process applies not only to textbooks but also to any materials that would be required for students to purchase for a specific course. Furthermore, use of a traditional textbook is not required. Departments may determine that an alternative to a traditional textbook, such as selected online content or a collection of readings from a variety of sources, is more appropriate for a specific course. Approval of such an alternative follows the same process described above.

Textbook Use and Exception Requirements

The integrity of curriculum and the assurance of instructional quality depend on consistency in textbooks and other course materials across all offerings of a specific course. Therefore, all sections of a specific course (regardless of

delivery method or location) are required to use the common textbook, or other common course materials, as adopted through the approval process.

If any faculty member determines that an exception to the common textbook or course material packaging is necessary for certain offerings of a specific course, a written request and justification are required and subject to the following abbreviated approval process:

1. Department Chair/Program Director
2. Instructional Dean
3. Director of the Career Center (if secondary students are involved)
4. College Director of OTC Online (if hybrid or online courses are affected)
5. Bookstore Representative

Any exception to the uniform use of a common textbook or other adopted course material requires final approval from the Vice Chancellor for Academic and Student Affairs.

Note: Courses approved through the curriculum process as independently directed or inherently variable in topic (e.g., 290, 295, and Sophomore Seminar courses) are not subject to these exception requirements. Instead, they are subject to the approval processes in place at the divisional and/or departmental level(s).

Textbook Adoption Guidelines

- Limit use of new edition textbooks when previous editions do not significantly differ and when the Bookstore can ensure adequate supply of the older edition, and whenever possible, negotiate textbook costs with publishers (e.g., bundling of products, number of books needed, etc.).
- Agree to use the text for extended length of time – 2 years, except for extenuating circumstances such as a change of instructors, text out of print, negative student response, or a new edition. All exceptions must be approved by the division dean.
- Softcover textbooks should be selected, when available.
- A group process involving all full-time instructors, as well as adjunct faculty when appropriate, should be utilized in determining a textbook recommendation for a specific course.
- Supplemental materials should be selected based on demonstrated and justified need; students must be held accountable for required supplemental materials.
- Departments must adopt textbooks which do not discriminate based on race, gender, age, disability, or other protected class.
- Place textbook order on time – simplest way to impart change on textbook costs.
- Use packing/bundling only when it provides a cost benefit for students.
- Faculty are encouraged to contribute a complimentary copy of a textbook from publishers to the library reserves desk – especially reference books and non-essential text.
- Consider electronic subscriptions to any articles included in the course packet.

- Communicate with students regarding textbook usage in course syllabus, and refer students to the College Bookstore, or its Website, for information regarding textbook costs and ordering.
- If a department does not submit a textbook adoption request for a particular course by the deadline established, the bookstore may order the same textbook as used in the immediate prior semester/term. In the absence of a timely order, the bookstore may order the previously adopted edition or a new edition (if the previous is no longer available in sufficient quantities).

**APPENDIX G
DEPARTMENTAL PHONE LIST**

A+	6932
Academic Affairs - Vice Chancellor	8151
Academic Services	8111
Accounts Payable	4829/4834
Accounts Receivable	4827
Administrative Services - Vice Chancellor	4851
Admissions	6900
Adult Education & Literacy (AEL)	8860
AEL - Richwood Valley	7474
Advisement-Academic Counseling	6900
Allied Health – Admissions	8801
Allied Health – Instruction	8804
Allied Health – Reception	8954
Attendance (High School only)	8125
Bookstore	6620
Branson Education Center	8920 417.336.6239
Café	8128
Career Center/High School Office	8125
Career Employment Services	6964
Carol Jones Writing Center	8235
Cashier’s Office	4827
Center for Workforce Development	8901
Chancellor’s Office	2601
Community Enrichment	8888
Computer Clinic	8113
Counseling and Assessment – High School	6983
Counseling Services	6974
Custodial Office	4801
Disabilities Support Services	8189
Dual Credit	8241
Eagle, The (Student Newspaper)	7405
Early Childhood Education Center	8130
Finance Office	4842
Finance – Vice Chancellor	4835
Financial Aid	6999
Fitness Center	8805
Foundation	2663
GED/AEL	8860
General Education Office	8201
Gillioz Theatre	8975
Greenhouse	8278
Health and Wellness Center	417.866.3133
Help Desk	7548
Human Resources	2632
Information Technology - Vice Chancellor	7551

Institutional Advancement – Vice Chancellor	2652
International Programs Office	6941
Learning Resources Center - Springfield	8185
LRC – Richwood Valley	7756
Lebanon Education Center	8932 417.532.5044
Mailing/Shipping	4821
Maintenance	4801
Media Services – Springfield	8181
Media Services – Richwood Valley	7757
Middle College	6997
New/Breaking Traditions	6967
OTC Foundation	2663
OTC Online	8200
Payroll	4833
Placement Testing	8187
President’s Office – Richwood Valley	7932
President’s Office - Springfield	2601
Print Shop	4816
Public Relations	2655
Purchasing	4815
Receiving	4821
Reeds Spring Education Center	417.272.3459
Registrar	6900
Richwood Valley Campus	7700
Safety and Security	6911
Scallions	8283
Speckman Tutoring and Learning Center	8164
Speech Communication Center	8982
Student Affairs – Associate Vice Chancellor	6914
Student Government Office	6995
Student Services	6900
Student Work Study Program	6934
Switchboard	7500
Technical Education Office	8101
Testing Services	8187
Transcripts	6900
Transport Training Institute	417.582.1690
Waynesville Education Center	573.774.5061
Web Development	2664

