OZARKS TECHNICAL COMMUNITY COLLEGE

FACULTY HANDBOOK

Promoting Excellence in Teaching and Learning

Faculty Information

This handbook is designed to provide succinct and easily accessible information which will assist 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 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:

Mr. Tim Baltes
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 College mission is to provide accessible, high quality, and affordable learning opportunities that transform lives and strengthen the communities we serve.

Vision Statement

The College vision is to serve our communities by expanding opportunities for personal and professional growth through our commitment to excellence and innovation.

Core Values

Quality	Opportunity
Accessibility	Learning
Diversity	Innovation
Community	Respect
Integrity	Personal Growth

Strategic Goals/Initiatives

The strategic goals of the College include:

1. **Quality**: The quality of the faculty, staff, administration and facilities will be enhanced in order to promote continuous responsiveness to the expanding learning needs of the community.
2. **Effectiveness**: The effectiveness of all programs and services will be continuously assessed to ensure integrity and quality are maintained and improved.
3. **Community Collaboration**: Meaningful relationships within the College's service areas will be formed, allowing OTC to develop new programs that reflect the educational needs of the community stakeholders.
4. **Retention and Graduation Rates**: The College will encourage faculty, staff and administration to continually strive to improve the rate of student retention and graduation.
5. **Graduate Performance**: The College will promote high academic standards that will serve to enhance the success of graduates at the workplace and in transfer institutions.
6. **Innovation**: The College will provide innovative teaching strategies that promote continued learning opportunities for students.
7. **Affordability**: The College will provide affordable learning opportunities to all community members.
8. **Learning Center**: The College will promote a learning-centered environment that focuses on students' needs and reduces barriers to student success

The strategic initiatives of the College are:

1. Improve instruction and delivery of services at every point in the institution to increase opportunities for students to attain their educational goals.
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.

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.

Institutional 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.

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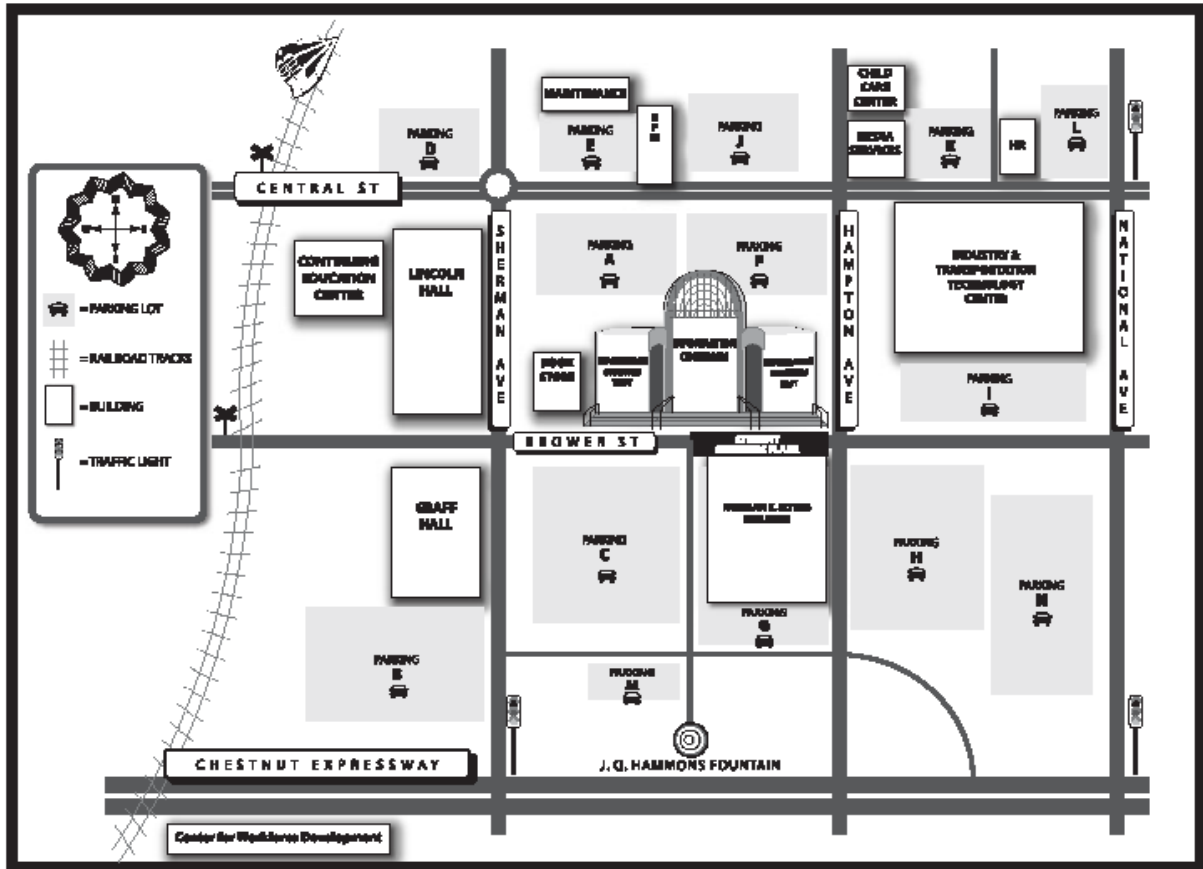
Springfield Campus
1001 E. Chestnut Expressway
Springfield, MO   65802
417.447.7500

Gillioz Theatre
325 Park Central East
Springfield, MO   65806
417.447.8975

Richwood Valley Campus
3369 W. Jackson Road
Nixa, MO   65714
417.447.7700

Table Rock Campus
10698 Historic Hwy 165
Hollister, MO   65673
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

For building locations, click on Building Maps.

DEPARTMENTAL PHONE LIST

A+	6932	Chancellor	
Academic Affairs - Vice Chancellor	8152	Institutional Advancement – Vice Chancellor	2652
Academic Services	8111	International Programs Office	6941
Accounts Payable	4829/4834	Learning Resources Center - Springfield	8185
Accounts Receivable	4827	LRC – Richwood Valley	7756
Administrative Services - Vice Chancellor	4851	Lebanon Education Center	8932 417.532.5044
Admissions	6900	Mailing/Shipping	4821
Adult Education & Literacy (AEL)	8860	Maintenance	4801
AEL - Richwood Valley	7474	Media Services – Springfield	8181
Advisement-Academic Counseling	6900	Media Services – Richwood Valley	7757
Allied Health – Admissions	8803	Middle College	6997
Allied Health – Instruction	8804	New/Breaking Traditions	6967
Allied Health – Reception	8954	OTC Foundation	2663
Attendance (High School only)	8125	OTC Online	8200
Bookstore	6620	Payroll	4833
Table Rock Campus	8920 417.336.6239	Placement Testing	8187
Café	8128	President's Office – Richwood Valley	7932
Career Center/High School Office	8125	President's Office - Springfield	2601
Career Employment Services	6964	Print Shop	4816
Carol Jones Writing Center	8235	Public Relations	2655
Cashier's Office	4827	Purchasing	4815
Center for Workforce Development	8901	Receiving	4821
Chancellor's Office	2601	Registrar	6900
Community Enrichment	8888	Richwood Valley Campus	7700
Computer Clinic	8113	**Safety and Security**	**6911**
Counseling and Assessment – High School	6983	Scallions	8283
Counseling Services	6974	Speckman Tutoring and Learning Center	8164
Custodial Office	4801	Speech Communication Center	8982
Disabilities Support Services	8189	Student Affairs – Associate Vice Chancellor	6914
Dual Credit	8198	Student Government Office	6995
Eagle, The (Student Newspaper)	7405	Student Services	6900
Early Childhood Education Center	8130	Student Work Study Program	6934
Finance Office	4842	Switchboard	7500
Finance – Vice Chancellor	4835	Technical Education Office	8101
Financial Aid	6999	Testing Services	8187
Fitness Center	8805	Transcripts	6900
Foundation	2663	Transport Training Institute	8901
GED/AEL	8860	Waynesville Education Center	573.774.5061
General Education Office	8201	Web Development	2664
Gillioz Theatre	8975		
Greenhouse	8278		
Health and Wellness Center	417.866.3133		
Help Desk	**7548**		
Human Resources	2632		
Information Technology - Vice	7551		

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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 for complete information.

Academic and Personal Freedom

Please refer to the Board of Trustees Policy, Academic and Personal Freedom, for complete information.

Academic Calendar

To view the OTC Academic Calendar, please click the academic calendar link.

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.

Guidelines and more information related to academic integrity are available in the Student Handbook, on the OTC Academic Integrity website and in Board of Trustee's Policy, Standards of Student Conduct.

Administrative Withdrawal from a Course

Please refer to Board of Trustees Policy, Administrative Withdraw from a Course, for complete information.

Please refer to the Registrar's website for procedures of Administrative withdrawal.

Please click the administrative withdrawal tutorial link for complete instructions.

A $10 withdrawal fee will be charged to students who are administratively withdrawn.

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.

Annual Performance Evaluation

Because the College cares about the quality of student learning as well as continuous improvement of instruction, each employee will be evaluated annually. During the process, employees 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.

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.

For MAC computers, we recommend Sophos.

Assessment

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

Assessment of student learning begins at any level with established course objectives and learning outcomes 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, program, or degree.   The results of the assessment process 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 actions that should be taken to improve teaching and student learning.

More information concerning Assessment can be found at the Assessment of Student Learning website.

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 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.

Attendance

Please refer to the Board of Trustees Policy, Attendance Requirements for complete information.

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 OTC Cares pages or click on the Behavioral Intervention Team Link. You may also contact the BIT help line at 417.447.6697.

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. Other resources for Blackboard can be found at the OTC Online website.

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 MyPay 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.

For textbook adoption resources, please see Textbook Proposals and Approval section of this handbook

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 unless accompanied 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.

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 under Faculty Information. You may access rosters for all course sections that you teach through MyOTC.

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.

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.

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
Table Rock Campus	RWP 113	417.336.6239
Waynesville Education Center	WEC 100	573.774.5061

Please call the location for hours of operation and additional information. Springfield and Richwood Valley hours are located at Computer Lab website.

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 the Board of Trustees policy, Copyright Compliance Policy, for additional information.

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 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 the Counseling Services website.

Course Tuition Waiver

Please refer to the Board of Trustee policy, Staff Enrollment and Tuition Exemption, for credit and non-credit classes taken at OTC.

Credit-By-Exam

Please refer to the Board of Trustees policy, Credit-By-Exam, for additional information.

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 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 Development site.

Contact the Academic Services offices (417.447.8115) 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

Please refer to the Board of Trustees policy, Drug-Free Workplace, for complete information.

Electronic Grading Systems

Pinnacle Gradebook

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

- Visit Intra for a tutorial.
- Attend a training session (check the professional development schedule).
- Contact the OTC Computer Help Desk, or 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

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 OTC Online.
- Contact OTC Online at online@otc.edu or call 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.

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 signup 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. For questions, please call 417.447.8115.

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

Please refer to the Board of Trustees policy, Comprehensive Final Examinations, for complete information.

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. Instructors are expected to utilize the final exam period scheduled for each course section/s that is taught.

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.

First Aid Kit Locations

First aid kits are located in various areas of the College. For a list of first aid kit locations, please refer to the Crisis Plan posted in each room of the College.

Food and Beverages in the Classrooms

Please refer to the Board of Trustees policy, Food and Beverages, for complete information.

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 required. This allows for backups and retrieval of the grades when required.

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 for seated courses must be kept in Gradebook.

Online course attendance verification will be accomplished by utilizing the Blackboard gradebook to determine a student's active participation in the course.

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 midterm and final grade report, via the web on MyOTC, to the Registrar by 11:59 p.m. on the date grades are due (see Academic Calendar).   Questions regarding grade submission can be directed to the Registrar.

Grading Scale

A common grading scale is adhered within all divisions. The grading scale for each course appears on the course abstract template available on the Curriculum Development home page.

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

Please refer to the Board of Trustees policy, Guest Speakers, at OTC for complete information.

Hazardous Conditions Policy

Please refer to the Board of Trustees policy, [Hazardous Conditions](#), for complete information.

Hazardous Materials

Questions concerning hazardous materials storage or disposal should be addressed to the Coordinator of Environmental Safety and Compliance at 417.447.6607 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: instructional equipment, 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 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 to the Human Resources office if they no longer teach in the building for which a key was issued, or if they leave employment with the College.

Laptops

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). The LRC is responsible for ensuring students have the academic resources they need to succeed. Students can search the OTC/SWAN library catalog, the MOBIUS catalog and many databases. Students can request interlibrary loans, one-on-one assistance, book renewals and more all online. 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.

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

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.

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

Mid-term Grades

Each semester instructors must submit a mid-term grade through MyOTC by required deadline 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.

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:

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. Documents can be saved to the Storage area in MyOTC to be accessed off campus. 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, (see Board of Trustees policy, Workload and Expectations).   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.

OTC Online Services

Offering services for students and faculty, OTC Online provides resources, support, training and reviews for online teaching and learning.

Contact Information:

OTC Online email address is online@otc.edu, or call 417.447.8200.

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 received by the appropriate division office.

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

Table Rock
Open Computer Lab – RWP 111 and RWP 113*****
Learning Resource Center – RWP 101
Lobby Kiosk – RWP 100

Lebanon
Open Computer Lab – RMC 117*****

Waynesville
Open Computer Lab – Contact Student Services

**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.**

The Board of Trustees policy, Professional Development Plan, 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 in the Classroom

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.

Safety and Security

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 scantron machine is available in the division offices on the Springfield, at the Richwood Valley campus and the area education centers. 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: All adjunct and full-time faculty members must complete an online anti-harassment training each year.

The Preventing Sexual Harassment Exam 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.

In addition, full-time faculty members are required to attend "live" anti-harassment presentations, when offered.   Adjunct faculty members may view a video presentation on Blackboard.

Please see the Sexual Harassment policy in the Policies and Procedures Manual.

Please see the Inappropriate Relationships policy in the Policies and Procedures Manual.

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.

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 discipline. The Speech Communication Center also offers students an opportunity Speaking and the Communication 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.

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 Senate Bill 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 Development 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 Development 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 Table Rock locations, 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 at the front of this handbook.

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 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 other specialized exams.

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 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, protocol, and hours, please visit our website, http://www.otc.edu/testing/testing.php.

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 Microsoft Lync or our email for the quickest response.

Textbook Proposals and Approval

Please refer to the OTC Bookstore website for textbook proposal and approval procedures.

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**.**

Tobacco-Free Campus Policy

OTC became a tobacco-free campus August 1, 2003.   Contact The Center of Excellence for Tobacco-Free Campus Policy (417.447.8887) for further information.

Travel/Reimbursement of Expenditures

Prior to travel

An Advance 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.

Tutoring and Learning Center
(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 location (Lebanon, Waynesville and Table Rock) to find out what services are offered.

Tuition Reimbursement Plan

Board of Trustees' Policy 3.08b explains the Tuition Reimbursement Plan that is offered through OTC. Employees meeting certain requirements may qualify for Educational Leave with pay or without pay (*Board of Trustees' Policy 3.23 and 3.24*)

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.*

Please refer to the Information Technology R: Drive or the Student Helpdesk for instructions on wireless internet access.

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

Please refer to the Board of Trustees policy, Workload and Expectations for complete information.

Writing Center
(The Carol Jones Writing Center)

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.

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.