The mission of the Community College of Allegheny County is to provide affordable access to quality education and offer a dynamic, diverse and supportive learning environment that prepares the region’s residents for academic, professional and personal success in our changing global society.

CCAC is also a place for you to grow professionally. We seek to provide a supportive and creative environment where you can collaborate with colleagues to develop new academic programs or take advantage of the professional development programs offered by the college.

CCAC has become a national leader among community colleges thanks to the efforts of our outstanding faculty and staff. We have achieved this status by creating innovative and responsive programs that focus on the needs of our students and the community. We look forward to the many contributions that you will make as a CCAC faculty member.

The academic portal will provide access to all of the academic information you need as a student or faculty member at CCAC. Once logged into the portal, you will have access to: Blackboard courses and assignments, CCAC Central, email, important academic deadlines, search and register for courses, and much more! Simply use your CCAC NetID (network account) to gain access to the academic portal. Students can access the Academic Portal by visiting [https://my.ccac.edu](https://my.ccac.edu). Once logged into the portal, you will have access to:

- Blackboard courses and assignments
- Faculty Self-Service
- Academic email
- Important academic deadlines and dates
- Search and register for courses
- Receive targeted announcements
- …and so much more!
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Evaluating the Faculty Handbook
We are always looking for ways to improve the faculty handbook. Please email your suggestions for additional items or sections that you would like to see included in future editions to your campus associate dean of Academic Affairs.

Employment Information—How to Apply
Faculty positions are advertised in local newspapers, through various community organizations and through the college’s Internet webpage at ccac.edu/HR or by logging directly onto ccacjobs.com. Potential applicants should apply online.

About the Community College of Allegheny County (CCAC)
Since its founding in 1966, CCAC has flourished, becoming the educational powerhouse it is today—a nationally renowned two-year college dedicated to serving all members of the community. From groundbreaking student success initiatives to top-ranked academic and career-based programs, CCAC continues to be the college of choice for nearly one out of every three adults in the Greater Pittsburgh metropolitan region.

Every year, more than 25,000 students enroll at CCAC, taking advantage of nearly 160 degree, certificate, diploma and transfer programs while thousands more access noncredit and workforce development courses. Comprising four campuses and five neighborhood centers, as well as other off-site locations, CCAC is honored to have one of the largest veteran student populations in the state and takes pride in ranking among the nation’s top community colleges for the number of individuals graduating in nursing and other health-related professions.

CCAC graduates have transferred to the nation’s most prestigious colleges and universities, have obtained the most academically challenging and competitive degrees and can be found at leading companies, organizations and institutions throughout the country. CCAC alumni are actively engaged in every sector of society, providing leadership to scores of economic, scientific, civic and philanthropic entities both in the Pittsburgh region and around the world. Visit ccac.edu to learn more.
Notifications of Nondiscrimination

Nondiscrimination Policy
The college does not discriminate and prohibits discrimination against any individual based upon race, color, religion, national origin, ancestry or place of birth, sex, gender identity or expression, perceived gender identity, sexual orientation, disability, use of a service animal due to disability, marital status, familial status, genetic information, veteran status, age or other classification protected by applicable law in matters of admissions, employment, services or in the educational programs or activities that it operates. Harassment that is based on any of these characteristics, whether in verbal, physical or visual form, constitutes a form of prohibited discrimination. This includes harassing conduct which affects tangible job benefits, unreasonably interferes with an individual’s academic or work performance or which creates what a reasonable person would perceive to be an intimidating, hostile or offensive work or educational environment.

Employees, students, third-party vendors and guests may report conduct that is believed to be in violation of this policy or applicable law by contacting the College's Office of Human Resources, the Title IX Coordinator/Civil Rights Compliance Officer or such other officials as may be designated in other board policies or administratively issued regulations and procedures. The college prohibits and will not engage in retaliation against any person who in good faith reports a violation of this policy, provides information in an investigation of a potential violation or otherwise engages in protected activity under the law.

Title IX Notification
It is the further policy of the College to comply with Title IX of the Education Amendments of 1972, which prohibits discrimination based on gender or sex in the College’s educational programs and activities, as well as the requirements of the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), as amended by the Campus Sexual Violence Elimination Act (SaVE Act). Conduct prohibited under Title IX, the Clery Act and the SaVE Act includes sexual harassment, sexual misconduct and acts of sexual violence, including sexual assault, domestic violence, dating violence and stalking. In furtherance of this policy, the college has designated a Title IX Coordinator whose responsibilities will include overseeing the College’s response to Title IX reports and complaints and identifying and addressing patterns or systemic issues revealed by such reports and complaints. With the exception of staff designated by the college to provide confidential professional counseling services to victims of such conduct, college employees are required to inform the Title IX Coordinator of incidents or suspected incidents of sex or gender discrimination, sexual harassment or sexual violence against a student, employee, vendor or guest of which they become aware. Incidents or suspected incidents of sex or gender discrimination, sexual harassment or sexual violence against a student, employee, vendor or guest of which they become aware.

Questions or complaints regarding Title IX issues may be directed to the College’s Title IX Coordinator or the United States Department of Education’s Office for Civil Rights as follows:

CCAC Civil Rights Compliance Officer/Title IX Coordinator
808 Ridge Avenue, Byers Hall–Room 317, Pittsburgh, PA 15212
Telephone: 412.237.4535 • Email: smisra@ccac.edu

Office for Civil Rights
US Department of Education, Philadelphia Office
100 Penn Square East, Suite 515, Philadelphia, PA 19107-3323
Facsimile: 215.656.8605 • Telephone: 215.656.8541
Customer Service Hotline #: 800.421.3481
Email: OCR.Philadelphia@ed.gov
Web: http://www.ed.gov/ocr

Accommodations for Individuals with Disabilities
The college recognizes its responsibility to provide academic and nonacademic services and programs equally to individuals with and without disabilities. To this end, the college provides reasonable accommodations for qualified students and employees with identified disabilities consistent with the requirements of the Americans with Disabilities Act, Sections 503 and 504 of the Rehabilitation Act, and other federal, state and local laws and regulations.

The college will maintain an Office of Supportive Services at each campus location to receive, review, and evaluate requests from students who require an accommodation with respect to their educational program. The College’s Civil Rights Compliance Officer/Title IX Coordinator has overall responsibility for coordinating disability services across all college campus locations. Contact information for these resources is as follows:

CCAC Civil Rights Compliance Officer/Title IX Coordinator
808 Ridge Avenue, Byers Hall - Room 317, Pittsburgh, PA 15212
Telephone: 412.237.4535 • Email: smisra@ccac.edu

Boyce Campus
Director, Disability Services
North Wing-Room N560
Telephone: 724.235.6604
TTY: 724.325.6733

Allegheny Campus
Director, Disability Services
Library Building-Room 114
Telephone: 412.237.4612
TTY: 412.237.4552

North Campus
Director, Disability Services
Room 1008
Telephone: 412.369.3649
TTY: 412.369.4110

Allegheny Campus
Director, Disability Services
Library Building-Room 114
Telephone: 412.237.4612
TTY: 412.237.4552

South Campus
Director, Disability Services
Building B-Room 311
Telephone: 412.469.6207
TTY: 412.469.6005

The College’s Office of Human Resources is designated to receive, review and evaluate employee requests for accommodations in the workplace due to an identified disability.
MISSION STATEMENT
The Community College of Allegheny County prepares individuals to succeed in a complex global society by providing affordable access to high quality career and transfer education delivered in a diverse, caring and innovative learning environment.

VALUES STATEMENT
Learning
We are committed to high academic standards and quality services provided in a caring, innovative and professional learning environment that places the success of students first.

Community
We strive to serve the educational, economic and social needs of the community as one college through creative collaboration and teamwork.

Diversity
We honor and embrace diversity by creating a positive, inclusive college culture that respects individual differences and values the unique experiences and perspectives of all students, faculty and staff.

Integrity
We promote an honest and open exchange of information and ideas, accountability for the effective use of resources placed in our trust and the fair and consistent treatment of all individuals.

VISION STATEMENT
The Community College of Allegheny County will be the region’s preferred gateway to a more prosperous future. Through our commitment to learning, innovation and positive social change, CCAC will advance individual and community success.

STRATEGIC GOALS & OBJECTIVES
1. CCAC will increase academic success, college completion and equity in the region by providing every student with the motivation and support they need to achieve their individual goals.
   - Scale up initiatives, including systems, procedures and policies that have been shown to increase student engagement, persistence and success.
   - Support and encourage faculty innovation and curricular redesign to support student goal attainment.
   - Place students on clear pathways to achieving their individual goals, including degree completion and transfer.
   - Connect students with caring and effective support services.
   - Develop physical and virtual learning environments that improve student success.

2. CCAC will become a global learning community that stands on the pillars of proactive, intentional access, inclusion, diversity, social justice and respect to positively impact the vitality of the region.
   - Develop an approach to enrollment management that eliminates all institutional barriers to access and places every student on an intentional pathway to success.
   - Help underserved individuals understand how to attend college and access the support services they need.
   - Expand the participation and success of minority and disadvantaged students in the college.
   - Develop programs and services that prepare students to succeed in a global society.
   - Strengthen our culture of inclusion through professional development and continued growth in the diversity of all employee groups.
3. **CCAC will become the region’s premier provider of workforce training and increase prosperity and opportunity throughout the region by preparing individuals to meet the emerging workforce needs of the community and employers.**
   - Promote upward mobility for students by developing specific career pathways to the region’s high demand occupational clusters.
   - Use labor market information and understanding of employers’ needs to design instruction and career pathways for students.
   - Prepare students for the modern workplace by incorporating work-based, hands-on internships, work-study, apprenticeships and clinical placements into students’ learning experiences.
   - Develop community and employer partnerships to help close the region’s skills gap.
   - Align equipment, facilities and instructional methods with the region’s workforce needs.

4. **CCAC will incorporate innovative uses of technology to advance the delivery of instruction and services and to support the region’s 21st century economy.**
   - Support and enhance teaching and learning, student success and completion by providing faculty and employees with innovative technology solutions.
   - Develop the infrastructure needed to prepare students for the region’s 21st century jobs.
   - Enable students, the community and employees to engage the college in a stable and secure digital environment.
   - Improve communications and administrative systems to drive college operations, enrollment management, collaboration, productivity and process improvement.
   - Provide support and training services to ensure the effective use of technology by all constituencies.
CCAC’s Learning Goals

CCAC’s Learning Goals embrace the college’s vision and definition of an educated person. The foundation for CCAC’s General Education program is the College Vision of providing “an exemplary learning community where individuals can develop their full potential” in an environment of the highest standards “of academic excellence, technological advancement, innovative responsive programming and economic development.” An educated person is one who acquires and continues to expand upon the following (Assessment of Student Learning Committee, July 2005):

- A broad range of knowledge upon which to make value judgments
- The skills to locate valid information and comprehend that information
- The ability to analyze critically and synthesize efficiently valid information
- The ability to listen carefully and to communicate effectively

CCAC’s Learning Goals support the above definition of an educated person by uniting student learning experiences across all programs, courses and services at CCAC. The Learning Goals include essential knowledge and skills that help students adapt to and participate in global, cultural, social, political, economic, personal and technological change. These Learning Goals support students in achieving the following:

- Successful pursuits in higher education
- Successful careers
- Life-long learning

A CCAC student who graduates with an associate’s degree will have a level of proficiency comparable with the first two years of a baccalaureate degree in the following areas: communication; technological competency; information literacy; critical thinking and problem solving; quantitative and scientific reasoning; and culture, society and citizenship; and information literacy.

Communication

Employ written and oral communication skills in order to convey clear and organized information to target audiences for specific purposes. The following are examples of ways in which the goal may be achieved.

1. Generate communication that addresses audience and purpose.
2. Employ syntax, usage, style and tone appropriate to academic disciplines and professional environments.
3. Present ideas in an organized framework.
4. Develop ideas using concrete reasoning and clear explanation.

Technological Competencies

Use digital technology, productivity software, discipline-specific applications and technology-mediated collaboration tools to complete tasks. The following are examples of ways in which the goal may be achieved.

1. Use technology resources to design, develop, present and publish information products.
2. Employ technology resources to conduct research, analyze data, solve problems, synthesize information and inform decision-making.
3. Use technology ethically and legally.

Critical Thinking & Problem Solving

Identify problems, explore and prioritize solutions and revise priorities as a means for purposeful action. The following are examples of ways in which the goal may be achieved.

1. Identify and summarize the problem and/or question in clear and concise terms.
2. Collect and review information from credible sources.
3. Consider the influence of context, assumptions and underlying bias of resources.
4. Synthesize and integrate information in order to support conclusions.
5. When supported, articulate findings and prioritize solutions appropriately.

Quantitative & Scientific Reasoning

Apply appropriate mathematical and/or scientific concepts and theories in order to interpret data and solve problems based on verifiable evidence. The following are examples of ways in which the goal may be achieved.

1. Identify and extract relevant data from problems, experiments or projects.
2. Organize data into tables, spreadsheets, graphs, symbols, equations and/or other visual representations.
3. Analyze and interpret quantitative and qualitative data using sound mathematical/scientific concepts.
4. Evaluate evidence and decide if conclusions based upon data are valid and consistent.

Culture, Society & Citizenship

Describe and explain behaviors and beliefs of various populations throughout the United States of America and the world. The following are examples of ways in which the goal may be achieved.

1. Discuss the role of diversity and equity in the context of the United States of America and the world.
2. Review social and cultural conventions within their historical contexts.
3. Examine the interdependence of people in their respective environments.
4. Examine the artistic and aesthetic values of various cultures.
5. Explain the nature of a democratic society.
6. Articulate the values of civic engagement, community involvement and the role of service.

Information Literacy

Acquire, analyze, organize and evaluate information through technological and traditional means. The following are examples of ways in which the goal may be achieved.

1. Determine the nature and scope of information needed for a specific task.
2. Critically evaluate and organize information sources and content.
3. Acquire and use information ethically and legally.
Assessment of Student Learning

What is ASSESSMENT?
Assessment is a process. It is a systematic comparison of expected and actual outcomes. Assessment answers the question “how well do we meet our goals?” If we fall short of expectations, the data collected during the assessment process can help inform the decision making process.

Assessment is a priority at CCAC, and is conducted at multiple levels. From classroom to program to general education to strategic initiatives, we are constantly trying to improve the student experience. As Linda Suskie articulates, assessment is a multi-faceted process including the following:

• Establish clear, observable expected goals for student learning
• Ensure that students have sufficient opportunities to achieve those goals
• Systematically gather, analyze, and interpret evidence of how well student learning meets those goals
• Use the resulting information to understand and improve student learning


At CCAC, a Culture of Assessment means:

• Our core values are based on continuous improvement of student learning
• Faculty, staff and administration engage in meaningful reflective assessment work
• Results of assessment activities lead to changes in educational activities in order to improve learning outcomes as well as curriculum
• Results of assessment activities are used to distribute resources throughout the college

Faculty at CCAC follow the assessment guidelines and timetables to assess student learning in all programs, including general education. Faculty members document their use of assessment results that inform their teaching and the students’ learning and this data provides the basis for the allocation of resources across the college. The data is also shared with constituencies to demonstrate the effectiveness of our instruction. Assessment results provide evidence that students are achieving key institutional and program learning outcomes.

College resources related to assessment include:

• The Assessment Liaisons and Workgroup
• Assessment Libguide: https://libguides.ccac.edu/ccac-assessment
• Assessment Website: https://www.ccac.edu/Assessment_of_Student_Learning.aspx

College resources related to assessment include:
Caroline Evans, Assessment Facilitator, cevans@ccac.edu, 412-237-2506
Kalina White, Assessment Facilitator, kwhite@ccac.edu, 412-237-4674
# Academic Structure of CCAC

## Academic Deans & Department Chairpersons

The dean of Academic Affairs and the associate dean of Academic Affairs are responsible for all academic areas on each campus with the exception of Nursing (which is administered by the college-wide associate dean of Nursing). The deans of Academic Affairs have additional college-wide discipline and program responsibilities. The academic deans, associate academic deans and department heads included in each of the divisions are listed below.

<table>
<thead>
<tr>
<th>Academic Division</th>
<th>Phone</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provost &amp; Executive Vice President</td>
<td>Stuart Blacklaw</td>
<td>412.237.3126</td>
</tr>
<tr>
<td>Registrar</td>
<td>Diane Jacobs</td>
<td>412.237.3074</td>
</tr>
<tr>
<td>Dean, Nursing</td>
<td>Kathy Mayle</td>
<td>412.237.3089</td>
</tr>
<tr>
<td>Associate Dean, Nursing</td>
<td>Vacant</td>
<td>412.237.3099</td>
</tr>
<tr>
<td>Dean, Virtual Campus</td>
<td>Millie J. Rodriguez</td>
<td>412.237.3137</td>
</tr>
</tbody>
</table>

### Allegheny Campus

**Dean, Academic Affairs** Carol Yoannone 412.237.2540 M–520  
**Associate Dean, Academic Affairs** Richard Betters 412.237.2580 M–624

<table>
<thead>
<tr>
<th>Department Heads</th>
<th>Phone</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Health</td>
<td>Richard Laurent</td>
<td>412.237.2704</td>
</tr>
<tr>
<td>Biological Sciences &amp; Health/Physical Education</td>
<td>Sandra Callan</td>
<td>412.237.2524</td>
</tr>
<tr>
<td>Business</td>
<td>Mary Beth Johnson</td>
<td>412.237.2748</td>
</tr>
<tr>
<td>Communication Arts</td>
<td>Elizabeth Throesch</td>
<td>412.237.2731</td>
</tr>
<tr>
<td>Computer Information Technologies</td>
<td>Michael Rinsem</td>
<td>412.237.4440</td>
</tr>
<tr>
<td>Counseling</td>
<td>Larry Doperak</td>
<td>412.237.4553</td>
</tr>
<tr>
<td>Developmental Studies</td>
<td>Doralee Brooks</td>
<td>412.237.4663</td>
</tr>
<tr>
<td></td>
<td>Laura Gilbert</td>
<td>412.237.2666</td>
</tr>
<tr>
<td>Humanities</td>
<td>Joe Delphia</td>
<td>412.237.4421</td>
</tr>
<tr>
<td></td>
<td>Kathleen Kane</td>
<td>412.237.4511</td>
</tr>
<tr>
<td>Mathematics</td>
<td>Bonzena Bednarz</td>
<td>412.237.2678</td>
</tr>
<tr>
<td>Nursing</td>
<td>Diantha Bey</td>
<td>412.237.6511</td>
</tr>
<tr>
<td>Social Sciences &amp; Education</td>
<td>Tom Shaheen</td>
<td>412.237.4399</td>
</tr>
</tbody>
</table>

### Homewood-Brushton Center

**Assistant Dean** Vladimir St. Surin 412.371.1600

### Boyce Campus

**Interim Dean, Academic Affairs** Tomi Waters 724.325.6682 N–467  
**Interim Associate Dean, Academic Affairs** R. J. Mycka 724.325.6667 N–471

<table>
<thead>
<tr>
<th>Department Heads</th>
<th>Phone</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Health</td>
<td>Lillian Briola</td>
<td>724.325.6751</td>
</tr>
<tr>
<td>Biological &amp; Natural Sciences</td>
<td>Waseem Ahmed</td>
<td>724.325.6778</td>
</tr>
<tr>
<td>Business</td>
<td>Gerard Berardino</td>
<td>724.325.6686</td>
</tr>
<tr>
<td>Communication Arts</td>
<td>Marianne Trale</td>
<td>724.325.6628</td>
</tr>
<tr>
<td>Computer Information Technologies</td>
<td>Walter Pauli</td>
<td>724.325.6697</td>
</tr>
<tr>
<td>Counseling</td>
<td>Lisa Slagel (Fall 2019)</td>
<td>724.325.6656</td>
</tr>
<tr>
<td>Counseling</td>
<td>Devon Patterson (Spring 202)</td>
<td>724.325.6703</td>
</tr>
<tr>
<td>Mathematics</td>
<td>Raymond Weaver</td>
<td>724.325.6659</td>
</tr>
<tr>
<td>Nursing</td>
<td>Janette Petro</td>
<td>724.325.6744</td>
</tr>
<tr>
<td>Social Sciences, Education &amp; Humanities</td>
<td>Greg Joyce</td>
<td>724.325.6655</td>
</tr>
</tbody>
</table>
Academic Structure of CCAC

North Campus

Dean, Academic Affairs
Jeffery Thomas 412.369.3616 3017A
Associate Dean, Academic Affairs
David Young 412.369.4160 3017B

Department Heads

Automotive Trades
Robert Koch (West Hills) 412.788.7378 S–1203
Biological & Natural Sciences
Cristen Colanonti-Brannon 412.369.4117 2042
Business Technologies
JoAnn Hunter 412.369.4103 2043
Communication Arts & Humanities
Rita Gallegos 412.369.4143 2014
Counseling
Daniel P. Maddox 412.369.3652 1003D
Computer Information Technology
Rebecca Elinich 412.369.4123 2036
Mathematics
Stephanie Swindle 412.369.4125 2016
Nursing
Mary Cimador 412.369.4120 2037
Social Sciences & Education
Jeff O’Donnell 412.369.4129 2048
Vocational Training Program
Vacant 412.369.4135 2024

West Hills Center

Assistant Dean
Ronald Logreco 412.788.7374 S–1204
Director
Laurel Westrom 412.788.7511 S–1704

South Campus

Dean, Academic Affairs
Brenda Trettel 412.469.4315 B–623
Associate Dean, Academic Affairs
Barbara Evans 412.469.6227 B–647

Department Heads

Biological & Natural Sciences & Allied Health
Debora Misencik 412.469.6279 D–519
Business
Sara Conroy 412.469.6321 B–606
Communication Arts
Beverly Carmon 412.469.6354 B–518
Computer Information Technology
Laurie Sprankle 412.469.4328 B–501
Counseling
Pam Young 412.469.6218 B–638
Engineering Technologies
Brad Sandrock 412.469.6297 D–416
Humanities
George Jaber 412.469.6219 B–450
Mathematics
Joe Yoest 412.469.6321 B–606
Nursing
Kimberly Rogers 412.469.6351 D–516
Nursing–California University
Jayne Ann Karcesky 724.938.1622
Social Sciences & Education
Laurie Sprankle 412.469.4328 B–501

Braddock Hills Center

Interim Assistant Dean
Vladimir St. Surin 412.271.0201

Washington County Center

Assistant Dean
Justin Tatar 724.223.1016 102

Many of the credit classes scheduled are taught at the CCAC centers and at other off-campus sites. The administrators at these sites provide specific information for teaching at these off-campus sites. However, campus department heads schedule faculty for all credit courses at all sites.
Academic Structure of CCAC

**Evening/Weekend Administrators**
Each campus and center has an evening/weekend administrator whose responsibilities are to support the instructional needs of faculty and students. They also assist in emergencies.

**Allegheny Campus**
- Homewood-Brushton Center: 412.237.2662

**Boyce Campus**
- 724.325.6651

**North Campus**
- West Hills Center: 412.788.7500

**South Campus**
- Braddock Hills Center: 412.271.0201
- Washington County Center: 724.223.1012

**Student Services Division**

**Deans, Student Development**
An office of the dean of Student Development is located on each campus. The role of the dean is to ensure that the appropriate resources and opportunities exist in support of student success.

The deans work with a wide range of student services which provide opportunities for student learning and development, in academic courses and through extracurricular activities. The deans of Student Development work in conjunction with college faculty to provide supportive learner-centered environments.

The dean of Student Development is available to help address student behavioral misconduct and provide guidance.

**Online Dean**
The Online Dean was designed to provide opportunities for students to communicate with the deans of Student Development. This web-based program provides a central location for the deans of Student Development and the student body to communicate and respond to a variety of student issues and concerns. Visit [ccac.edu/Online_Dean.aspx](http://ccac.edu/Online_Dean.aspx).

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### Student Services Division

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tbody>
<tr>
<td>Provost &amp; Executive Vice President</td>
<td>Stuart Blacklaw</td>
<td>412.237.3126</td>
<td>OCS–232</td>
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<tr>
<td><strong>Allegheny Campus</strong></td>
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<tr>
<td>Interim Dean, Student Development</td>
<td>Lucille Adkins</td>
<td>412.237.2520</td>
<td>SSC–360</td>
</tr>
<tr>
<td>Interim Assistant Dean, Student Development</td>
<td>Kristin Spiker</td>
<td>412.237.4671</td>
<td>SSC–120</td>
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<td><strong>Boyce Campus</strong></td>
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<tr>
<td>Dean, Student Development</td>
<td>Yvonne Burns</td>
<td>724.325.6650</td>
<td>S–571</td>
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<tr>
<td><strong>North Campus</strong></td>
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<tr>
<td>Associate Vice President and Dean, Student Development</td>
<td>Mary Lou Kennedy</td>
<td>412.369.3654</td>
<td>3019A</td>
</tr>
<tr>
<td><strong>South Campus</strong></td>
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<td></td>
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</tr>
<tr>
<td>Dean, Student Development</td>
<td>Kelli Maxwell</td>
<td>412.469.6205</td>
<td>B–343</td>
</tr>
<tr>
<td>Interim Dean, Student Development</td>
<td>Tiffany Evans</td>
<td></td>
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### Academic Calendars
The Academic Calendar for each term establishes the start and end dates, census dates, refund and withdrawal deadlines, breaks and closures. These calendars are published for students in the Schedule Magazine and on the CCAC website; see [My.CCAC.edu](http://My.CCAC.edu). The Registrar's Office will email faculty with important dates for attendance reporting and grades submissions. All instructors are expected to submit required reports and grades by the due dates outlined by the Registrar's Office.

### Accessing CCAC Campuses & Centers
CCAC campuses and off-campus sites (buildings and parking areas) and maps/directions are available on the web at [ccac.edu](http://ccac.edu).

### ID Cards
Cards can be obtained at the Security office or at the campus ID office. Bar-coded picture ID cards are now mandatory in order to obtain
Class Schedules
A fall, spring and summer schedule announces classes scheduled. The schedule (or publication) contains course listings and other information about classes on all CCAC campuses and centers. Full-time faculty must teach a specified number of courses, unless special projects are counted toward their academic load as cited in the Collective Bargaining Agreement (CBA) between the college and AFT. Adjunct faculty may teach up to 12 credit hours each semester for the college.

CCAC Catalog
Information about the institution and academic programs is available in the CCAC college catalog. Students should consult the online catalog to examine program requirements and course descriptions at catalog.ccac.edu.

Selection & Assignment of Instructors
Prior to the beginning of each semester or summer term, department heads review the courses to be staffed and then recommend to the academic deans those adjunct faculty who are interested in teaching classes on the basis of their credentials, interests and course availability. The college complies with affirmative action guidelines in hiring all personnel. Therefore, interested applicants must apply via ccac.edu/HR.

Full-time faculty are scheduled according to department scheduling procedures and given preference before part-time faculty (seniority is not used by all departments in scheduling). Adjunct faculty do not have seniority at CCAC. Although department heads attempt to provide offers of appointment to part-time faculty prior to the term, circumstances may dictate last-minute offers. Full-time faculty may displace adjunct faculty to complete a required course load because of a last-minute cancellation of a class taught by the full-time faculty. The class(es) assigned to the adjunct faculty may also be cancelled due to low or inadequate enrollment. The Letter of Assignment provides information concerning these details.

Letter of Assignment
Details of course(s) assigned are included in the Letter of Assignment that is sent to the last home address that the college has on file in the appropriate division office. The faculty member should sign the letter and return it to the college by the due date specified in the letter.

Newly hired CCAC faculty members will be sent a new employment hire packet consisting of:
1. CCAC online application (must be completed online)
2. I-9 documentation information (must provide in-person with designated “I-9 Gate Keeper”)
3. W-4 tax form
4. Request for direct deposit form and copy of a voided check or deposit slip
5. Local wage tax withholding form
6. Sexual harassment policy acknowledgement (must be signed)
7. Datatel/Network Confidentiality Form (must be signed)
8. Employee’s acknowledgement of PA worker’s compensation form (must be signed)

The above items must be completed before the first day of classes.

Official transcripts from the educational institution(s) where you received your education must be on file with Human Resources. Please submit accordingly. Following receipt of the above, a Letter of Assignment is sent.
Course Planning

Classroom Assignments
Once the credit schedule is built for a term, the campus academic scheduler, in consultation with the associate dean and department heads review the requirements for the room type (general classroom, computer lab, science lab, etc.) and features (data projector, tables, extra board space, etc.) in preparation for the bulk room assignment process. Classrooms are assigned by the “Astra Scheduler Optimizer” which functions to:

• maximize the number of classes which get placed;
• ensure that sections are placed based on required features; and
• maximize the preferences for location set by the academic departments.

Please meet your class in the assigned room. You should not change your classroom location without permission from the associate dean at your location. Even though another classroom may appear to be vacant, it may be assigned to another class or event at a later time or date.

Need to change your room assignment? If you need to request a change in room assignment due to insufficient capacity, required features not present in the current room, etc., please submit a change request via our online room change request form.

Need to reserve a room for a meeting or event other than scheduled class time? If you need to request a room for a study group, supplemental instruction, makeup exam, etc., please submit a room request via our online room request form: My.CCAC/working at CCAC/Room+Resource Scheduling.

These procedures are explained in depth online on the CCAC website at My.CCAC/working at CCAC/Room+Resource Scheduling. Questions can be directed to your campus associate dean’s office.

Blackboard Learning Management System
Give your course a useful presence on the web - including online discussions and public access to important documents.

Any CCAC course or College organization can request a Blackboard course site. Courses have to be requested using the Section Planning Wizard (SPW). Each course that is requested in the SPW will be created in Blackboard.

More information regarding Blackboard training and support is found at https://www.ccac.edu/Blackboard_Access_and_Information.aspx.

Section Planning Wizard
To login to the SPW go to http://webapps.ccac.edu/SPW
Your login is your CCAC NetID username and password.
*(When you first login you will have to verify Name, Colleague ID and email)

1. Click the 'Request' link next to the course you want to have created in Blackboard
2. Click Next
3. *(First time login you will have to verify your username)
4. Verify the selection(s) and click Next
5. Select how you want the course set up
   a. Create a new course (template)
   b. Create a copy from another course and click Next
      i. *Select the course you want to use for the copy
      ii. *Select the course content you want in the copy
6. Select the date you want the course created and click Next
7. Provide any additional comments and click Next
8. Verify the request and click Confirm
9. You will receive a confirmation number, click Finish

To request a Blackboard course shell that is not associated with a course assignment in Colleague (e.g., College organization or committee) select the ‘Request Standalone’ and programs require criminal history/child abuse clearances. Some health profession external accreditation organizations require medical immunizations and completion of specific forms.
The Family Educational Rights & Privacy Act
Ensuring the Privacy of Our Students:
A Guide for CCAC Faculty & Staff

**What is FERPA?**
FERPA is a federal law that applies to all institutions receiving federal aid from the U.S. Secretary of Education.

**FERPA:**
- protects the privacy of educational records;
- establishes the right of students to inspect and review their educational records; and
- provides guidelines for the correction of inaccurate or misleading data.

**The Essence of the Law**
School officials may not disclose information from a student’s educational record without the expressed consent, written or electronic, of the student.

**Parents & the Privacy Law**
Once a student reaches the age of 18 or attends a postsecondary institution, privacy rights belong to the student. A parent has no inherent rights under FERPA.

**Student Release Forms**
Students can complete a student release of information form granting others access to specific information contained in the student’s record. The release does not allow access to faculty records. The CCAC Registration & Advisement office maintains copies of student release forms.

**FERPA & Technology**
All conversations via email that concern the student’s academic record (including assessment of student work) should be directed only to the student’s academic email account. The student may submit a written request to the college addressed to the director of Registration & Advisement that any or all of this information should not be released. Students should access all confidential information through the CCAC Central system. Confidential information on a computer should be kept out-of-sight from passersby and office visitors.

**Exceptions to FERPA**
The student’s written consent is not required to release information when the disclosure is:
- directory information;
- to a school official with legitimate educational interest; and/or
- a special circumstance provided under the privacy law.

**Directory Information**
The Registrar’s office may release directory information without the student’s prior written consent. Directory information is released primarily to benefit the student, such as verifying graduation for employment. CCAC considers the following items as directory information:
- Student’s current and former name
- Postal and email address
- Registration period(s)
- Number of credits
- Program of study
- Enrollment status (full/part-time)
- Degrees awarded

**Classroom Considerations**
Faculty can ensure confidentiality by following these guidelines:
- Make sure grades are not visible to other students when students pick up their graded exams or papers.
- Make sure grade books are stored in a secure manner.
- Attendance sign-in sheets should include student names only.

**What is an Education Record?**
Any record, except human resources, law enforcement, medical or alumni records, that is maintained by an institution and directly related to a student or students. These records can be in any medium, including:
- In the information system
- Handwritten
- Printed
- Microfilm
- Email

**Personally Identifiable**
Student records can contain personally identifiable information—a way to determine the student’s identity. These items include:
- Social Security number
- The name of the student or name of family members
- The student’s address
- Biometric records
Conflict of Interest
Employees should avoid even the appearance of a conflict of interest. Specifically, employees must not use the college or their position to gain compensation beyond their normal college wages or salaries.

Accepting entertainment, gifts, favors or fees from persons with whom the college has a business relationship (including students) may give the appearance that the donor intended to influence judgment or pay for a service for which the college has already compensated the employee. Should college facilities, materials or personnel be used for personal gain, it may give the appearance of, or actually be, a conflict of interest. If there is the slightest doubt, speak with a dean, associate dean or the business manager.

Immigration Reform & Control Act Verification (I-9)
The Immigration Law of 1986 requires that CCAC have proof of employment eligibility for all part- and full-time employees before anyone can be officially hired. This must be done in-person and it requires that a designated CCAC staff member examine the original—not photocopied—documents and attest to their authenticity. (A list of staff gatekeepers is provided in the new hire packet.) This is a serious federal matter and no exceptions can be permitted. Unless there is compliance with this request, an instructor's pay may be withheld.

Evaluation of Faculty
In an effort to maintain high-quality instruction, a Survey of Student Opinion of Teaching Faculty (SOSO) is administered to the classes of all part-time, temporary full-time and non-tenured full-time faculty every semester. A copy of the survey is in Appendix 2. The survey is part of the Collective Bargaining Agreement (CBA) between the college and the AFT. The evaluation requires approximately 15 minutes for students to complete. Instructors are asked to leave the room for this short period of time. The survey asks students to rate various teaching practices and classroom management processes. This occurs during the last half of the term. CCAC provides the SOSO in an online format for online sections. Please check with your associate dean for the schedule and plan classroom activities to accommodate the evaluation process. The results of the survey are available to instructors online three weeks after the end of class at My.CCAC/Teaching at CCAC.

Pay
For regular semester classes, faculty pay is directly deposited on the last working day of each month. For the fall term, adjunct faculty payment is deposited in the months of September, October, November and December. For the spring term, payment is deposited in the months of February, March, April and May. For the summer terms and mini-courses, check with the campus academic dean's office for the payment schedule.

Payroll information cannot be submitted until the campus academic dean's office has received the signed Letter of Assignment, as well as any other required materials. For each adjunct faculty member, the college needs to have on file a completed application form, official transcript(s), employment eligibility verification, direct deposit information, specialized registrations and certifications (RN, CPR, etc.), a signed letter of assignment for the semester/term and a course outline for each section taught. In addition, some courses
Also, full-time temporary employees have benefit forms. All necessary forms will be supplied through the Human Resources office. To avoid paying the municipal services tax twice, submit proof of payment each calendar year.

For additional payroll information, visit eac.edu/Payroll_Department.aspx. Faculty can access the CCAC Central faculty menu to view stipends, online pay advices and W-2 information.

Support for Faculty
CCAC has a number of academic and support services for students and faculty. A listing of the hours and days when services are available is published each term.

Textbook Adoptions & Bookstore Information
Textbook Adoption & Follett's Online Adoption Tool (Follett Discover)
Regular full-time faculty may select and adopt their own textbooks. Adjunct faculty generally use texts approved and adopted by their Academic department head. Textbook adoption requests may be submitted by Academic department heads, in addition to other full-time faculty, via their campus bookstore using Follett's online textbook adoption system, Follett Discover. Follett Discover is readily accessible via the college's Blackboard LMS site. Upon logging into Blackboard, a faculty member can be seamlessly launched into Follett Discover. Just simply click “Launch Follett Discover” within the module that's located in the lower right corner of the Blackboard home page, or you may alternatively click on the “Follett Discover” tab within the header bar to activate the module as well.

Textbook adoption submitters receive email acknowledgements when adoption information is successfully submitted, once confirmed by the campus bookstore. Academic department heads and other faculty can monitor the progress of their textbook adoptions within Follett Discover.

Bookstore Information
There are five full-service bookstores. Each bookstore carries all the required textbooks for that location* (see Online Learning information below). The bookstores also sell a large variety of supplies, reference books, study aids, snacks, software and CCAC insignia clothing. Students can order class rings and purchase graduation caps and gowns from the bookstore.

For store hours, refer to the bookstore website at ccachop.com. All stores offer extended hours, Saturday hours and some offer hours at the start of each semester. Check with your campus bookstore for specifics. Students can save time by ordering books online and have them delivered to their home or preferred campus. Log onto ccachop.com

Allegheny Campus 412.237.2532  North Campus 412.369.3694  West Hills Center 412.788.7524
Boyce Campus 724.325.6612  South Campus 412.469.6261

Online Learning/Internet Course Materials
*Students enrolled in online learning/Internet courses can purchase their course textbooks and materials at the Allegheny Campus Bookstore or at the host campus for the course, or books can also be ordered online via the CCAC Bookstore website. Log onto ccachop.com and select the campus, course number and section for the distance learning class.

Online Learning/Internet Course Campus Codes: Online Section Numbers begin with a “Z” and end with the letter designating the associate campus.

Z01A = Allegheny Campus  Z02B = Boyce Campus  Z03N = North Campus  Z04S = South Campus

Clerical Support
Typing and the preparation of materials for classes are supplied through a faculty secretary in the campus academic division offices. Please allow one week for smaller job requests to be completed. Larger projects may require more time. Instructors who wish to prepare their own materials will find computers, copy machines and test scoring machines in several areas on campus. Please see faculty secretaries for copier codes. Computers are available in the computer centers and in faculty offices. Supplies such as grade books, computer disks, flashdrives, etc., can be obtained through assigned faculty secretaries. Due to budget constraints, we ask that everyone be frugal in the use of supplies and services.

Allegheny Campus
Dean, Academic Affairs/Sr. Secretary  Eileen Edwards  412.237.2590  M–520
Dean, Academic Affairs/Sr. Secretary  Dee Boulware Ross  412.237.2540  M–520
Associate Dean, Academic Affairs/Sr. Secretary  Helen Urcho  412.237.2580  M–619

Department Faculty Secretaries
Allied Health/Sr. Secretary  Susan Manno  412.237.2681  M–613
<table>
<thead>
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<th>Academic &amp; Support Services</th>
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<tr>
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<td><strong>West Hills Center</strong></td>
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<tr>
<td>Secretaries</td>
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<tr>
<td>Mary Sue Trohaugh</td>
</tr>
<tr>
<td>Heather Huang</td>
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</table>
South Campus
Dean, Academic Affairs/Sr. Secretary  Beth Anderson  412.469.6292  B–624
Dean, Academic Affairs/Sr. Secretary  Denise Cylenica  412.469.6305  B–624
Associate Dean, Academic Affairs/Sr. Secretary  Susan Connelly  412.469.6293  B–648

Department Faculty Secretaries
Allied Health & Nursing  Aljamae Singleton  412.469.4318  B–633
Business, Sciences & Engineering  Lynn Pollock  412.469.4327  B–633
Communication Arts & Mathematics  Cindy Benestelli  412.469.6485  B–633
Library  Marzelia Gardener  412.469.6337  L–570
Humanities, Information Technology, Social Sciences & Education  Angie Ondrik  412.469.6484  B–633

Braddock Hills Center
Sheri Maszkiewicz  412.501.0017

Washington County Center
Secretary  Deborah Braden  724.223.1012

Clubs, Honor Societies & Athletics/Physical Fitness

Clubs & Honor Societies  Athletics  CCAC Athletic Director
Allegheny Campus  412.237.2675  412.237.2533  Torey O’Donnell, 412.237.2533
Boyce Campus  724.325.6749  724.325.6621
North Campus  412.369.3692  412.369.4179
South Campus  412.469.6246  412.469.6352

MyCCAC • my.ccac.edu

CCAC faculty and staff members have a convenient place to access important information: The MyCCAC Portal. Though MyCCAC you will have a centralized source of communication and faculty resources that are available from any computer with internet access. It’s a private, “intranet” that will give you a gateway to information technology services, online learning and online library services. To access MyCCAC you will need your employee network account, (username and password. – see below for more information on Requesting a Network Account & Email Account.)

The Portal Team provides easy access for department employees to update CCAC portal content. Faculty and staff are encouraged to offer suggestions and identify additional content. Content requests may be submitted through this site: https://my.ccac.edu/contentrequest/Pages/default.aspx

Please note the upgrades to the CCAC website: CCAC has chosen OmniUpdate, an established industry leader in higher education website technology, as the vendor to provide the software and hosting services. CCAC wants to make full use of the public-facing website as a means to market and promote CCAC — which is our top priority as an institution of higher education. With this in mind, content intended for faculty and staff will be relocated to the MyCCAC Portal.

What is Available on MyCCAC?

Faculty now have access to a multitude of items with the single sign-on MyCCAC Portal for faculty. Your faculty homepage was especially designed with items that are relevant to teaching faculty: Email, Blackboard, CCAC Central Self-Service, College Catalog, and a host of Quick Links. Take some time to investigate the functionality and variety of resources available. You may also access the portal menu by clicking on the hamburger Menu on the top left side of the screen, (see graphic above.) The menu will open up more options for you, for example the...
For Faculty & Staff
This link is found in the footer of all CCAC web pages. The “For Faculty & Staff” page connects to many helpful faculty resources.

- **Benefits**
  This section is applicable to regular full-time employees and regular part-time employees.

- **CCAC-approved course outline materials** provide the course outline preparation guide and template.

- CCAC recognizes and rewards the professional achievements of our faculty. Learn about the **CCAC Excellence in Teaching/NISOD Award**. Find past and present winners and locate the NISOD nomination form.

- **Curriculum forms**
  This walk-through gives helpful instructions and forms needed to submit a proposal to create or change an academic program, or make other changes to the curriculum.

- **Microsoft Outlook email access**
  This link leads to Outlook Web Access (OWA).

- **Forms** found include the academic misconduct form, incomplete grade agreement form and student behavioral misconduct form.

- **Master course syllabi** allow faculty and staff to view and print syllabi for recently created and revised credit courses.

- **Payroll**
  The payroll section is designed to answer often-asked payroll questions. You will find forms, decipher your pay or learn about taxes and deductions.

- **Professional development**
  The college promotes learning and growth for all employees. Access the current faculty workshop training calendar in the professional development section or the training calendar in the CCAC Learning Communities.

- **Useful links & forms for faculty**
  This page provides academic calendars, “I” grade agreements, Survey of Student Opinion access and other academic forms. As an employee, you have a wealth of resources available to you through ITS and other technology-related areas of the college. Complete information about these services can be found on the ITS web pages at ccac.edu.
No matter what position you hold at CCAC, the Information Technology Services department plays the leadership role in delivering classroom technology, desktop resources and online services that you need to do your job effectively.

Your Accounts
Requesting a Network Account & Email Account
All faculty are required to have a CCAC email account, check it frequently and maintain it in order to receive important, time-sensitive information. The dean or associate dean will email the ITS ServiceDesk to request your network/email account. This form is available through the MyCCAC Portal at [http://my.ccac.edu/workingatccac/ccactechnology/page/networkaccounts.aspx](http://my.ccac.edu/workingatccac/ccactechnology/page/networkaccounts.aspx), and can be submitted through the ITS ServiceDesk (412.237.8700; help@servicedesk.ccac.edu). The account creation process will generally take two days from the date of request submission.

Your network account will provide you access to:
- log on to any college PC at any location
- log on to MyCCAC ([my.ccac.edu](http://my.ccac.edu)) which grants access to:
  - CCAC Central Self-Service to access your schedule/roster, submit grades and more
  - Outlook web access
  - Blackboard courses you currently teach (online learning software platform)
  - Academic email (available to you if you wish to maintain a separate email account for student correspondence)
  - College wide announcements, news, and events
  - Synchronized Outlook calendar
- Outlook email account on campus
- SPW (Section Planning Wizard) for Blackboard course requests;

Requesting a Network Account & Email Account
- Academic web publishing (available to you if you wish to create and maintain a web page for yourself)
- Network drives, which include: F: drive for limited personal files which can be accessed from anywhere within the network; U: sharable folders only available if your department has requested permissions for your team; and S: folders available to you as a faculty member to share files with your students.
- CCAC mobile applications including Blackboard, CCAC mobile, and Microsoft Outlook

Your students will have a network account, called NetID, to access most of these same resources. This is a more limited account than you will have as an employee. Students may create their own NetID from any internet enabled device by accessing [https://netid.ccac.edu](https://netid.ccac.edu). If students need to create their NetID on campus, they can log onto a college PC with the username “netid” and password “netid” to perform this process. Students will need their seven digit student ID number in order to create their account using either method.

Passwords
For security reasons, you will be prompted to change your network password every 70 days. Keep these password settings in mind:
- Passwords must be a minimum of eight characters.
- Passwords must contain a combination of both uppercase and lowercase letters, numbers and special characters.
- Passwords must be different (The system retains the last six passwords that you use).
- Passwords should not contain common information such as your first or last name, phone number or birthday.
- If you write your passwords down, secure them.
- Never share your passwords with anybody else.
More info on password management can be found at: [https://my.ccac.edu/workingatccac/ccactechnology/Pages/networkaccounts.aspx](https://my.ccac.edu/workingatccac/ccactechnology/Pages/networkaccounts.aspx)

Your students will have a network account, called NetID, to access most of these same resources. This is a more limited account than you will have as an employee. Students may create their own NetID from any internet enabled device by accessing [https://netid.ccac.edu](https://netid.ccac.edu). If students need to create their NetID on campus, they can log onto a college PC with the username “netid” and password “netid” to perform this process. Students will need their seven digit student ID number in order to create their account using either method.

Outlook Email
CCAC uses Microsoft Outlook as its standard email on the desktop and Microsoft Exchange as the email server. Your desktop computer is configured with your own personal profile for Outlook; for this reason, you do not need an extra log on to email. After you log onto the network, Outlook will use your profile to open your mailbox. Call the ITS ServiceDesk if you need assistance setting up your Outlook profile. Information on mailbox size limits, spam filtering and email policies can be found in the MyCCAC portal, [my.ccac.edu/workingatccac/ccactechnology/Pages/emailspsanfilter.aspx](http://my.ccac.edu/workingatccac/ccactechnology/Pages/emailspsanfilter.aspx). Outlook Web App (OWA) is accessible from the CCAC network and any computer on the Internet at outlook.ccac.edu and through the MyCCAC portal. Enter “ccac\” (note the backslash) before your username when logging in. You can also
change your network password through OWA. Faculty may choose to have a second email account on the academic mail server, for the purpose of corresponding with students.

Looking to get college email on your mobile device? Download the Microsoft Outlook App, quickly configure your account. More information including how to download and configure can be found in the MyCCAC portal, https://my.ccac.edu/workingatccac/ccactechnology/Pages/emails spamfilter.aspx

Academic Email
All current students are provided with an academic email account. The academic mailbox will be available to students the day after they create their NetID. The CCAC academic email account is the formal means of communication from the college to the student. Reinforce with your students that they are expected to check this account regularly.

As a faculty member, you automatically receive an email account on the academic mail server. This will be useful if you wish to keep student correspondence segregated from your other college email. Please remember to check both accounts regularly.

CCAC Academic email is through Office 365! Academic email can now be accessed through the MyCCAC (my.ccac.edu) portal. These accounts will use the same username and password as your CCAC network account (faculty) or NetID (student) and the email address will be in the format username@acd.ccac.edu. More info can be found at https://my.ccac.edu/mytechnology/email/Pages/default.aspx.

Academic Web Publishing
All students with a NetID and all faculty with a CCAC network account have a web account available to them. Faculty will use their current CCAC network account (for Windows and Outlook) to access the server for uploading faculty web pages. In order to publish academic pages, students/faculty must possess skills in HTML or web publishing software (Sharepoint Designer, etc.). It is your responsibility to create and edit webpage content. The ITS ServiceDesk only provides assistance with file uploads. Faculty may upload files up to a maximum of 250 MB. Students may upload files up to a maximum of 25 MB.

For more information and instructions for uploading documents, visit https://my.ccac.edu/mytechnology/academicwebpublishing/Pages/default.aspx.

Faculty Self-Service
Faculty Self-Service is an online system that gives you access to important information about your own records in CCAC's administrative and registration database. You will log into my.ccac.edu and click Self-Services web part. The faculty menu provides all faculty members with the ability to do the following:
• Search for your classes and check your enrollment
• View your schedule
• View your roster(s) and waitlist
• Submit attendance information (20% financial aid reporting)
• Submit midterm and final grades
• Submit Faculty Student Alerts (FSAs)

Financial Aid Information: see MyCCAC and CCAC Central eServices
• View your stipends (overages and adjunct payments)
• View pay advices and W-2 information

Ellucian Colleague Administrative System
Ellucian Colleague is the database system that contains student, academic, financial and human resources information. You will only need direct access to the database if you serve as a department head, advisor or coordinator, in order to retrieve data for other faculty members or students who are not registered for your classes or participate in the purchasing process. Otherwise, you will only need to have a CCAC Central Self-Service account, which provides you with information about your classes and your students via the web.

For department heads, advisors and coordinators: To obtain direct access to the Colleague system, your campus associate dean will submit a request to the college Registrar and/or campus Business Office. Once this request is approved by all functional custodians, you will receive an email from ITS confirming access to the system.

ITS Support for Blackboard
The ServiceDesk agents are eager to help you and your students with Blackboard and other technology issues. Please be reminded of the following:
• First Level Support: The ServiceDesk will provide general assistance with setting up your course, troubleshoot course availability and verifying student enrollment in courses. We will help students with password resets and most of their problems accessing and navigating Blackboard.
ITS Support for Blackboard (continued)

- **Second Level Support:** The ServiceDesk will escalate the following issues to online learning support: technical issues or course design support that requires course access, consultation on content and course design, or complex issues the ServiceDesk cannot resolve.
- **Referral to Instructor:** We will refer the student to you, the instructor, for help and assistance with course content, assignments and tests, or availability of the course and course tools. A frequent question we are asked is where students should submit their assignments. Because you have many options for how to deploy assignments, please communicate clearly with students where they are to submit assignments within your course.
- **Problems with testing in Blackboard:** We make every attempt to help students who experience issues with testing. The ServiceDesk agents do not have access to course content, and do not reset tests. We will direct students to contact their instructor when they have a problem with testing. We are careful to communicate to students that it is up to the discretion of each instructor whether to reset a test for a student. We encourage you to set up one or more practice tests within your site that can serve as a pilot run for students to confirm that their systems are compatible and they know how testing works, before they take assessments which count toward their grade.
- **Third Party Products:** If you use publishers’ online learning systems (MyMathLab, Nutri-Calc, etc), these have their own support systems provided by the publisher. The ServiceDesk will rarely be able to assist with these systems. Students often are not aware that they usually need to set up a separate account with the publisher or third-party vendor, and sometimes need an access key supplied by you or the new textbook. Please provide complete information for them on how to access and seek help for these non-CCAC sites.
- **Keeping you in the loop:** We will sometimes copy you in email communications to students so you can know if a student has encountered technical issues in your course.

**ITS: Media Services**

Media services are available to administrators, faculty and staff on each campus and at all centers. Requests for equipment should be submitted to the ServiceDesk at least 24 hours in advance. Training for e-learning, presentation rooms and other equipment is provided upon request.

Media may be requested for use at off-campus sites. Since there is no delivery and pick-up service for off-campus sites, it is the instructor’s responsibility to pick up and return media. However, some equipment is available at CCAC centers. Check with your center for procedures to obtain equipment. All requests to use equipment outside college property must be approved on a case-by-case basis. Specific services provided include:

- Media Services equipment delivered and picked up from classroom or requested campus location
- Training on instructional technology
- Participate in planning as well as delivery, setup and operation of Media Services equipment for events
- Assist departments with identifying college standards for purchasing Media Services equipment
- Provide Media equipment for official off-campus use
- Program outdoor marquee message system
- Audio/Visual related support for campus events

**Lecture Capture**

Faculty may request to participate in the Lecture Capture project to record full or partial live classroom lectures for students to view or review, or record video presentations to supplement traditional or online courses. The Panopto system allows you to easily record classroom sessions and uploads your recordings to streaming servers. Students in your class will have access to view these recordings via the internet from any PC browser and most mobile devices.

Lecture Capture technology is another tool for faculty to build powerful blended learning strategies (this is the fastest growing segment of learning). As students engage with content more often, they increase their learning and comprehension. Faculty can facilitate richer classroom discussions because students are not absorbed in note-taking. This also gives faculty the opportunity to deliver supplemental learning in "chunks" for greater retention and learning.

Faculty who wish to utilize the Panopto system for lecture capture should complete a “Faculty Interest Form” and return it as an attachment via email to lectures@ccac.edu. The Interest Form and other information resources can be found in MyCCAC: https://my.ccac.edu/workingatccac/ccactechnology/Pages/panoptolecturecapture.aspx.
Hardware/Software Standards
ITS publishes new hardware standards on an annual basis for all college-owned PCs, printers, scanners and other peripheral devices, as well as setting standards for software. Visit https://my.ccac.edu/workingatccac/ccactechnology/Pages/hardwareandsoftware.aspx.

Requesting Software Installation
ITS has established a Software Licensing Team to improve our compliance with End User Licensing Agreements. The team has created a database of verified software licenses currently in use at CCAC. They also screen all software installation requests to confirm compliance with end user licenses. Please be aware of the following procedures we have put in place to protect the college from liability.

If you have a request for software to be installed, please provide as much information to the ServiceDesk as possible. We need more than a 24 hour window to do our research on the licensing information, as well as track down purchase orders. If at all possible, we need to have a 2 week window prior to installation for labs/classrooms and a 1 week window for faculty and administrative PCs.

Keep in mind that software that comes bundled with a book is usually a one-to-one license, meaning that the purchaser of the book can install it on one computer that is accessed only by that person, and usually can NOT be installed on a computer that has multiple users. Also, software purchased as an individual from a local store, such as Best Buy, is also usually a single individual license.

Please note that any additional software purchased must have the appropriate number of licenses. That is, if you plan to have a software package installed in a computer lab with 23 computers in it, you must purchase a license which allows for at least 23 simultaneous installations. For help in determining licensing options and costs, please contact your ITS ServiceDesk. The procedure for installing software is as follows:

1. Call or email is sent to the ITS ServiceDesk
2. Ticket gets created and assigned to the software licensing team
3. Research/vendor contact is made by the team
4. License is verified
5. Ticket is assigned to the appropriate team members to complete the installation

For your convenience, visit https://my.ccac.edu/workingatccac/ccactechnology/Pages/hardwareandsoftware.aspx for more information on Software Licensing.

No software will be installed unless the licensing allows it and can be verified. This includes software that was previously installed. This process is exempt for all software where system licensing is maintained by ITS (MS Office/Windows/Colleague/Astra/updates to Flash, Adobe, etc).

S: Drive/Courseworks File Storage
Need to share files with students for use in the classroom? You may share files with students under a common directory (S: drive). Files that are common to many sections of a course may be placed on the file server under a course number. To request a folder on the S: drive, contact the ITS ServiceDesk. You may also see ITS staff in the open lab to obtain assistance in uploading files to the file server. Both students and faculty have automatic access to the campus S: drive when you log into a college PC. Students will have “read” only access to download files; they may not save files to these folders. When using CCAC wireless, S: drive access is unavailable.

ITS Guidelines for Personal Laptops
Faculty and staff are welcome to use a personal laptop while on campus for personal use and ITS encourages a wireless only connection.
• Please ensure proper virus protection and apply all system patches for the safety of all users.
• ITS will not add non-CCAC-owned devices to the CCAC domain; you will be able to access the Internet while connected through wireless access; you will not be able to access your files on your F:, U: or S: drives, Datatel, etc. Only college-owned laptops can be added to the domain.

Mobile Devices
CCAC employees may configure ActiveSync with their Windows phone, Android, and iOS device to connect to Outlook Exchange. Visit https://my.ccac.edu/mytechnology/wireless/Pages/default.aspx for further information and instructions for mobile phone setups.

CCAC and Online Learning have partnered to deploy and support mobile applications. Faculty can download the follow apps to use and promote mobile learning.

CCAC mobile (Download through the Apple store or Google Play store. For use on smart phones and tablets. After downloading, search for CCAC and sign in.)
• Access MyCCAC
• Reset NetID password
• View mid-term and final grades
• Search and register for courses
• View department and faculty contact information
• See detailed campus maps
Mobile Devices (continued)

• Browse CCAC social media
• Manage student account

Microsoft Outlook App (Download through the Apple store or Google Play store. For use on smart phones and tablets. Configure using instructions located on the MyCCAC portal)

• Configure exchange
• Configure academic email
• Access to your inbox and folders
• Access to your calendar
• Compose and send email
• Search for email

Blackboard Student App (Download through the Apple store or Google Play store. For use on smart phones and tablets)
Community College of Allegheny County and sign in.)

• Learn anywhere, anytime
• Check grades and academic progress in real time
• View, complete and submit assignments
• See a prioritized list of events and actions
• Responsive design

Panopto Mobile App (Download through the Apple store or Google Play store. For use on smart phones and tablets)

• Students can view instructor videos associated with their Blackboard course anywhere, anytime
• Instructors can record anywhere, anytime
• Browse for sessions

Mobile Devices (continued)
Blackboard Mobile Learn (Download through the Apple store or Google Play store. For use on smart phones and tablets. Search for Community College of Allegheny County and sign in.)

• Receive push notifications
• Receive announcements
• Access Blackboard content, groups, blogs, journals, and tasks
• Access Discussions
• View and access Dashboard Information
• Access rosters

Blackboard Grader App (Download through the Apple. For use on iPads and iPad Minis.)

• Grading on the go
• View a detailed list of all submissions to any assignment and sort based on a category
• Use your tablet’s microphone and camera to record audio feedback
• View a student’s activity using the slide out on any submission listing page

Smarthinking App (Download through the Apple store or Google Play store. For use on tablets. Laptop users, access through the CCAC Tutoring page: https://www.ccac.edu/Tutoring/)

• Online mobile tutoring
• Writing submissions: Compose and submit a paragraph
• Personal archive: Retrieve and review your writing critiques
• Drop-in tutoring: Have live sessions in any of SmartThinking’s subjects
• Offline question submission: Ask a tutor for a response within 24 hours

Note that students have access to download and install the CCAC App, Blackboard Student App, Blackboard Learn and Smart Thinking App. For more information, including supported devices and operating systems, visit https://my.ccac.edu/workingatccac/ccactechnology/pages/mobileapps.aspx. Students can visit https://my.ccac.edu/mytechnology/mobileapps to learn more.

Wireless Access
Each campus maintains access to wireless technology for faculty and students at various locations throughout each facility. Faculty can access guest wireless access (unsecure) or configure a laptop or mobile device to log in to a secure CCAC wireless access. Many personal devices, such as the iPhone, iPad, iPod Touch and Android, also work in the wireless environment. There are three levels of wireless access at CCAC locations:
Information Technology Services (ITS) Department

1. guest@ccac: This connection is not secure. Information you transmit or receive over this connection during your session could be intercepted and viewed by other network users. Guest connection will not provide access to student or employee email or other CCAC online services.

2. CCACwireless: ITS strongly recommends that CCAC community members (students, faculty and staff) use this secure level of access. CCAC wireless uses strong encryption that serves to protect your information from unauthorized interception and viewing.

3. Scholastic: This connection is only available on CCAC-owned computers and laptops. CCAC scholastic provides full access to network resources.

Instructions for configuring your laptop to pick up the secure wireless access are found at my.ccac.edu/mytechnology/wireless.

Academic Software
CCAC has set a minimum standard configuration for all computers and peripheral devices. All purchase requests for new hardware must be submitted to the ServiceDesk and approved by the Director of ITS Field Operations to ensure compliance with these standards. At CCAC, all academic computers have the following software installed: https://my.ccac.edu/mytechnology/software/Documents/Classroom%20Computer%20Software.pdf Certain departments may have more software installed. Contact your ITS Field Operations Director for more information.

Software for Home Use
Student Software Available to CIT Students:

Azure Dev Tools for Teaching
What is Azure Dev Tools for Teaching? The Microsoft Imagine program is now Azure Dev Tools for Teaching. Azure is a Microsoft program that supports technical education by providing access to Microsoft software for learning, teaching, and research purposes.

Who is eligible? Students currently enrolled in CIT courses are eligible to access the Azure site to download software. Accounts will be disabled at the end of every term and re-enabled at the beginning of the next term as long as the student is taking CIT courses.

How does it work? At the beginning of each term, ITS staff will create Azure accounts for each CIT student and faculty. When these accounts are created an email is automatically sent to the student’s academic email account. This email contains instructions for registering and accessing their Azure account.

What software is available? Microsoft Office is not included in the Azure site however, there are many operating systems, developer tools, server software, and other applications. Access the Azure Webstore: https://azureforeducation.microsoft.com/devtools to view the entire list of available software.

Office 365
What is Office 365 Education? Office 365 Education is a plan for students, faculty, staff and administrators that include Office Online (Word, PowerPoint, Excel, and OneNote). The plan also includes 1TB of OneDrive storage. It’s available for free to students, faculty, staff, and administrators who are currently attending or working at the CCAC. This agreement is made between Microsoft and the institution. CCAC can assist with any questions but does not determine the eligibility, use of the plan, or licensing structure. This is determined through Microsoft and supported by Microsoft.

How long can I use this Plan? If you are eligible, you can use the plan until you graduate or are no longer enrolled or employed at CCAC. Eligibility may be re-verified at any time. At expiration, the Office applications enter a reduced-functionality mode, which means documents can be viewed but it isn't possible to edit or create new documents. In addition, online services associated with the school email address, for example Office Online and OneDrive, will no longer work.

Resources for Learning More About Technology
Use these additional links to learn more about computing at CCAC:

- ITS Website (search keywords “ITS services”): Bookmark our site, browse at your convenience and return to the site whenever you have a technology-related question.
- MyCCAC (my.ccac.edu) Access the portal and training materials by navigating to https://my.ccac.edu/mytechnology/technologytraining/Pages/default.aspx.
- Video Demos (YouTube: CCAC-IT TV: https://www.youtube.com/channel/UCmbzf-0aXQAm-E-IW91ivw): The ITS staff has produced short videos to provide instructions on using our online applications and commonly-used software features.
- ServiceDesk: Contact the ServiceDesk at 412.237.8700 or help@servicedesk.ccac.edu if you have any technical problems.
Online Resources for Employee Learning and Development

The CCAC Learning Communities site is provided by Human Resources and the ITS department for the purpose of self-paced online learning and development, registration for in person sessions, and access to LinkedIn Learning with Lynda.com content. CCAC Faculty, Staff, and Administrators may participate in a variety of online courses to improve your skills and knowledge.

MyCCAC Academic Portal
This site provides helpful documentation and videos to learn how to access and navigate the MyCCAC portal. Complete this online training to learn more about MyCCAC. MyCCAC can be access from home, on campus, or on a mobile device using the browser of your choice!

Technology and Learning
ITS maintains online resources and documentation for technologies that enhance learning and the classroom environment, including Panopto Lecture Capture, Epson Interactive Projectors, Dell e-Instruction, Smartboard Software, Camtasia Video Production, and more.

CCAC Learning Communities
All faculty have access to the CCAC Learning Communities which will centralize all of your learning and development activities. To access the Learning Communities, navigate to MyCCAC and then click on CCAC Learning Communities in the Quick Links. Upon access, you will have the ability to search and register for training, search and registrar for instructor led trainings, leave feedback for training ideas and creation, see trainings assigned to you, and much more!

LinkedIn Learning with Lynda.com Content
All CCAC faculty, staff, and administrators have access to LinkedIn learning library through the CCAC Learning Communities. This service, is an on-demand learning solution designed to help you gain new skills! By integrating this service, you will have access to the entire LinkedIn learning library that includes over 6,000 video tutorials covering a variety of topics from business, organization and productivity, soft skills, customer service, technology, and much more! You will have the opportunity to use the search function within the CCAC Learning Communities to view and self-enroll in these courses.

Learner Home
Learner Home is feature within the CCAC Learning Communities and will help identify courses for you to complete based on your previous course selections, position, and even what is trending! Upon accessing Learner Home, you will find a colorful and easy to navigate dashboard that will allow you to search for training, continue courses that are currently in progress, view top picks for personal learning, view courses that are trending for your position, and even view the courses that are the most popular with the college. Learner Home can be accessed in the CCAC Learning Communities by resting your mouse on Learning and clicking on Learner Home.

Colleague Training and Resources—Videos, quick guides and cheat sheets are offered to help you build skills in the Ellucian Colleague system, including User Interface, Purchasing, Student Information, Curriculum, Communications Management, etc. Call the ServiceDesk if you are not already enrolled.

Informer Query Builder—This online course walks you through searching, running reports, exporting and customizing user settings for effective reporting.

Kronos Timekeeping—Resources and documentation for the Kronos timekeeping system.

Office Suite—Learn new features of the latest version of Microsoft Office, as well as convenience functions in Outlook, Word, Excel, and PowerPoint. Resources for Office suite. Open to all.

Windows and Web—Learn new features of the latest operating system and browsers. Includes Windows 10 resources! Open to all.

Appointment Central—Whether you are a manager or agent in the Appointment Central system, videos and user guides are online to help you navigate your role in the system.

Astra Resources—Online resources for schedulers and viewers.

Document Imaging System—Find videos and user guides that support your use of the document imaging system, whether you are responsible for scanning documents or viewing imaged documents to better serve students.

Skype for Business—Get started with Skype for Business to manage contacts, chat, meeting and video conferencing communications. Discover best practices for virtual meetings and collaboration.

Technology & Productivity Tools—Documentation and training resources for other technology systems, including Zoom, phones, Student Engagement Transcript, CRM, and Visio Process Mapping.

Check out these online courses at by accessing the CCAC Learning Communities quick link in MyCCAC—Trouble logging in or accessing the courses? Call the CCAC ServiceDesk at 412.237.8700.
ITS ServiceDesk
The ITS ServiceDesk provides a single point-of-contact for all college faculty, administrators, staff and students. All computer, software and phone problems are handled by the ServiceDesk team.
For problems that interrupt teaching, be sure to let the ServiceDesk know when you are calling from a classroom. We will deploy a technician to the classroom as soon as we can to assist you when the problem is restricting your ability to teach.

ServiceDesk phone: 412.237.8700; email: help@servicedesk.ccac.edu chat: https://chat.ccac.edu

Hours of operation are published in the MyCCAC portal: https://my.ccac.edu/mytechnology/itsservicedesk.

Hours during the summer and between terms may be limited; email notification will be sent via Outlook email, posted on the website, and posted in MyCCAC. See the ServiceDesk page at https://my.ccac.edu/mytechnology/itsservicedesk.

What we Support:
The ITS ServiceDesk will eagerly provide support for the technology systems we provide for faculty and students. A complete listing of the software and systems we support are found at my.ccac.edu/mytechnology/itsservicedesk.

Please note what we do not support:
• Student or employee home computers or personal laptops or PCs purchased through the surplus sales. ITS staff cannot work on laptops nor give advice on fixing hardware and software problems on personal computers.
• Extended assistance with homework assignments; students will be referred to the Learning Assistance Center, Math Cafe, Learning Commons or their instructors.
• Hardware and software that is outside CCAC standards.
• Third-party software not maintained by the college, such as Jobs at CCAC, SMARTHINKING, textbook publishers’ software, etc.
• Third party storage, upload to cloud services.
• Assistance with software that has been purchased independently by a specific department. The ITS ServiceDesk will give a best effort only. Departments will be encouraged to work with software vendors for full support and upgrade software to ensure compatibility as the college updates to new operating systems or browsers.

Best effort: If we are not busy with other callers, we may attempt to provide information for a customer who is calling about unsupported items. We will do a basic search or provide information on software for which we are knowledgeable. Please understand, this is only a best effort and we cannot guarantee results.

Open Computer Labs
CCAC provides open computer labs at each campus and some of the college centers for use by students to complete homework assignments, promote Smarthinking, learn new software, search the Internet and create resumes. Schedules for the various labs throughout CCAC are listed on the following page by campus site and campus center affiliation. Please note that operating hours listed are subject to change by semester and without notice. Computer lab hours are posted and kept up to date on the MyCCAC portal, https://my.ccac.edu/mytechnology/computerlabs.

All printers in the open labs have been configured to perform duplex (two-sided) printing by default in an effort to save energy and paper. We encourage you to accept assignments in this format whenever possible to help in our green efforts. If you should require one-sided submissions, our staff can easily assist a student to change the printer settings each time they need to print. Also, students are limited to printing 20 pages per print job in the open lab. Please be sensitive to these restrictions when requiring students to print long documents or PowerPoint presentations.

Lab Locations

<table>
<thead>
<tr>
<th>Campus</th>
<th>Room</th>
<th>Note</th>
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</thead>
<tbody>
<tr>
<td>Allegheny Campus</td>
<td>SSC - 321</td>
<td></td>
</tr>
<tr>
<td>Homewood-Brushton Center</td>
<td>215</td>
<td>See center staff for availability</td>
</tr>
<tr>
<td>Boyce Campus</td>
<td>S-588</td>
<td></td>
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<tr>
<td>Braddock Hills Center</td>
<td></td>
<td>See center staff for availability</td>
</tr>
<tr>
<td>North Campus</td>
<td>2004</td>
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<tr>
<td>West Hills Center</td>
<td>S-1312</td>
<td>See center staff for availability</td>
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<tr>
<td>South Campus</td>
<td>L-482</td>
<td></td>
</tr>
<tr>
<td>Washington County Center</td>
<td>106 or 104</td>
<td>See center staff for availability</td>
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</tbody>
</table>
Your ITS Field Director
The ITS field director for your campus/center is your first point-of-contact for all computer-related advice, guidance or purchasing approvals.
Megan Rice, Director, ITS Field Operations, mrice@ccac.edu, 412.237.3127

What’s Available on a College PC
All classroom computers will have the following software installed:
For the start of Fall, 2018 all classroom computers will have the following software installed:
• Windows 10
• Internet Explorer 11
• Google Chrome
• Fire Fox and Edge
• More items found at https://my.ccac.edu/workingatccac/ccactechnology/Pages/hardwareandsoftware.aspx.

What’s Available on a College PC
All classroom computers will have the following software installed:
• Microsoft Office 2016
• Microsoft Forefront Endpoint Protection & Sentinel One
• Windows Media Player
• Acrobat Reader, Flash Player & Shockwave

Keep in mind that classrooms have additional software installed to accommodate software needed for coursework.

How to Log Onto a Campus PC
A network account is required by all students and faculty to access computing resources that support classroom instruction. See network account procedures at ccac.edu/Student_NetID.aspx.
Registered students can create an account using the NetID process while working on a campus computer. Assistance on account creation is available in the open computer labs mentioned on page 27. Students who have submitted the CCAC application for credit programs will have access to create their NetID upon acceptance to the college. Information regarding NetID creation will be available within the acceptance letter sent to students. All students should set up a NetID for logging onto a college PC. Temporary accounts may be created by the Service Desk for faculty who are teaching a short-term workshop. Find more information at ccac.edu/Student_NetID.aspx.

Computer Lab Hardware/Software Profiles
A conveniently placed placard is posted in each computer lab detailing the hardware/software profile for each lab. It will be located as close as possible to the room’s entrance. This will enable instructors and students to know what type of machines and software are available in that particular classroom.

Recipe for Healthy Computing (both here at work and at home):
1. Beware of deceptive emails; do not open suspicious emails or attachments.
2. Develop strong passwords that others cannot guess.
3. Keep passwords to yourself. Do not share your password with anyone.
4. Never provide usernames, passwords or account numbers over the phone, email or with websites requesting this information.
5. Guard sensitive data with utmost care. Do not download confidential information to laptops, mobile devices or computers outside the CCAC network, as these can be lost or compromised.
6. Use antivirus software and turn on auto-updating.*
7. Install operating system updates routinely.*
8. Install firewall software to increase security.*
9. Lock your computer while you are away from your desk (Control-Alt-Delete/Lock computer or Windows button/L).**
10. Back up your documents on a regular basis to external media to protect your data from unanticipated failures or attacks.
11. Be careful of the websites you access; there are potential risks of infecting your work or home computer. (Also, be cautious of URLs that are embedded in email messages; instead of clicking on them in the email, you may want to search in your browser for the official site of the service.

* ITS maintains these safeguards for all networked college PCs; Use these same safeguards with your personal computers or laptops.
** CCAC PCs with Windows 7 will lock automatically after 10 minutes of inactivity to protect the privacy of college data.
Working from Outside the College Network?
You can change your password remotely at netid.ccac.edu or from Outlook Web Access. Forgot your password? If you’ve forgotten your network password, call the ServiceDesk to have it reset. You will be asked to verify personal information to authenticate your identity. We cannot do this via email due to security reasons.

Because we recognize that many faculty work from home, ITS strongly encourages all faculty to maintain protected systems at home. More information on computing security can be found at ccac.edu/ITS__Security_and_Online_Safety.aspx.

ITS: Security & Online Safety
Everyone plays a role in keeping our computing environment safe and secure. More than ever, all students and employees need to be diligent to ensure that your personal and office computer equipment is safe and secure from the threats and risks that exist on today’s networks and world wide web.

How CCAC protects College Information and Technology Assets
Anti-virus Protection: ITS Network Services team supports a comprehensive virus protection program for CCAC’s technical environment. The college has deployed SentinelOne for all PCs in classrooms and offices. In addition, incoming and outgoing email is routinely scanned for viruses, worms and other malware.

Updates and Patches: Microsoft releases patches for their products the second Tuesday of every month (Patch Tuesday). As soon as these patches are released, our networking team will “push” them to a number of test systems throughout the college. These test systems are monitored for 2 weeks. If the ITS department does not receive any reported issues resulting from the patches, they push the patches to ALL remaining college computers. In the event that Microsoft releases emergency patches, ITS may need to push those patches without warning to all systems ASAP for the safety and security of the college’s computers.
When you get a popup alerting you that a restart is necessary, please proceed with the restart at your earliest convenience. You should never cancel an update in progress. Feel free to call the ServiceDesk if you are ever in doubt about the legitimacy of activity on your PC.
Power Down: Please power off your computer when you leave for the day. This will help to save energy costs and give your PC a fresh start each morning, minimizing performance problems that occur when computers operate for days or weeks at a time. In the future, ITS plans to institute automated power-downs, so start now to get in the habit of closing down each evening. See more information at energysavers.gov. Exception for Thursdays: Employees whose work schedule ends before the scan starts or finishes should close applications and leave their PC powered on in order to catch the virus scanning process.

Passwords: Strong password management by users supports a safe and secure network. See page 21 and our Passwords webpage for password procedures and guidelines.
Email Scams and Phishing: To stay secure, you should permanently delete any suspicious emails and never open attachments, download files, or enter personal information in websites if you are not certain of their legitimacy.
Remember: The ITS ServiceDesk (in addition to your bank and other service providers) will never ask you to provide your password or personal information via email or any other fashion.
When specific phishing emails are detected, the ITS Networking Staff will block this content from subsequent delivery to CCAC email recipients. Intrusions or Recurrent Infections: Please be aware that the college reserves the right to disable an employee’s or student’s network account if activity on the account presents a threat to college operations or network security. Examples may include, but are not limited to, (a) an email account is compromised and initiates a spamming attack or (b) a user experiences recurring virus infections on college PCs. The ITS department will make every effort to discover the source of the problem, resolve all affected equipment or applications and confirm the safe restoration of your account as quickly as possible. We will continue to update our procedures based on emerging threats in a rapidly changing technology environment.
Do you know what to do if you have a Virus on your work computer? STOP and call the CCAC ServiceDesk 412.237.8700
Please keep the network cable connected (this is either a blue/gray cable that plugs into the back of the computer, just like a phone cord does). Leave the computer logged in with all windows open and DO NOT use the PC. Protect Yourself from these Threats! The best defense against malicious threats is educating yourself to recognize and deal with suspicious situations in the classroom, office, home and on mobile devices.
Important Information About College Policies & Guidelines

Policies: All of the policies written below are also available online at https://www.ccac.edu/ITS__Guidelines_and_Standards.aspx

Policies for Students

Student Access to Email & Network Services
Any registered student may request a network account(s) through the NetID process. This account allows students to log on to campus PCs, access student email, upload files to a student server over the web and to create and maintain a website. These services are intended to facilitate and promote communication and information exchange in support of research and education.

General expectations for student conduct outlined in the student code of conduct in the CCAC student handbook apply to email and web services. For example, students should be considerate of others and should not post any statement or material that could be construed as offensive, harassing or libelous.

Students are expected to exercise responsible, ethical behavior when using the college's computers, information, network or resources, including email and web publishing services. Students must not violate copyright or other laws, may not send (or forward) chain letters, surveys or mass mailings and may not use these services for commercial purposes.

These services provide no guarantee of availability or privacy. All users of email should consider that it may be read or even changed in transit, just as a postcard may be.

Students’ network accounts may also provide access to other course specific electronic services, such as the college’s Blackboard software, which is used for online learning or specialized servers for programming instruction. More information on Blackboard is available through the Online Learning department.

ITS may suspend any student's account to safeguard network resources. In this event, the ITS staff will take the following steps approved by the dean of Student Development:

1. The student's account will immediately be deactivated and their files will be taken offline.
2. ITS field director will be notified.
3. The dean of Student Development will be notified detailing the student’s name and nature of the infraction relating such to college policy and computer access code of conduct for students.
4. Until the student contacts the system administrator and reviews infractions, the student account will remain deactivated. The Dean of Student Development will determine the seriousness of the initial offense and review the case in the event of multiple instances or further action.

Using Network Resources

The college maintains a networked environment for the transmission of data, voice and video information. Only authorized users may have access to these networks.

Any network attached device (i.e., server, laptop and printer) or any equipment that requires a connection to the college’s network to support classroom instruction must meet college standards and be approved by the Information Technology Services department. Connecting a separate network via simulating a bridge or router or using an actual bridge or router is not permitted without the approval of the Information Technology Services department. Access and update capabilities/restrictions are given to those employees whose responsibility it is to maintain this equipment.

Please be aware that the college reserves the right to disable an employee's or student's network account if activity on the account presents a threat to college operations or network security. Examples may include, but are not limited to, (a) an email account is compromised and initiates a spamming attack, or (b) a user experiences recurring virus infections on college PCs. The ITS department will make every effort to discover the source of the problem, resolve all affected equipment or applications, and confirm the safe restoration of your account as quickly as possible. We will continue to update our procedures based on emerging threats in a rapidly changing technology environment.

The ITS department continually monitors its practices and security policies to ensure operational efficiencies and compliance with external laws and regulations. ITS reserves the right to make changes to hardware and software standards, technology services and hours of operation to best meet the changing needs of its constituents with available technology resources.
Network-related Projects
The introduction of any new technology to support classroom instruction or request to modify the existing settings on the network and/or desktop to provide new functionality that may affect the college’s networks must be compliant with the college’s operating systems and technology infrastructure and be approved by Information Technology Services department. Contact the ITS field director, Megan Rice mrice@ccac.edu, to initiate a request.

Information Technology Services Policies: General, Students & Employees

General Article VII Information Technology Services

VII.01 Acceptable Use of Information Technology Resources
Access to and use of computing and networking resources are privileges limited to authorized users and for approved purposes only, which are consistent with both the mission and goals of the college and the user’s relationship with the college. It is incumbent upon each authorized user to use these resources in a responsible, ethical, and lawful manner. Computing and networking facilities are not to be used for commercial purposes or unauthorized activities.

Procedures and guidelines authorizing access and usage will be maintained by the Department of Information Technology Services. Acceptable use of information and technology resources shall be consistent with appropriate codes of conduct as well as regulations published by the Department of Information Technology Services.

VII.02 Information Security
All information gathered and maintained by employees of Community College of Allegheny County for the purpose of conducting college business is considered institutional information and, as such, each individual who uses, stores, processes, transfers, administers and/or maintains this information is responsible and held accountable for its appropriate use.

The college has implemented security policies and procedures that govern end user computing operations and access to information technology resources. The Department of Information Technology Services has the authority to manage and monitor the activities and usage of the college’s technology resources to ensure that system usage and activity are in compliance with the college’s policies and procedures.

VII.03 Software and Copyright
Software available on computers and servers that are owned or leased by the College must be compliant with all software licensing agreements and contracts, as well as federal copyright laws.

Software that is not owned or licensed by the college cannot be installed or introduced to the desktop or networked environment without approval from the Department of Information Technology Services and appropriate license; software must meet the standards and compatibility guidelines set forth by the Department of Information Technology Services. In these instances, it is the user’s responsibility to ensure the legality, compatibility and license compliance of the software.

The Community College of Allegheny County is committed to ensuring that copyrights in creative works are respected and used appropriately by College faculty, students, staff and visitors. The college responds to all notices from copyright holders alleging inappropriate activity across its networks. If an individual chooses to host or exchange files unlawfully, that individual will be personally responsible for any consequences from that activity.
Information Technology Services (ITS) Department

Computer & Electronic Resources—Student Responsibilities

Computers for student use are available in some college centers and at each campus in the library, learning center, computer center and in computer classrooms. At the campus computer center, you can access word processing, email, the Internet and a variety of software packages for completing coursework.

The college relies upon users to conduct themselves according to the basic principles of mutual respect. In this way, we attempt to promote the most effective and beneficial use of the college’s computer equipment and facilities and protect the free exchange of information and ideas.

Your CCAC academic email account is your key to accessing CCAC resources. All current students, faculty and staff are provided with an account. Your CCAC academic email address consists of your assigned NetID username followed by @acd.ccac.edu. Your CCAC academic email account is the formal means of communication from the college to students.

When using computer resources, students are expected to:
1. Check their CCAC academic email account regularly.
2. Use the computer resources primarily for scholarly purposes.
3. Use discretion when displaying and printing material that may be offensive to others.
4. Not use college computer resources to transmit or display obscene, illegal, violent, discriminatory or other information that may result in harassment or defamation.
5. Discourage inappropriate usage by others.
6. Avoid disruptive behavior when using computer resources.
7. Abide by all signs posted in the computer labs.
8. Respect the needs of other users to access limited computer resources.
9. Not use college computer resources to gain unauthorized access to any other computer system.
10. Respect the integrity of the system and related physical resources, and observe all relevant laws, regulations and contractual obligations.
11. Not download, or share (through browsers, peer-to-peer networks or other means), post or install to college computers, or transport across college networks material which is illegal, proprietary, in violation of license agreements, copyrights or college contracts, or that may be damaging to the college network or infrastructure.
12. Not share passwords. Students are responsible for any activity executed under his/her account.
13. Not use CCAC resources (email, computer hardware, software or supplies) or your account for personal financial gain and/or commercial purposes (whether for-profit or not-for-profit), or for supporting political campaigns, candidates, legislation or ballot issues.
14. Use the systems and individual accounts in a manner consistent with the instructional, research and administrative objectives of the college. Legally, the college electronic network is not an open forum (such as a free-speech park); thus, its use is limited to activities consistent with college objectives.
15. Not use the CCAC name or logo or likeness on your webpage without the consent of the Marketing and Communications department.
16. Not print large quantities of flyers, banners or other printed materials intended for multiple distribution. For print jobs of this nature, only one copy may be printed in the labs.
17. Take responsibility and report any problems with computer hardware or software.
18. Not smoke, drink or eat in any computing facility.
19. Not misrepresent your identity or affiliation in email communication.
20. Use email for purposes which do not violate federal and/or state laws.
21. Not send harassing, intimidating, abusive or offensive material to or about others.
22. Not intercept, disrupt or alter electronic communications packets.
23. Not cause congestion on the network by such things as “chain letters,” “broadcasting” inappropriate messages to lists or individuals or excessive use of the email system.
24. Not attach non-CCAC computer equipment to the CCAC network.

Any unauthorized attempt to modify computer hardware and software components is prohibited. This includes attempts to use and/or copy software in violation of federal copyright laws.

All instances of misuse of computer equipment and facilities constitute grounds for disciplinary action under the CCAC Student Code of Behavioral Conduct. Instances of abuse may also result in civil and/or criminal proceedings.

Revised: 5.2011
Computer Access Code of Conduct for Employees

To promote the most effective and beneficial use of college computer resources (equipment, software and facilities) and to protect the free exchange of information and ideas, the Community College of Allegheny County must rely upon its users of those resources to govern their conduct by the basic principle of mutual respect.

CCAC acceptable computer user conduct includes the following:

• using computer resources primarily for scholarly and job-related duties;
• respecting the needs of other users to access limited computer resources;
• using discretion when displaying and printing material which may be offensive to others;
• not using college computer resources to gain unauthorized access to any other computer systems;
• discouraging inappropriate use of computer resources by others;
• avoiding disruptive behavior when using computer resources;
• respecting the integrity of the system and related physical resources and observing all relevant laws, regulations and contractual obligations;
• not downloading, posting or installing to college computers or transporting across college networks material which is illegal, proprietary, in violation of license agreements and/or copyrights, college contracts or any other material which is damaging to the college;
• not sharing your password—you are totally responsible for anything done by your account;
• under no circumstances may CCAC resources (computers, software, networks, printers, plotters, scanners, etc.) or your account be used for personal financial gain and/or commercial purposes, whether for-profit or not-for-profit;
• under no circumstances may CCAC resources (computers, software, networks, printers, plotters, scanners, etc.) or your account be used for supporting political campaigns, candidates, legislation or ballot issues;
• legally, the Community College of Allegheny County electronic network is not an open forum (such as a free-speech park), thus its use is limited. The systems and individual accounts must be used in a manner consistent with the instructional, research and administrative objectives of the college community;
• all activities inconsistent with these objectives are considered to be inappropriate and may jeopardize your continued use of computing facilities and networks;
• you are not permitted to use the CCAC name, logo or likeness on your webpage without the consent of the Marketing and Communications department;
• do not print large quantities of flyers, banners or other distribution materials. If print jobs of this nature are required, one copy may be printed. It is the responsibility of employees to find copying resources for additional prints; and
• it is the responsibility of the user to report any problems with computer hardware or software.

Electronic Mail Policy for Employees

CCAC participates in a range of computing networks and many members of the college community, including faculty, staff and students, use electronic mail (email) in their day-to-day activities. Email services are provided on college-owned computing and networking systems to further the college’s mission of instruction, community service and economic development. Use of email should be consistent with this mission. Acceptable use of email is based on commonsense, common decency and civility as applied to the electronic communications environment.
Unacceptable uses include, but are not limited to, the following:

• using email for any purpose which violates federal or state laws;
• using email for commercial purposes;
• using someone else’s identity and password;
• misrepresenting your identity or affiliation in email communications;
• sending harassing, intimidating, abusive or offensive material to or about others;
• intercepting, disrupting or altering electronic communications packets; and
• causing congestion on the network by such things as the propagation of “chain letters,” “broadcasting” inappropriate messages to lists or individuals or excessive use of the email system.

Communications in the electronic media are protected by the same laws and policies and are subject to the same limitations as communications in other media. However, users should exercise caution when communicating confidential information through electronic media because the confidentiality of such material cannot be guaranteed. For example, be aware that mail may become available to others who were not intended to have access due to circumstances such as those listed below:

• software or hardware failure; and
• systems management personnel may have access to data while performing routine operations or pursuing apparent streams or user problems; protecting the integrity of the college’s computing system and the rights and property of the college; or protecting the rights of individuals working in collaborative situations where information and files are shared.

Therefore, there is no guarantee of complete privacy made or implied by this policy.

Consequences: Access to the information technology environment in general, and electronic mail in particular, at CCAC is a privilege and must be treated as such by all users of these systems. Like any other college facility, abuse of these privileges can be a matter of legal action or official disciplinary procedures. Depending on the seriousness of an offense, violation of the policy can result in penalties ranging from reprimand (i.e., “don’t do this any more”) to loss of access, to referral to college authorities for disciplinary action. In a case where unacceptable use severely impacts performance or security, in order to sustain reasonable performance and secure services for the rest of the user community, the Information Technology Services staff will immediately suspend an individual’s access privileges.

Understanding Privacy: The college occasionally monitors email content to ensure compliance with the email policy. Information Technology personnel will not actively seek out violators of these policies; however, violations that are brought to the college’s attention will be handled through existing disciplinary, grievance and hearing procedures. Any incriminating correspondence obtained by the improper use of email remains the property of CCAC.
**Curriculum Additions/Changes & Program Reviews**

All members of CCAC are invited to propose curriculum additions/changes and participate in academic program reviews which occur on a five-year cycle. Curriculum proposal processes and forms for curricular additions/changes are available on the CCAC website, [ccac.edu/College_Council_Forms.aspx](http://ccac.edu/College_Council_Forms.aspx). Submit completed forms to the chairperson of College Council who will initiate the governance process for the proposal.

**Part One: Library Services**

The library system home page is located at [ccac.edu/library](http://ccac.edu/library). If web access is not possible, you are welcome to visit the library anytime or call the campus library reference desk for your library service needs. Additional information is available at the Services for Faculty page at [libguides.ccac.edu/faculty](http://libguides.ccac.edu/faculty).

### Telephone Contact Numbers

<table>
<thead>
<tr>
<th>Campus Library</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Allegheny Campus Library</td>
<td>412.237.2585</td>
</tr>
<tr>
<td>Boyce Campus Library</td>
<td>724.325.6798</td>
</tr>
<tr>
<td>North Campus Library</td>
<td>412.369.3681</td>
</tr>
<tr>
<td>South Campus Library</td>
<td>412.469.6295</td>
</tr>
</tbody>
</table>

1. **Library Collection & Research Tools**

A. The online library catalog provides access to more than 200,000 books, 55,000 ebooks, print periodicals and media items (such as DVDs, CDs and more).

B. The library’s electronic resources are valuable and useful research tools licensed by the college and customized by CCAC librarians. Access over 70 research databases containing full-text magazine, journal, newspaper and reference articles.

C. Customized subject and course guides of relevant resources are based on disciplines and specific classes. All resources can be accessed from the web at [ccac.edu/library](http://ccac.edu/library).

**Off-campus Access to Resources**

Many of the library’s databases are available remotely. To access these databases from off-campus you must have a valid CCAC network account.

2. **Library Instruction & Classes**

A. Librarians as Assistants to and Instructional Partners With Faculty

Librarians are always ready to assist you. The librarians can provide an instructional session for classes, which can include a guided tour, a discussion of research strategies, an introduction to library resources and research tools, demonstrations of online database searching and the use of Internet search engines for information retrieval. You can also arrange to have a librarian provide instruction specifically designed to meet the research needs of your students.

B. Scheduling for Library Classes

Complete the Instruction Request Form available online at [libguides.ccac.edu/faculty/libraryInstruction](http://libguides.ccac.edu/faculty/libraryInstruction) or call your Library Reference Desk or your Library liaison listed on our web page as [Services for Faculty: Contact Us](http://Services for Faculty: Contact Us)

- Date and time of class;
- Number of students;
- Course number and section;
- Type of assignment being given to students;
- Type of instruction requested; and
- Your name and contact information.

**C. Course Information Pages**

We will collaborate with you to develop a collection of library resources relevant to your class assignments. The sites will be made available to your students as a webpage accessible from the library website. An assignment page may be, but isn’t necessarily, coordinated with library instruction sessions. Contact your campus librarian for details.

3. **Placing & Locating Materials on Reserve**

Materials are housed in the library’s reserve collection at each campus to improve access to high use items for a greater number of people. Reserve items can include resources from the library such as books and periodicals or instructor’s or department’s personal materials. To place an item on reserve for your students, see the circulation desk at Boyce, North or South. At Allegheny use the Reserve Desk on the second floor.

The faculty member requesting the reserve designates the loan periods for these items, and the library’s online catalog, can be used to find the items being held on reserve for a specific instructor or course.
Part One: Library Services  (continued)

4. Other Services

Interlibrary Loan

Interlibrary loan can be used to obtain materials that are not available at the individual campus libraries. This includes items such as books and articles from magazines and journals. If none of the CCAC campus libraries owns the item you need, you may request a limit of five items from other libraries using an interlibrary loan form, libguides.ccac.edu/services/interlibraryloan. Please allow a minimum of 10 to 14 days for this service. Libraries may charge to lend or copy their materials. You are responsible for all charges; please indicate the maximum you are willing to pay for borrowing the item.

Copyright Considerations

When copying material to put on reserve for students or when making documents available to students electronically, copyright laws must be followed. While library staff cannot interpret copyright law, we can direct you to some helpful sources. Useful information and resources can be found in the Copyright & Fair Use Guide, libguides.ccac.edu/copyright.

Part Two: CCAC Tutoring & Testing Services

The information on tutoring services (in-house and online) can be accessed at ccac.edu/Tutoring.aspx.

1. In-house Tutoring Services

Each campus offers free, in-house (face-to-face) tutorial services through the Library and Learning Services departments (LLS).

These services are for CCAC students who need help with their credit courses, regardless of which campus or center students attend. They can use the tutoring offered at any of the four campuses.

2. Online Tutoring Services

Online tutoring is offered to CCAC students who are not able to use the in-house facilities. Through a partnership with SMARTTHINKING, CCAC is able to offer live tutoring anytime, from anywhere. Students will receive real-time assistance in math, chemistry, bilingual math, physics, organic chemistry, biology, introduction to anatomy and physiology, economics, introduction to finance, accounting and statistics. Writing support for all subjects is also provided through the online writing lab. Students can access CCAC’s online tutoring system by going to onlinetutoring.ccac.edu. Students use their NetID and password to access the service.

Live chat rooms and conference sessions allow students to seek help with their credit courses. Students may post questions to message boards when online tutors are unavailable.

3. Make-up Testing Services

Testing services are available at the following locations:

Allegheny Campus Learning Assistance Center 724.325.6666
Make-up Testing (L–309): 412.237.2584

Boyce Campus Learning Assistance Center 724.325.6666

Please note that the tests are not proctored.

The Math Cafés

The Math Cafés are drop-in assistance centers. They are designed to provide students with immediate help when they have questions. The Math Cafés are staffed by facilitators with bachelor's degrees in mathematics or related field.

In addition to group tutoring services, the Math Cafés provide access to diagnostic learning software for students that wish to work at their own pace to enhance their math skills.

The Learning Commons

The Learning Commons is a place for students to meet—with each other, with faculty, with Learning facilitators (LF) and Peer Tutors (PT). We can help you gather ideas to write on paper, complete a project, work on study skills or just learn to use the technology.

We are set up to accommodate all CCAC students, including those with disabilities, ESL needs or majors other than English.
Administrative Regulations Manual
All employees are required to be familiar with the administrative policies. These policies are available online at https://www.ccac.edu/College_Policies_and_Regulations.aspx.

CCAC Women’s Council
All members of the CCAC community are invited to participate in the CCAC Women's Council. Women’s Council meets monthly during the academic year. The council provides support for women and minority CCAC employees and students. Women's Council also offers numerous professional programs. Contact your campus representative for membership and other information.

CCAC Alumni Association
The CCAC Alumni Association offers programs, services and activities that provide professional and social networking opportunities while enhancing alumni connections with CCAC and each other. All CCAC faculty and staff are welcome to join the association.

Diversity
CCAC has long been committed to ensuring the priority for support of diversity and inclusion for students, staff and faculty. CCAC is committed to a collaborative and developmental strategy that seeks to embed the goals and values of diversity and inclusion into every office, department and function of the college. The core belief is that promoting diversity and inclusion is everyone's responsibility. Central to CCAC’s efforts is the Office of Institutional Diversity & Inclusion (OIDI), which coordinates many of the college’s diversity initiatives, engages with external groups and helps to educate the college community about multiculturalism, diversity and related topics. The mission of the OIDI is as follows:
• Promote diversity and equity that is supportive of all without regard to race, color, religion, national origin, ancestry or place of birth, sex, gender identity or expression, perceived gender identity, sexual orientation, disability, use of a service animal due to disability, marital status, familial status, genetic information, veteran status, age or other classification protected by applicable law among College staff, faculty, students and administration.
• Assist all CCAC employees to become diversity-sensitive and cross-culturally competent by offering workshops, speakers, formal instruction and other assistance.
• Nurture an environment attractive to international students that connects CCAC to the global community.
• Monitor College policies, regulations and operating procedures insuring inclusive and equitable treatment of all staff, faculty, administrators, students and members of the public.
• Change the culture of CCAC by institutionalizing diversity and equity as core values and best practices of the college.

CCAC Employee Resource Groups (ERG’s)
The Community College of Allegheny encourages all employees to actively engage in professional development and networking opportunities. To further support these opportunities, the CCAC ERG’s are coordinated by the Office of Institutional Diversity & Inclusion (OIDI). These groups work to cultivate a greater opportunity to employee involvement, engagement, and support. For further information, please contact the OIDI at 412.237.4430. Following are the current ERG’s:

Emerging Professionals Group
All current AFT and SEIU members, adjunct faculty and administrators are welcome and encouraged to join. The Emerging Professionals Group provides opportunities to increase involvement with and knowledge of the CCAC community by fostering:
• Professional development
• Mentoring opportunities
• Increased communication across campuses

LGBTQA Group
All current AFT and SEIU members, adjunct faculty and administrators are welcome and encouraged to join. The vision of LGBTQA Group is to promote and support an inclusive work environment at CCAC.

disABILITIES Group
All current AFT and SEIU members, adjunct faculty and administrators are welcome and encouraged to join. The mission of the disABILITIES group is to support and advocate for the needs of employees with disabilities.

Lost & Found/Security Desk
Allegheny Campus  412.237.2662  North Campus  412.369.4100
Boyce Campus  724.325.6653  South Campus  412.469.6260
Instructors or students can inquire about lost articles or turn in items at the security desk. Instructors finding items in classrooms usually write a note on the board so students will know their lost items have been found and where they may be claimed.
Mailroom Policies
College-related mail to students or other college business mail will be mailed at the college’s expense. This mail must have a typed address. It will be stamped by a machine in the mailroom. If mailing to five or more students or others is necessary, please request this service through the division office.

Messages
The divisional/departmental or center faculty secretaries will take telephone messages when faculty are not available. These messages will be placed in the appropriate faculty mailbox. Since it is impossible to deliver messages as they come in, mailboxes should be checked frequently. In case of an emergency, every effort will be made to notify the faculty member immediately.

Students should be encouraged to contact you by email rather than calling the campus to ensure that you receive the message in a timely fashion. Any students who do not have personal email accounts should be encouraged to obtain one through any number of free computer email systems. Specific information on email accounts can be obtained from the campus Computer center.

Print Rooms

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<th>Campus</th>
<th>Room</th>
<th>Contact</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Allegheny Campus</td>
<td>L-103C</td>
<td>Sheila Barnes &amp; Lisa Britton</td>
<td>412.237.4644</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Maureen Farrell</td>
<td>412.237.2790</td>
</tr>
<tr>
<td>Boyce Campus</td>
<td>N–116</td>
<td>Nasir Rashada</td>
<td>724.325.6728</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Eric McGinnis</td>
<td>724.325.6632</td>
</tr>
<tr>
<td>North Campus</td>
<td>1149</td>
<td>Martin Sheets</td>
<td>412.369.3672</td>
</tr>
<tr>
<td>South Campus</td>
<td>B–378</td>
<td>Becky Berg</td>
<td>412.469.6247</td>
</tr>
<tr>
<td>West Hills Center</td>
<td>Mailroom</td>
<td>Mike Waldorf</td>
<td>412.788.7531</td>
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Faculty at CCAC centers must contact their faculty secretary for printing services.

All new faculty are encouraged to contact their individual campus print rooms for policies and procedures for copier/print work.

Except during walk-up service time (not available on all campuses), printing services must be requested through the divisional/departmental faculty secretary. Forms must be completed to request the service. Please keep requests for printing limited to only those materials necessary for class use. Only materials for CCAC classes may be printed. Please be considerate of the cost of printing and use of the copy machines.

Print Room Policies

- Walk-up service for faculty (not available at all campuses)
- Single orders—white paper only

Classroom Material: three-days notice required—not to exceed 1,000 sheets per requisition (when larger, please inquire)
Administration & Faculty: three-days notice required—not to exceed 1,000 sheets per requisition (when larger, please inquire)
Projects Requiring Special Attention: one-week notice required (binding, folding, punching etc.); the time allotted for completion of project should take into account the size and number of items submitted (when larger, please inquire)
Cardstock*: one-week notice required
Books: please inquire
Other Requests: extra time must be given for orders requiring size, color or weight other than regular 20# stock

*For cardstock and NCR ordered in large amounts, you must notify the print room in advance to ensure adequate stock.

This time schedule does not:
- pertain to numerous orders submitted by same individual for the same day; and
- pertain to work submitted needing extra attention, i.e., darkening of computer type, paste-ups, padding, binding or extraordinary folding.

Advance orders are still encouraged. Completely filled-out requisitions must accompany all work (policy as of 8.4.99).

Copy Machines by Campus/Center
Copy machines are available in several areas on campus for faculty. They should be used only for a small number of copies. Twenty or more copies must be obtained through the print room. See print room policies. Use copy machines for CCAC instructional purposes only.

Allegheny Campus.........................M–429, M–324, KLI–Core 359 & KLI–Office 330, Campus Duplicating Center, L-103C
Homewood-Brushton Center.........108
Boyce Campus.........................N–462 & N–464

North Campus..........................2007 & 3009
West Hills Center.....................S–1702
South Campus..........................B–609 & D–316
Braddock Hills Center..............106
Washington County Center..........Information Desk
General Information

**Professional Development**
The Faculty Professional Development program of CCAC is committed to the philosophy of promoting teaching excellence within a learning-centered environment and is the foundation for promoting institutional change. Diverse programming including seminars, workshops and conferences and rewards and recognition events designed to address the needs of the faculty and encourage professional and personal growth are offered to the faculty throughout the academic year. The current faculty professional development calendar of events can be found on [ccac.edu](http://ccac.edu). In addition, each campus has its own professional development coordinator who is in charge of planning campus events and is available to respond to any queries regarding professional development. Please see the website for the name and contact information for your campus faculty professional development representative or call 412.237.2677.

**Safety & Security Directors**
- **Allegheny Campus**: Edward Bogats 412.237.4583
- **Boyce Campus**: William Joseph Hixon 724.325.6665
- **North Campus**: Brian Johnson 412.369.3726
- **South Campus**: Mark Buford 412.469.6364

**Test Scoring Machines**
Test answer sheet scanning machines are available on all CCAC campus sites and some campus centers. Answer sheets using letters (a–e) or numerals (1–5) are available from faculty secretaries.

**Room(s):**
- **Allegheny Campus**: M–429, M–324, M–219 & SSC–320
- **Boyce Campus**: N–462, N–446 & N–504
- **North Campus**: 2007
- **South Campus**: B–609, D–316 & L–547

**Unions at CCAC**
Full-time faculty and other full-time employees as represented in the contract are represented by the American Federation of Teachers (AFT) at CCAC. Although they do not represent adjunct faculty, union vice presidents are available to adjunct faculty. All faculty may consult with the union vice presidents at their campus. CCAC secretaries and maintenance personnel are represented by the Service Employees International Union (SEIU). A separate AFT contract represents adjunct faculty.

**Military & Veterans Services Center**
The CCAC Military & Veterans Services Center (MVSC) provides personalized and caring support to CCAC student veterans during their transition from military service to college life.

We help our veterans navigate CCAC and provide assistance with VA benefits and give veteran students the tools to succeed academically and personally. We value the skills, assets and experiences veterans bring to the CCAC community and are committed to help them achieve their educational goals.

The MVSC also increases campus awareness of student veteran issues, advises the student veterans club and fosters a sense of camaraderie, community and well being for all student veterans on campus.

CCAC is home to the only Center for Excellence for Veteran Student Success in the mid-Atlantic region.

New students should apply for initial educational benefits with the Veterans Administration before starting school.

The Community College of Allegheny County meets criteria for veterans' education under provision of Title 38, United States Code.

The Veterans Services Center can provide a variety of services to veterans and their dependents. Students may contact the center to determine their eligibility.

**Military & Veterans Services Center**
Allegheny Campus, 212 Jones Hall, 808 Ridge Avenue, Pittsburgh, PA 15212
Ph: 412.237.6503 • Fax: 412.237.2765 • Veterans Services @ccac.edu • ccac.edu/Veterans/
Advisement of Students

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<thead>
<tr>
<th>Campus</th>
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<th>Room</th>
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</thead>
<tbody>
<tr>
<td>Allegheny Campus</td>
<td>412.237.2744</td>
<td>SSC–120</td>
</tr>
<tr>
<td>Homewood-Brushton Center</td>
<td>412.371.1600</td>
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<tr>
<td>Boyce Campus</td>
<td>724.325.6739</td>
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</tr>
<tr>
<td>Braddock Hills Center</td>
<td>412.271.0201</td>
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<tr>
<td>North Campus</td>
<td>412.369.3740</td>
<td>1003</td>
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<td>West Hills Center</td>
<td>412.788.7500</td>
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<td>South Campus</td>
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<td>B–344</td>
</tr>
<tr>
<td>Washington County Center</td>
<td>412.469.6238</td>
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Advisors in the CCAC system are usually full-time teaching faculty from the various academic divisions. They are assigned based on the Collective Bargaining Agreement (CBA) between the college and union. New full-time and part-time students and those who are planning to take a class in reading, mathematics or English must take the college placement test. Students who test at the lowest reading level must take DVS-060 and DVS-070 during their first semester. Students may be exempt from the placement tests due to credit awarded for the College Level Examination Program (CLEP) and/or Advanced Placement (AP) test scores; SAT scores at or above the 50th percentile in math or English (for the reading placement test); and/or successful college level mathematics and/or English courses transferred from another college. Placement test are scheduled online at www.discover.ccac.edu.

Students who submit an official final high school transcript with an unweighted cumulative GPA of 2.8 or better (or 78% for schools with a percentile grading system) are exempt from taking the English and Reading placement tests. High school graduation must have occurred within five years of enrollment at CCAC. International, home school and GED documentation are not accepted under this exemption.

A college advisor then assists students in selecting classes according to their program of study. If students ask questions about courses or programs that cannot be answered by the instructor, refer them to the Advisement center.

Job Placement & Career Services

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<thead>
<tr>
<th>Campus</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Allegheny Campus</td>
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<td>Boyce Campus</td>
<td>724.325.6771</td>
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<td>North Campus</td>
<td>412.369.3674</td>
<td>1006A</td>
</tr>
<tr>
<td>South Campus</td>
<td>412.469.6214</td>
<td>B–453</td>
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</table>

Job Placement and Career Services offers and assists students with a four-point career planning path to success.

First, students can discover their career path. Job Placement and Career Services assists students in identifying and implementing career goals and objectives.

Second, Job Placement and Career Services assists students in building their resume and interview skills needed to be successful in today's employment market. Assistance is provided individually and in small groups as well as in manual form for independent learning.

Third, students can use Job Placement and Career Services to gain valuable work experience by obtaining co-op and work-study employment. Working in a chosen field prior to graduation is a proven indicator of success in finding employment upon graduation.

Lastly, Job Placement and Career Services can assist students in finding their place in the job market by serving as liaison between CCAC and the employment community. Job Placement and Career Services coordinates on-campus job fairs, conducts job and career-related information sessions and recruiting events and maintains CCAC Career Services Central, a college-specific job website, at collegecentral.com/ccac.

Students requiring assistance in any aspect of their job search should contact the Job Placement and Career Services office on the campus most convenient to them. Faculty may contact their campus Job Placement and Career Services office for additional information and/or to arrange a classroom presentation customized to their course needs.

Prior Learning Assessment (PLA)

College Credit Fast Track is dedicated to assisting current and prospective students in obtaining college credit at one of Pennsylvania's Community Colleges based on prior work or life experience. CCAC students can create and submit an e-portfolio, which enables them to document and compile their prior learning for evaluation of credit.

Portfolios submitted for credit are reviewed by faculty teaching in the discipline to be considered. Faculty with experience in teaching a specific course may apply for additional work as an Assessor. Training is provided! Once trained, you will be assigned to review portfolios; this involves review of: course to be reviewed; reason for seeking credit; prior learning resume; learning experiences as they relate to the course learning...
Prior Learning Assessment (continued)
objectives; certifications/licenses, etc. Assessors are paid for 3 hours per portfolio, at the current contractual hourly rate (around $90.00). Faculty interested in participating should contact their Director of Advisement and Registration at their campus.

For all ways in which students can gain advanced standing (including transfer credit, CLEP, Advanced Placement exams, Military transcripts, etc.), see ccac.edu/Advanced-Placement/.

Cooperative Education Program
The Cooperative Education program enables students in specific majors to gain academic credit for work experience by applying classroom instruction directly to related work activities. Academic credit awarded depends on the number of hours worked, the number of credits needed and the academic major.

To qualify for the Cooperative Education program students must have completed at least 30 credits with at least 12 credits in their major field, maintained at least a 2.50 GPA and attend the college the semester before beginning the program. Additional departmental requirements may apply. No student may enroll in cooperative education programs without formal faculty approval. Interested students should register on the CCAC Job Placement Central Job Bank at collegecentral.com/ccac and apply for admission at least one term before enrolling in the program. Students approved need to register and pay for Cooperative Education credits. Internships, not for credit, are also available. Interested students can contact the director of Job Placement and Career Services on their campus to initiate the process.

Counseling/Transfer Services

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<tr>
<th>Campus</th>
<th>Phone</th>
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<td>Allegheny Campus</td>
<td>412.237.2565</td>
<td>SSC–110</td>
<td>South Campus</td>
<td>412.469.6216</td>
<td>B–453</td>
</tr>
<tr>
<td>Boyce Campus</td>
<td>724.325.6657</td>
<td>S–652</td>
<td>College Centers</td>
<td>Check with the center staff for availability.</td>
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<tr>
<td>North Campus</td>
<td>412.369.3614</td>
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The Collective Bargaining Agreement (CBA) between the college and AFT distinguishes between counselors and advisors. The Counseling center offers various services to students:
• career assessments to help students select or change their major and develop a career plan;
• confidential personal and academic counseling to discuss course selection, anxiety, time and stress management, conflict management and more;
• course placement testing to evaluate academic skills;
• counseling that provides assistance with selection of courses in order to transfer to the four-year college or university of their choice;
• applications, catalog and videos from numerous colleges and universities; and
• yearly college and university fairs in fall and spring terms when representatives from more than 25 colleges and universities come to campus and provide information to students.

The Counseling center is open to current and former students as well as graduates. Hours of operation: Monday to Friday from 8:00 a.m. to 4:00 p.m., plus evening hours. Individuals may call or stop in to schedule an appointment.

Success Coaches
Student Success Coaches provide essential learning support to students at all campuses and centers who are taking developmental coursework based on their placement test results. Some of the services they provide include reviewing students’ goals for enrolling in college, explaining college policies and procedures, monitoring the progress of students and making referrals to tutoring and other campus services. They also serve as an individual mentor to students and provide the encouragement and support necessary to enable students to complete their course of study at CCAC.

<table>
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<tr>
<th>Campus</th>
<th>Location</th>
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<tbody>
<tr>
<td>Allegheny Campus</td>
<td>Learning assistance Center &amp; Library, Forth Floor</td>
</tr>
<tr>
<td>Boyce Campus</td>
<td>Math Café, N-504</td>
</tr>
<tr>
<td>North Campus</td>
<td>Student Success HUB, Second Floor</td>
</tr>
<tr>
<td>South Campus</td>
<td>A-406 &amp; B-408</td>
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CRM Advise Faculty-Student Alerts: A Collaborative Effort for Student Success

What is the purpose of the Faculty-Student Alert?
The purpose of the Faculty Student Alerts (FSA) within CRM Advise is to provide instructors with additional support in order to catch students early and provide them with assistance as soon as a need is identified. As a faculty member at CCAC, you have the best and earliest perspective on a student's ability to complete the coursework necessary for your class. CRM Advise users can reinforce your efforts to support your students by providing additional follow-up and keeping you informed of interactions with students. Classroom instructors have the most crucial part to play in student success. Your role within CRM Advise is to identify students who may need additional support. The FSA is a proactive and collaborative effort that allows faculty to refer students for additional assistance.

When should I refer a student?
Early: As soon as you identify a need for additional support!
Ongoing: Referrals are encouraged and accepted throughout the entire semester.

Why should I refer a student?
A CRM Advise user can support your efforts to assist your students and keep you informed of our progress.

Alert Types
- Academic Performance: low grades, doesn't submit work, low scores on tests and/or assignments
- Attendance: poor attendance, late, leaves early
- Participation: inattentiveness, lack of engagement
- Other Academic Issues: (please be specific in your comments)
- Bravo!: exemplary work, marked improvement

Example 1--Academic Performance: While discussing missed assignments, you realize a student needs additional support with tutoring or time management. Complete a FSA and let the student know that you have referred him for additional assistance and encourage him to respond. (When students receive calls from people that they don't know they are unlikely to respond. Your encouragement can help in this process.)

Example 2--Attendance: You have been unable to reach a student who is missing class. Complete a FSA and a CRM Advise user will make additional attempts to reach her and keep you informed of our progress. You may also utilize this system to send a “Bravo” to recognize students to outstanding effort. The system will automatically generate an email from their campus Academic Dean congratulating them on their efforts or success.

Example 3--Bravo: A student had a rough start to the semester, arriving late and not completing assignments. However, with your encouragement over the last few weeks, she has been on time and successfully completed a presentation and turned in all of her homework. Complete a FSA Bravo and the system will automatically generate an email congratulating her.

HOW DO I SUBMIT THE FSA ALERT?

From MyCCAC Portal:
Go to Quick Links and select Faculty-Student Alert. Log in using your CCAC NetID and password.
On the left will be a list of your classes for the current term. Choose one by clicking on it. Your roster will appear. Click in the box to the left of the student you want to select. On the right side, select the primary category for your alert. Only one category can be chosen at a time. Click on Next.

Add notes stating the reason you chose that category. Faculty are encouraged to provide detailed information about the student’s challenges and to inform the student that they are being referred. Click Next.
Note: You may choose more than one student at a time. If you choose more than one student for the same category, the notes you enter will pertain to all of the students selected. Once reviewed, click Submit Alerts. A pop-up message “Alert has been submitted” appears for several seconds.

What’s Next?
You will receive an email confirmation, which will inform you which team has been assigned to your FSA Alert. Someone from the CRM Advise team will reach out to the student, discuss the issue and help connect the student to appropriate resources. Once the contact has been made, the team member will close the alert and you will get an email confirmation that details the outcome of the interaction. If we were unsuccessful in making contact, the team member will communicate via email to you and the student. We wish to work in partnership with you to help your student succeed!
Perkins Career & Technical Education Grant
The Perkins Career and Technical Education Grant provides federal funding to CCAC for student support staff, instructional equipment and professional development to help Career & Technical Education students earn better grades, remain in school, and graduate with the skills necessary to pursue employment in current or emerging high priority technical professions, while supporting gender equity across all career pathways.

To qualify for services, students must be enrolled in a Career & Technical Education program. These are programs that lead to a certificate or an associate's degree where the student intends to join the workforce upon graduation. A current list of CCAC’s CTE programs can be found on the Perkins Grant webpage.

Please note:
• Due to federal grant guidelines, the Perkins Grant staff members cannot assist students with developmental coursework.
• The Perkins Grant does not provide funds directly to students but instead funds a variety of college programs designed to help CTE students succeed.

Additional information regarding the Perkins Grant can be found on the web at: https://www.ccac.edu/Perkins/.

Online Learning

Is Online Learning Right for You?
Faculty interested in offering a class via Online Learning (OL) should contact the director of Online Learning at 412.237.3119 or dbishop2@ccac.edu. For additional information about online learning, visit our website at ccac.edu.

Teaching an online learning course may be right for you if you are:
• ready to explore and learn innovative and exciting instructional techniques;
• interested in presenting your course materials through a new modality;
• open to using new communication channels with your students; and/or
• ready to develop new skills while creating learning materials for an online learning course.

CCAC is dedicated to providing instructional, technical and administrative support to all CCAC faculty and staff actively engaged in online learning and in the application of instructional technology in the classroom.

Online Learning Course Approval Process
If you are interested in teaching via OL, discuss your plans with your department chairperson and coordinating discipline dean. Their approval is required for new OL course offerings. There is a required course development and training process for first-time OL instructors. Contact the director of Online Learning at 412.237.3119 or dbishop2@ccac.edu for details of the OL course and instructor development processes.

Types of CCAC Online Learning Courses
Internet Courses
Generally, all teaching and learning takes place via the Internet. Students interact with the instructor and classmates through a course website. Learning activities and assignments are completed according to the instructions and schedule posted by the instructor. Students taking Internet courses must have access to a computer with an Internet connection. Students must also be computer literate and be comfortable using computer software, email and performing other activities on the Internet. Some courses have specific technical requirements, indicate that students must own specific software packages in order to take the course, or require proctored exams. Students should inquire from their instructors what is needed before registering for the course.

Hybrid Courses (Formally Web-enhanced Courses)
Hybrid courses combine traditional classroom instruction with online collaboration and learning. Students attend class at a CCAC campus or college center on a regular but less frequent schedule (60% minimum of standard class time plus final exam time plus class breaks if the class exceeds 100 minutes at one time). The balance of course time is dedicated to self-directed, scheduled online collaboration and learning activities such as email, threaded discussion and chat.

Technical Requirements
Students and faculty should make sure they meet all technical requirements before enrolling in OL courses. Check the OL webpage for course descriptions and other important information.
**Blackboard**

**Online Learning Course Management System**

Blackboard is the course management system used by CCAC instructors teaching Internet, hybrid, or technology-supported (traditional course supported with a Blackboard course site) courses. Using Blackboard, each instructor has a unique “course site” (website) for each course they are teaching. Instructors use Blackboard on the web. There is no program or software to install or download to your personal or office computer. A web browser and Internet connection are all that is required to build and facilitate online lessons and courses.

**With a Blackboard course site the instructor can:**
- post and distribute syllabi, assignments and other course information to students electronically so course material is never lost or forgotten;
- communicate with students via email, threaded discussion and chat;
- organize online groups and create virtual communities; and
- create online assessments that automatically track and calculate grades, provide student feedback and produce course statistics for analysis.

Blackboard can be an effective organization and communication tool for many types of online learning and non-online learning courses. In addition, Blackboard can be used to create and host a “virtual community” for department, committee or group organizations.

**Requesting A Blackboard Course Site**

All credit courses will automatically receive a Blackboard course shell beginning in Fall 2019 through the ILP (Intelligence Learning Platform) integration. This new process of automatically creating course shells will give all faculty members, who choose to make Blackboard a part of their course(s), the opportunity to share with students: information, grades, and syllabi online.

**Does the College now require me to use Blackboard for my courses?**
- No. However, please confirm departmental policies through your department chair.
- If you do decide to use Blackboard, you will have access to a course template with many resources for you and your students.
- The Virtual Campus staff will continue providing group and individual training opportunities for all things Blackboard.

**What are the key benefits of the ILP for me?**
- Course sites in Blackboard will be available to you immediately whether you are assigned to a section initially or are assigned to a section closer to the start of the term.
- Course enrollment will be handled automatically. This includes registrations, drops, adds, and withdrawals.
- Midterm and final grades can be submitted directly through Blackboard via the ILP Integration.
- Attendance reporting can be submitted directly through Blackboard via the ILP Integration.

**Do I still need to use the Section Planning Wizard?**
- If you want a new, blank course shell, you will not need the Section Planning Wizard.
- If you want to copy a course site from a previous term, you have options:
  - We enabled your account to allow you to copy your course, at any time and, on your own without waiting in a queue.
  - You can request your course copy through the Section Planning Wizard as you had in the past. [https://webapps.ccac.edu/SPW/](https://webapps.ccac.edu/SPW/)
- If you want to use a single Blackboard course site for multiple course sections, you will need to use the Section Planning Wizard. (Merged Courses) [https://webapps.ccac.edu/SPW/](https://webapps.ccac.edu/SPW/)

**Online Learning Faculty Professional Development**

Faculty training on software, assessment tools and other technical applications for use in online learning and other courses is available through one-on-one instruction or in small groups. Contact your professional development coordinator or Dwight Bishop at 412.237.3119 for information.

**Online Learning Students**

All courses are offered for credit and are applicable to academic requirements for an associate’s degree. Course credits are transferable. Students take exams at a proctored testing site or online via the Internet. Students are expected to meet all deadlines as set by the course instructor and academic calendar.

This type of instruction is not for everyone. Students must think carefully and make necessary adjustments in order to succeed in this more open and less-structured learning environment. Students must be self-motivated, work well at their own pace and be able to meet deadlines.
Online Learning

Profile of the successful OL student, "The successful OL student:

• has discussed OL with an academic advisor;
• is computer and Internet literate (familiar with the mouse, email, downloading, email attachments, browsers and word processing);
• is a good independent worker;
• has good planning and organizational skills;
• is comfortable meeting deadlines;
• has had all course prerequisites; and
• meets all technical requirements for the course.

Additional Services & Programs

Financial Aid
The college participates in a number of scholarship, grant, loan and student work programs to assist students with meeting their educational expenses. Students indicating a need for financial assistance should be directed to the Financial Aid office.

Allegheny Campus 412.237.2589  North Campus 412.369.3656
Boyce Campus 724.325.6602  South Campus 412.469.6241

Honors Program
The CCAC Honors Program provides an academically challenging and enriching learning experience for highly-motivated, academically prepared, and intellectually curious students. The program attempts to nurture the development of global citizens through the following practices: collaborative, active learning; creative, critical thought; independent investigation; leadership development; cultural enrichment and sensitivity; and service to others.

Honors at CCAC is an academic program, offering Honors courses, enrichment activities, and service projects as well as Honors-by-contract opportunities in which faculty members choose to mentor an Honors student with an Honors enrichment project. Honors contract mentors receive extra compensation.

Information about the Honors Program and the Honors contract option is available from the Honors Program Office, South Campus, L-462, 412.469.4303 or online at ccac.edu/honors/. Each campus offers the support of an Honors Campus Coordinator who will assist faculty in completing Honors contract projects.

International Students
CCAC hosts international students. These students may be in your classes. Information regarding international students is available from the International Students office, located at Allegheny Campus in room S–120. For more information, contact 412.237.2629.

Learning Assistance Center (LAC)
Professional and peer tutors are available to assist students who can benefit from tutoring. The Learning Assistance Center provides free tutorial services to students enrolled in credit classes. Professional tutors are available in reading, English, nursing, chemistry/physics, accounting and mathematics. Peer tutors, who have been approved by faculty in their particular subjects, are also available to provide tutorial services. Appointments are necessary to ensure timely service. Students may make appointments by stopping in the center or by telephone. (See library section beginning on page 30 for more information.)

Online Services (CCAC Central e-Services)
Students who have completed one semester at the college, are in good standing and are not required to take developmental classes can register online. The instructions for online registration are included on the college's home page.

Student grades are only available online. Students who have questions about their academic status should be encouraged to check their academic record online. For security purposes, students need to use their student ID numbers to access their computerized records. These numbers are included on many registration forms and student invoices.

Online tutoring is also available for students in many subjects. Students can obtain details at ccac.edu/Tutoring.aspx or see page 35 for more information.

Other online services accessible for students include: student schedule, statement of account, financial aid award, enrollment verification, unofficial transcripts and request for official transcripts. Additional online services detailed in Appendix III.
Accommodations for Individuals with Disabilities
The college recognizes its responsibility to provide equitable academic and nonacademic services and programs for individuals with and without disabilities. To this end, the college provides reasonable accommodations for qualified students and employees with identified disabilities consistent with the requirements of the Americans with Disabilities Act, Sections 503 and 504 of the Rehabilitation Act, and other federal, state and local laws and regulations.

The college maintains a Supportive Services office at each campus location to receive, review, and evaluate requests from students who require an accommodation with respect to their educational program.

Disabilities & the Law
Section 504 of the Rehabilitation Act 1973—“No otherwise qualified person with a disability in the United States… shall, solely by reason of…disability, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Program access is guaranteed under this law. The Supportive Services office works with each student to determine appropriate accommodations. Some specific accommodations may include, but are not limited to:

- Use of specialized equipment
- Use of modified textbook formats
- Extended time and/or auditory testing
- Assistance with note taking
- Recording of lectures

Americans with Disabilities Act of 1990
The Americans with Disabilities Act (ADA) gives individuals with disabilities civil rights protection under the law. The Act guarantees equal opportunity in employment, public accommodations, transportation, state and local government services and telecommunications. The Americans with Disabilities Act reaffirms the requirements of the Rehabilitation Act and may include altering of facilities, acquisition or modification of equipment or devices, provision of qualified interpreters and adjustment of training materials, tests or policies.

Supportive Services Offices for Students with Disabilities

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<thead>
<tr>
<th>Campus</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Allegheny Campus</td>
<td>412.237.4612</td>
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<tr>
<td>North Campus</td>
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<tr>
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<td>724.325.6604</td>
</tr>
<tr>
<td>South Campus</td>
<td>412.469.6207</td>
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College Centers: Please contact the Supportive Services for Students with Disabilities office (often referred to as “Supportive Services”) at the corresponding campus.

Students with disabilities make up 11% of the undergraduate population nationwide. Students with learning differences, chronic health issues, difficulties with mobility, are Deaf or hard of hearing, blind or visually impaired, have traumatic brain injury, Autism Spectrum Disorder and/or have psychiatric disabilities have attended CCAC. Students are assessed individually as to their needs and accommodations. Some students require support, both within and outside the classroom. Services are individualized based on student need and range from assistive technology, adaptive materials, provisions of auxiliary aids and computerized software programs. The Supportive Services office makes arrangements for interpreters and modified format of textbooks. The staff welcome questions and inquiries about disabilities. Our offices contain many written resources on disabilities and have ongoing contact with agencies that work with individuals with disabilities.

Testing/Assessment Accommodations
Supportive Services’ staff modify test formats and supervise extended time testing during normal business hours. When the Supportive Services offices are not open, students with disabilities are still entitled to receive their testing accommodations. The Supportive Services staff are available to provide guidance to faculty to ensure that students receive appropriate services. However, if it is necessary for students to take an exam outside of normal business hours, then the faculty member is responsible for ensuring the student's testing accommodations are upheld and for proctoring the student's exam or making proctoring arrangements.

Responsibilities of the Students
It is the responsibility of the student to contact the Supportive Services staff to initiate accommodations. Staff members will engage students in an interactive process to determine appropriate academic, classroom and technical accommodations that will assist students in their educational endeavors. This will include interviewing the student, discussing historical accommodations and
reviewing documentation. Each student’s accommodations are individualized according to the student’s needs. Services are free, and all information shared with the Supportive Services staff is confidential. In order to receive accommodations, students must:

1. Self-identify concerning disability status to the Supportive Services office in a timely manner.
2. Schedule an intake interview to register with Supportive Services and request necessary accommodations.
3. Complete an intake interview during which the student will discuss their disability and its impact, historical and requested accommodations, provide supporting documentation and complete office paperwork.
4. Request letters of accommodation for faculty and deliver them to faculty.
5. Follow the policies and procedures of Supportive Services and CCAC.
6. Schedule exams at least 24 hours in advance. *(If the student is taking the exam in the Supportive Services office.)*
7. Fulfill the requirements of the course as listed in the syllabus.
8. Notify Supportive Services immediately if there are any problems with accommodations.

*Reasonable accommodations are meant to assist students but not fundamentally alter the requirements of a specific course or program.*

**Responsibilities of Faculty/Staff Members**

**If Notified in Writing**
Faculty/staff members have the responsibility to cooperate with the Supportive Services office in providing authorized accommodations in a reasonable and timely manner. Faculty/staff should meet with students who provide a CCAC Disability Certification for Faculty letter to establish the means of providing accommodation(s). Please note that once a student qualifies for accommodations they are eligible to use or not use them. While it is typically in the best interest of students to use their accommodations as frequently as possible, students are not required to use their accommodations for each class session or test. Doing so does not void the accommodations for future class sessions or exams/assessments.

**If Not Notified in Writing**
If a student requests accommodation and the faculty/staff member has not been notified of the student’s need for accommodation, then the faculty/staff member should refer the student to the Supportive Services office.

*Please refer to Appendix II for detailed recommendations in helping students with specific disabilities.*

**Questions Regarding Appropriateness of Accommodation/Program Access**
If a faculty/staff member has questions about the appropriateness of certain accommodations, the Supportive Services office should be contacted for further clarification. The faculty/staff member should continue to provide accommodations while the issue is being resolved. When a student uses a recorder in the classroom, it is appropriate to ask the student to sign an agreement not to release the recording or otherwise obstruct the copyright.

Note: If you feel that a student may have a disability and may benefit from accommodations, please call the Supportive Services office on your campus to discuss necessary arrangements.

**Course Outline**
The statement below has been approved by the college and is required to be included on every course outline. Please encourage your students to utilize Supportive Services. We appreciate your partnership in ensuring that all eligible students are aware that Supportive Services are available to assist them.

**Accommodations for Individuals with Disabilities**
The college recognizes its responsibility to provide academic and nonacademic services and programs equally to individuals with and without disabilities. To this end, the college provides reasonable accommodations for qualified students and employees with documented disabilities consistent with the requirements of the Americans with Disabilities Act, sections 503 & 504 of the Rehabilitation Act and other federal, state and local laws and regulations. The college maintains an Office of Supportive Services at each campus location to receive, review and evaluate requests from students who require an accommodation with respect to their educational program. Students’ requesting reasonable accommodations due to a documented disability must first register with their campus’ Supportive Services Office and obtain an official letter identifying approved accommodations to be distributed to their faculty members.

**Veteran’s Issues**
CCAC can expect an increasing number of military veterans from the conflicts in Iraq and Afghanistan who may be suffering the delayed effects of post-traumatic stress disorder (PTSD). If a faculty member becomes aware that a veteran is experiencing academic or personal difficulties the veteran should be referred to the Student Development office so that appropriate intervention through Counseling and/or the Supportive Services office may be arranged.
Grievance Procedures for Individuals with Disabilities
The Community College of Allegheny County has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the US Department of Education, Office of Civil Rights, regulations implementing Section 504 of the Rehabilitation Act of 1973 as amended, (29 USC 794) which prohibit discrimination on the basis of disability. Complaints should be addressed to Sumana Misra-Zets, Civil Rights Compliance Officer/Title IX Coordinator, Community College of Allegheny County, 808 Ridge Avenue Pittsburgh, PA 15212, phone 412.237.4430 (voice), 412.469.6005 (TTY), or smisra@ccac.edu, who has been designated to coordinate the college’s compliance activities pursuant to the above noted regulations. Grievances will be handled through the Civil Rights Complaint Procedure. Complete information on the procedure is outlined in the student handbook and on the College's website at ccac.edu.

Academic Misconduct/Plagiarism & Cheating
During the first class meeting, the instructor should define plagiarism and cheating as related to the course and the penalty for both. This definition should also be included in the course outline to avoid any misunderstanding. The CCAC student handbook contains a statement on plagiarism and cheating, but students should hear from each instructor what penalties would be imposed if found guilty of plagiarism or cheating. Students have the right to appeal such a charge. Since this is a serious matter, the instructor should be prepared to defend the accusation if that should become necessary. Situations of suspected plagiarism and cheating should be discussed with the appropriate divisional dean. Academic misconduct should be reported at ccac.edu/facultydisputes.aspx.

Student Code of Behavioral Conduct
At CCAC, student members of the community are expected to uphold and abide by certain standards of conduct that form the basis of the Student Code of Behavioral Conduct. These standards are embodied within a set of values that include integrity, social justice, diversity, respect, community and responsibility. When members of the community fail to exemplify these values, campus conduct proceedings are used to assert and uphold the Student Code of Behavioral Conduct. The CCAC Student Code of Behavioral Conduct and its procedures are meant to be in keeping with the mission of the Community College of Allegheny County and are designed to educate the student members of our community and encourage them to uphold the standards of conduct that this community espouses while still affording all involved parties to have appropriate due process if a student is accused of violating the standard(s). It is meant to be developmental in nature and not punitive.

In meeting this commitment, the college has established Behavior Intervention Teams which respond to college situations involving dangerous, atypical, threatening or disruptive student behaviors. Behavior Intervention Teams assess situations in the college community and intervene with regard to the health, safety and security of the college community and in accordance with college policies.

The Student Code of Behavioral Conduct applies to guests of community members, whose hosts may be held accountable for the misconduct of their guests. Visitors to and guests of the college are also protected by the Student Code of Behavioral Conduct and may initiate grievances for violations of the Student Code of Behavioral Conduct committed by members of the college community against them. Those who are aware of misconduct are encouraged to report it as quickly as possible to the campus dean of Student Development.

Should any criminal violations occur on campus, at college centers or college-sponsored events off campus, the college has a legal obligation to report those violations to the appropriate law enforcement agency. In addition to being subject to possible criminal liability, a student may be subject to sanctions of the Student Code of Behavioral Conduct. The college will not waive its right to restitution or reimbursement for damages to its property or equipment. Therefore, prompt action will be taken to prosecute any claim against any person damaging college property or equipment. Refer to the current student handbook for the Student Code of Behavioral Conduct.

Behavioral Misconduct/Disciplinary Problems
Should a student become disruptive in class or become involved with other students in activities which interfere with the teaching and learning environment, it is suggested that you speak privately with the student(s) during a break or immediately after the class. If the behavior continues, the student(s) should be reported to the dean of Student Development's office or center assistant dean's office so that appropriate disciplinary action can be taken. Behavioral misconduct forms are available online at ccac.edu/facultydisputes.aspx.

Disciplinary performance problems and/or inappropriate behavior occurring during health career programs in a clinical setting should be discussed with the department head and in some instances with the appropriate dean immediately as well as reported using the online behavioral misconduct form. Safety is a critical concern in all health care groups.
Class Attendance

Instructors

All instructors are expected to meet all classes for the full amount of time scheduled. Faculty may not schedule a class for students when the faculty member is not in attendance. This includes final examination week. If an emergency should arise, call the division office during the day, the evening administrator during the evening or the person who supervises the facility where the class meets. The students should be informed if the instructor will be late so they will know whether they are expected to wait or if the class will be rescheduled.

If an instructor knows in advance that a class will be missed, arrangements must be made with the department head to provide coverage or schedule time to make up the missed class. For any faculty absences, an academically sound plan must be submitted explaining to the department head and dean how the missed work will be made up. There are four alternatives, listed in order of preference, to make up missed class time: prorate the missed class time over the remaining class sessions; schedule a make-up class for another evening or day; provide an appropriate substitute instructor; or schedule a special assignment (fieldwork, library research, etc.). Pay may be adjusted for any missed classes.

If you have to cancel your class due to an emergency, you are responsible for contacting your students. The college will not contact your students; however, signs noting faculty absence will be posted on the classroom door and in the classroom via notification of the department head, dean, and security. It is recommended that you develop a phone chain at the beginning of the semester to facilitate this process. Students have the right to refuse to be on a phone chain. You must also notify your department head.

Course Registration Deadlines

Students may register for credit classes until the first class meeting and online courses prior to the start of the term. Registration using CCAC Central is available up until one day before the class begins.

For courses that have met (including online courses), students may request the instructor’s documented approval and submit it to the Registration and Advising office for processing within two business days of signature and before the end of the first week of the term (or first two days of the course term for courses 10-weeks in length or less). Students who are on probation or suspension must obtain permission from an advisor (probation) or a counselor (suspension).

If students inquire about course drop, add or withdrawal, instructors should refer them to the Registration and Advisement office; consult the Academic Calendar for deadline dates.

Class Attendance

Student Attendance

Developing a policy on class attendance is one of the most challenging tasks related to teaching at CCAC. The college requires that each instructor set a policy on attendance by students. The college has no student attendance policy. Your attendance policy should appear in your course outline. To meet the records requirements for Pennsylvania Department of Education appropriations and financial aid regulatory agencies, the college requires that all instructors must maintain accurate records of attendance of all students officially registered for their respective classes at 20% date of class. It is important that students know what is expected of them. While most instructors agree that the student must attend class regularly in order to learn the material presented, CCAC students often may have “legitimate” conflicts in responsibilities. These include medical appointments, athletic competitions, family emergencies, religious observances, etc. With the exception of court appearances, CCAC has no policy on excused absences. Instructors need to make sure the students know exactly what is expected of them and how make-up work is to be accomplished, including the due date. Instructors must be fair and consistent toward all students. Any make-up policy should be included in the instructor’s course outline.

If faculty choose to telephone non-attending students, a warning about a missed quiz or paper is appropriate. Never leave a message indicating that the student has not been attending class.

In addition to impacting learning, attendance affects the college’s funding as appropriations for the institution and financial aid for the students are impacted by student attendance. The college’s policy related to attendance follows.

In accordance with Title IX of the Education Amendments of 1972, absences due to pregnancy or related conditions, including recovery from childbirth, shall be excused for as long as the absences are determined to be medically necessary. Students will be provided with the opportunity to make up any work missed as a result of such absences, if possible. The college may also offer the student alternatives to making up missed work, such as not limited to, retaking a semester, taking part in online instruction, or allowing the student additional time in a program to continue at the same pace and finish at a later date. For more information or requests for accommodations, students should inform their instructor(s) and/or contact Sumana Misra-Zets, Civil Rights Compliance Officer/Title IX & ADA/504 Coordinator, at 412.237.4430 or smisra@ccac.edu.
Attendance Procedure for Religious Observance for Students

The Community College of Allegheny County (CCAC) is committed to creating an inclusive campus community that values and respects all of its members and achieves educational excellence through diversity and nondiscrimination. As part of this commitment, the College makes good faith efforts to accommodate students' religious practices or beliefs, unless such accommodation would create undue burden on other students or the College.

The College will make reasonable efforts to accommodate students who must be absent from classes or miss scheduled exams in order to observe a religious holiday or participate in some other form of religious observance. Students shall be provided, whenever possible, reasonable opportunity to make up academic assignments missed due to such absences, unless doing so would create or impose an undue burden on other students or the College. It shall be the students' responsibility to provide written notice via the Request for Accommodation for Religious Observances Form (accessible at https://www.ccac.edu/Diversity_Initiatives.aspx) to every instructor for each course in which an accommodation is being requested at least one week in advance of the absence. Students and faculty may also consult with the Civil Rights Compliance Officer/Title IX Coordinator (smisra@ccac.edu) prior to requesting or granting an accommodation.

Attendance Rosters

Procedures to Support State Appropriations & Financial Aid Regulatory Requirements—Attendance Regulations

The college recognizes its responsibility to manage the student records system in a manner that will allow for the claiming of equivalent full-time student registrations as mandated by the Community College Act and subsequent Department of Education regulations. The college's student record system must also support the required documentation for financial aid funds awarded to students as required by federal, state and institutional regulations.

EFTS stands for equivalent full-time students as used by the Department of Education and is commonly referred to as an FTE.

1. The Commonwealth of Pennsylvania requires that state appropriations will not be made for any student who has never attended a class within the first 20% of that class. Never attended is defined as the instructor never having seen the student in class from the first day of class through the first 20% of the class. This would include all students, whether or not they have made any payment (full or partial) of tuition and fees. Faculty will report this information shortly after the census date.

2. Federal regulatory agencies require that the college accurately identify students who never attended, students who attended but stopped, and the last date of attendance for these students.

3. All attendance reporting is done online. The college Registrar's staff will notify faculty by email of the 20% date and 60% date of the class. The staff will also provide instructions for submitting the online attendance rosters.

4. For those students who never attended class, the college will:
   • drop the student from the respective class and inform student of his or her status.
   • adjust the student’s financial aid to reflect the remaining classes for which the student is enrolled; and
   • If a student is dropped for non-attendance but subsequently requests to be re-enrolled, the instructor will email the Recorder in the Registrar’s Office and the student will be reinstated in the class. This action is taken according to a legal opinion, based on the fact that students have paid for the class. Should this occur, the student would be subject to the provisions of the course outline and earn the grade based upon the instructor's grading system.

5. At the time of submitting final grades, a final grade of “F” should indicate a “last day of attendance” for those students who have stopped attending.

6. If instructors teach an online class: Instructors are asked to report who is not “present” in class. In an online course, a student is reported as “never attended” if he/she has never logged on to the Blackboard course site. If reporting a student as “stopped attending,” the instructor will enter the date that the student last logged in. Instructors may also establish expectations for “online attendance” for the purpose of learning assessment, but those are not relevant for this mandated state and federal reporting.

Class Enrollment Rosters

Faculty can view their class rosters as soon as their name is assigned to the sections. Faculty should check the electronic rosters on MyCCAC Self Services often during the term. Additionally, starting with the first day of the term, the Colleague system will send an email to the instructor identifying students who have registered late or have dropped or withdrawn from class. Students can demonstrate that they are officially registered for the class if their name is on the roster or by producing a copy of their schedule. Students who are attending classes but whose names are not on the roster should be directed to the campus Registration and Advisement office or center Information office to correct their registration. Students who are not officially registered may not attend classes and will not be issued grades.
Course Outlines/Syllabus

Every effort is made to ensure that each section of a course is comparable to sections taught by other instructors whether they are full-time or part-time. All courses have an approved common course syllabus available in the office of the divisional dean. Recently revised syllabi are available at the master course syllabi site on the college website. This syllabus includes goals, objectives and content expected to be presented in the class.

Since instructors may achieve the goals of a course through a variety of activities, each instructor must develop an individual course outline, using the approved course outline format, for each section taught. The outline is distributed within the first week of classes to students with electronic copies sent to the faculty secretary, department head and associate dean. Some departments will require an additional copy of the course outline from each instructor.

The official course outline template is available on the website. Adjunct faculty are required to use this template and it is strongly suggested for full-time faculty. Many instructors find that a week-by-week listing of major assignments, tests, activities and policies (on attendance, grading, makeup for missed exams, cheating, plagiarism and proper behavior) are most helpful to their students. Other information such as required textbooks, availability of tutors, support services for students with disabilities, information on how students can contact the instructor and the campus hotline and ccac.edu for closing (see page 46), etc., can also be useful for students.

Credit Hour Guidelines

All course sections are scheduled to comply with the CCAC Guidelines for Credit Hours; see MyCCAC\Teaching at CCAC\Course Planning for details. You should reinforce with students the expectation that, for every hour of classroom instructions, they are expected to spend at least 2 hours in out-of-class study and coursework.

Cross-registration

Full-time students at CCAC may cross-register at area colleges and universities through the Pittsburgh Council of Higher Education (PCHE). Students at PCHE colleges and universities may also cross-register at CCAC. The PCHE institutions include Carlow University, Carnegie Mellon University, Chatham University, CCAC, Duquesne University, La Roche College, Pittsburgh Theological Seminary, Point Park University, Robert Morris University and the University of Pittsburgh. Cross-registration is only available during the fall and spring terms.

Grading

Grades are given at the discretion of the instructor. A thorough explanation of requirements for each grade and expectations for each course should be given to students during the first class meeting. Many instructors discuss grading methods again after the second or third week of classes. In addition, each course outline should detail grading procedures. This written explanation prevents misunderstandings and is helpful to an instructor if a student challenges a grade. Department heads or other department members can be of assistance for consultation about the level of expectation for each grade. The college suggests that multiple measures of student performance be administered for each course. Frequent evaluations keep students better informed of their progress and aware of what is expected of them.

Grades are assigned on a 4.0 basis:

- “A” 4—superior
- “B” 3—above average
- “C” 2—average
- “D” 1—below average
- “F” 0—failure to meet the expectations of the instructor

In addition to the grades used to calculate a student's grade point average (GPA), students can also receive grades that are not used in calculating their averages. These are:

- “I” (Audit) is awarded when a student audits a class. Students must indicate the audit when they register for the class.
- “I” (Incomplete) may be given at the discretion of the instructor. An “I” grade can only be given for the final grade, not at midterm. The instructor and the student must agree to postpone the completion of certain required coursework and to a timetable for completion of the work not to exceed eight weeks into the following regular semester. An incomplete (“I”) grade agreement form (available online) must be submitted to the office of the campus associate dean of Academic Affairs at the time that the “I” grade is given. A sample form is located in Appendix VI. When the required work has been completed, the instructor will submit a change of grade authorization. If the work is not completed by the agreed upon deadline, the instructor can issue the grade earned at the time when the “I” grade was agreed upon. If no change of grade authorization is received from the instructor within the eight weeks into the following semester, the “I” grade will automatically be converted to the grade earned or to an “F” grade.

“W” (Withdrawal) indicates withdrawal from class or from the college. An instructor cannot withdraw a student or assign a “W” grade. A student who wishes to withdraw must obtain a withdrawal form from the Registration and Advisement office. When this...
form is completed, a “W” will appear on the online roster in the right-hand column. Students must withdraw by the stated deadline in order to receive the “W” grade. Although plus or minus may be added to grades on classwork or tests, they are not used for midterm or final grade reports. An email from the college Registrar will announce midterm and final grade periods. This email explains grading procedures and indicates when grades are due. All grades must be submitted on CCAC Central e-Services.

“M” (Military Call to Active Duty) is posted to the student transcript when a student has elected the withdrawal option Military Call to Active Duty.

Students in developmental courses must earn a grade of “C” or better to register for the next course in this discipline or to use the course as a prerequisite for a course in another discipline.

Withdrawal
The following procedures are important to a student’s grade record at the college.

• A student may drop a class during the drop period* of the term and it will not appear on the transcript.
• After the drop period ends until the withdrawal deadline, a student may voluntarily withdraw from a class and a W notation will appear on the student’s grade report and transcript. There is no refund of tuition or fees associated with the Withdrawal process.
• Any actions or pending actions of academic misconduct may prohibit a student from withdrawing from a course. The right to withdraw is denied to any student on whom an Academic Misconduct Report Form is filed. Once the form is filed, the right to withdraw is suspended. If the student files an academic misconduct appeal at the conclusion of the process two possibilities may happen: (1) if the student is exonerated, the right to withdraw applies retroactively; or (2) if the student is found guilty of academic misconduct, the right to withdraw is denied.
• If a student has not withdrawn by the withdrawal deadline, the instructor must give the student a grade (A, B, C, D, F or I) for the class. This grade will appear on the grade report and transcript.

* The specific deadline for withdrawals appears in the Academic Calendar at my.ccac.edu. Students should be aware, however, that credits attempted are used to determine whether they are making satisfactory academic progress and can affect their eligibility to receive future financial aid.

Medical Withdrawal
If a student experiences health problems that require withdrawal from classes, he/she should complete a medical withdrawal form. Forms are available at ccac.edu or at the campus. The student’s physician will need to document the condition that requires a student to leave the college.

Involuntary Administrative Withdrawal
The college reserves the right to cancel the registration of a student at any time for just cause. The cause may include poor academic performance or disruptive behavior. The student has a right to appeal such dismissal through the appropriate procedures. These procedures appear in the Student Handbook at ccac.edu/Academic_Rules_and_Regulations.aspx.

Military Call to Active Duty
A military student, or the student’s spouse, called to active duty during an academic semester has options for completing the semester: (1) taking the grade the student has earned to date in a class(es) provided that more than 75% of class meetings have passed (2) taking an incomplete grade provided more than 50% of the class meetings have passed, completing the course at a later date; or (3) withdrawing from one or more courses with a grade of M at any time. Students must discuss these options with the instructors.

Repeating Classes
If a student receives a “D” or “F” grade in a class, he/she can repeat the course. In some programs, if courses have been taken more than 10 years ago the student may need to retake the course(s) regardless of the grade earned; these courses are identified in information about the specific programs. The last grade the student receives in a course is used to calculate GPA. Earlier grade(s) will remain on a student’s transcript with an appropriate notation. Students may make two attempts to pass a course. However, the third attempt requires permission of the associate dean of Academic Affairs and will be allowed only under compelling circumstances.

Grade Submission
Faculty may view their own rosters online at any point in the registration cycle and during the entire term. Faculty must also submit their midterm and final grades online by setting up an account in CCAC Central e-Services. Faculty must secure a user ID and password for use in viewing their rosters and submitting grades.

Midterm Grades
All faculty members must complete a meaningful midterm grade report that indicates each student’s progress. Many experienced instructors select a particular assignment or date as a cutoff point for midterm grading. This relieves the pressure on the instructor to some extent and makes it possible to submit grades on time.
Since summer terms are generally only six weeks in length, the students are not given midterm grades. However, students still need to know about their progress in class, thus faculty are encouraged to informally notify students about their status in class. Approximately one week before midterms, the college Registrar will instruct all faculty regarding the submission of grades on CCAC Central e-Services. Those instructions will include information on grading issues, directions for using CCAC Central e-Services and the deadline date for submitting grades. It is necessary that each student’s midterm grade be reported as a safeguard against errors in the final grade reporting system, to inform students of their progress and to assist advisors in course selection for the following semester.

**Final Grades/Final Examinations**

The final examination week is a week of instruction. Faculty are required to meet with students during finals week. Students are expected to complete a final examination or have a meaningful educational experience. The final examination period is two hours long. A final examination schedule is published and copies are sent to each instructor. The schedule is also available on the CCAC website. After receiving the final grade notification, please read the instruction sheet carefully and submit the grades on time by the date and time stated. For classes that are scheduled for less than 16 or 14 weeks, the final exam should be administered at the last class session.

**Attire**

Adhere to administrative policy on attire and grooming. Specific programs in the health care professions have dress code requirements for faculty and/or students in a clinical setting.

**Chosen First Name Procedure for Students**

**PURPOSE**

With the growing diversity of our campuses, many members of Community College of Allegheny County (CCAC) use names other than their legal first name to identify themselves for a variety of personal and/or cultural reasons. To this end, CCAC seeks to provide an inclusive and non-discriminatory environment by making it possible for students to use a chosen first name on College records when a legal name is not required.

**PROCEDURE**

Current students may add a new chosen first name by accessing the MyCCAC Academic Portal. New students will be requested to identify their chosen first name on their admissions application. Chosen first names will be displayed in the following, but not limited to:

- Class rosters and grade lists
- CCAC academic email address
- Online directory listings
- Advisee lists
- Diplomas as applicable by law
- Blackboard, MyCCAC Portal and other software systems

Note: A chosen first name is not a legal name change. Legal name changes will be based on appropriate documentation such as a court order or a federal/state ID. CCAC takes into account its legal requirements surrounding recordkeeping and will not interfere with records where legal names are required. This includes, but is not limited to, financial, medical and law enforcement documents; transcripts; diplomas; W-4 forms; I-9 forms; payroll documents; Visa/immigration documents; personnel files; employment applications and related documents; background check documents; insurance documents; etc.

Chosen first names may not be applicable in certain programs due to the requirements of accreditation organizations and clinical sites. Programs including, but not limited to, Nursing and many of the Allied Health majors require the use of the legal name due to the need for background checks, official health records and certification requirements. If a student is majoring in a program where a chosen first name cannot be utilized, they will be advised to consider a legal name change.

This Procedure is not intended to encompass arbitrary or repeated name changes and CCAC reserves the right to refuse a chosen first name. Instances that may result in this prohibition include the use of profane words and/or names that may be used for fraudulent purposes.

Inappropriate use of the chosen first name including, but not limited to, misrepresentation or attempting to avoid a legal obligation, may be cause for denying the request and/or rescinding the use of the chosen first name. Individuals may appeal the denial utilizing the Civil Rights Grievance Procedure appeals process.

If a legal name change has occurred, students should submit the change via the Name/Address Change Form to the Registration Advisement Office at your respective campus.

Students may submit request for *Chosen First Name* via the User Profile in MyCCAC—Self Service.
Members of the CCAC community requesting use of a chosen first name do not need to identify the reason for the name change. Individuals that need assistance with this process may contact the Office of Institutional Diversity and Inclusion or the campus Registration Office.

The intentional or persistent refusal to utilize an individual’s chosen first name, if it has been approved, is a violation of Board of Trustee Policy II.02, the Civil Rights Grievance Procedure and this Procedure. Any violations should be immediately reported to the Office of Institutional Diversity and Inclusion and will be processed through the Civil Rights Grievance Procedure.

Emergency Alerts at CCAC

Did that power outage affect my campus/center? Are classes canceled because of snow? What if there’s an emergency?

When you enroll at CCAC, you are automatically signed up to receive emergency notifications through email, text and voicemail. To opt in to text alerts, log in to MyCCAC at my.ccac.edu, click the Rave Alert link on the right and follow the posted instructions. To update your preferred contact information for receiving alerts, log in to MyCCAC and update your User Profile. For more information, visit ccac.edu/alerts.

As a matter of general policy, the college does not close because of weather. It is the responsibility of all employees to make every effort to report for work. If, in a very rare instance, it does become necessary to close the campus, the major radio and television stations will make announcements. Coursework is to be made up.

Emergencies on Campus

Security phones appear below followed by campus switchboard numbers. There are emergency phones on several campuses.

Allegheny Campus................................................................. 412.237.2662 or 412.237.2525 (Switchboard)
Homewood Brushton Center: Call the Guard............................... 412.371.1600 (Switchboard)
Boyce Campus........................................................................ 724.325.6653 or 724.327.1327 or 412.371.8651 (Switchboard)
Braddock Hills Center.............................................................. 724.325.6653
North Campus.......................................................................... 412.369.4100 or 412.366.7000 (Switchboard)
West Hills Center..................................................................... 412.788.7370 or 412.788.7500 (Switchboard)
South Campus.......................................................................... 412.469.6260 or 412.469.1100 (Switchboard)
Washington County Center...................................................... 24.223.1012 or 724.344.6444 (Mall Security)

Evacuating Buildings

Facility exit routes are posted in each room. Please read these and announce exit procedures to classes at the first class meeting. In case evacuation of the building is necessary, an alarm will sound, word-of-mouth notification will occur and college personnel will begin evacuation procedures. All faculty and students must evacuate during an evacuation even during an exam session. In an emergency, the goal is to evacuate. You may close the classroom door; however, closing windows and shutting off lights is not advised. If an instructor observes an emergency, fire alarm boxes are located in the hallways. Each building has procedures for special needs students’ (wheelchairs, etc.) evacuations.

Evacuating Persons with Disabilities

1. All students are required to leave the building. If you have a student with a disability in your class, it is your responsibility to make sure this student leaves the building or is appropriately placed in an area of rescue assistance and the emergency personnel are informed.
2. During an emergency elevators are to be used strictly for persons with disabilities and security personnel.
3. If you are unable to get the person with a disability off a certain floor, secure the person(s) in the appropriate area of rescue assistance. Persons in the areas of rescue assistance are to remain there and await further instruction.
4. All designated areas of rescue assistance are accessible by fire department personnel who have previous notification of the location of these areas.
5. Persons with disabilities and monitors or faculty may contact Security for instructions using campus phones and/or the emergency two-way devices.
6. Personnel are advised to stay clear of all exterior windows in the area of rescue assistance until emergency response personnel direct otherwise.
7. Your responsibility ends when emergency personnel arrive.

Injury & Illness

If a student becomes ill or needs medical attention in the classroom or anywhere on campus, emergencies are handled by Security. Please call Security or the switchboard for assistance. If the situation requires an ambulance, call 911 first, then call Security to tell them 1) you have called an ambulance 2) where they can take the paramedics in reference to the person in distress. Campus brown phones on each floor will put you in touch with Security or the switchboard. Minor situations should be reported to Security or to Maintenance.
If a student becomes extremely ill in the classroom, the instructor should remain with the ill student and send at least two other students to seek assistance from Security, the nearest administrative office or the evening administrator. Remind the students to give the room number. If the situation requires an ambulance, call 911 then call Security or the switchboard operator.

If an instructor should become extremely ill, seek assistance or send a student to seek assistance from the nearest instructor, staff member or administrative office. If an instructor or student is injured on campus, an accident report form (available from Security) must be completed and filed with Security. Students injured in a clinical care setting must follow the policies of the said agency and complete an accident report form back on campus. Following an accident, based on safety and performance issues, students and/or faculty in the health career programs must obtain a medical clearance before returning to course/program activities. Security guards patrol inside and outside campus buildings and the parking lots at Allegheny, Boyce, North and South.

**Food & Beverages in Classrooms**
The campus discourages having food and/or beverages in the classroom for both students and faculty.

**Mailboxes**
Due to a lack of space, part-time faculty may have to share mailboxes. Full-time faculty have individual mailboxes. Mail should be picked up frequently when on campus so that messages and information are received on time and to avoid overcrowding of the mailboxes.

**Office Space**
Space for part-time faculty is available in some locations. Part-time faculty share offices. Most part-time instructors choose to indicate office times in addition to class times during which they are available to their students. These times are usually posted on the office door. Full-time faculty have offices that are often shared as well.

**Parking**
A faculty parking sticker may be obtained at the Security desk. This parking sticker must be displayed on all cars in all parking lots. Under no circumstances should faculty park in a handicapped parking space on campus unless that person has a handicapped placard or plate from the state.

**Safety & Security**
For the safety and security of the college, it is the faculty member’s responsibility to report incidents of behavioral and academic misconduct as soon as they arise at ccac.edu/facultydisputes.aspx. Incidents may include plagiarism, cheating, essay content that is aggressive or inappropriate, concerns about a student’s health, including signs of distress, such as cutting or eating disorders. Faculty should report anything that disrupts class activities, signals student distress or violates college or classroom policies. The reports are reviewed daily to discuss whether intervention is required.

Prior to teaching, please review CCAC’s Safety and Security Plan which is located on the college's website. Go to the homepage and click on the “Safety” link at the bottom of the homepage.

**Dean of Student Development**
The dean of Student Development is responsible for all student services on each campus and respective college centers. Student services range from admissions and financial aid to supportive services for students with disabilities and student life. The dean of Student Development is responsible for enforcing the Student Code of Conduct. Behavioral Intervention Teams are chaired by the campus dean of Student Development.

**Behavioral Intervention Team**
The college has a commitment to providing a safe and secure environment for the college community. In meeting this commitment, the college has established Behavioral Intervention Teams which respond to college situations involving dangerous, atypical, threatening or disruptive student behaviors. Behavioral Intervention Teams assess situations in the college community and intervene with regard to the health, safety and security of the college community and in accordance with college policies. Anyone in the college community can report concerning behavior using the online incident report found at ccac.edu/facultydisputes.aspx.

**Sexual Harassment**
The Community College of Allegheny County shall not tolerate any behavior by administrators, faculty, staff or students which constitutes sexual harassment. All CCAC employees are required to read the sexual harassment policy and sign an acknowledgement in the new hire packet. Sexual harassment is a form of prohibited unlawful harassment, and consists of unwelcome sexual advances, requests for sexual favors or other verbal, written, graphic or physical conduct of a sexual nature, when:
1. Submission to such conduct is either implicitly or explicitly made a term or condition of an individual's employment or education; or
2. Submission to or rejection of such conduct is used as the basis for employment or educational decisions affecting that individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or educational experience or creating an intimidating, hostile or offensive work or educational environment.

All administrators, faculty, staff and/or students will be held accountable for compliance with this policy. Violations may lead to disciplinary actions that include suspension or termination. Complaints regarding these offenses should be submitted to the Civil Rights Compliance Officer/Title IX Coordinator, Sumana Misra-Zets at 412.237.4430 or smisra@ccac.edu. These complaints will be processed through the Civil Rights Complaint Procedure. This procedure can be utilized by all constituents—faculty, students, staff, guests and third party vendors. Complete information on the procedure is outlined in the student handbook and on the College’s website at ccac.edu/nondiscrimination/.

Military Call to Duty Withdrawal

A military student or the student’s spouse, called to active duty during an academic semester, has options for completing the semester: (1) taking the grade the student has earned to date in a class(es) provided that more than 75% of class meetings have passed; (2) taking an incomplete grade provided more than 50% of the class meetings have passed and completing the course at a later date; or (3) withdrawing from one or more courses with a grade of M at any time. Students must discuss these options with the instructors.

Student Complaints

The college has adopted a formal student complaint procedure for students to use in the event that they wish to question a grade, course procedure, etc. The process begins with the student contacting the faculty or staff member with whom he/she has a concern. If the grade or other conflict is not resolved, the student is directed to meet with the appropriate department head who will attempt to informally resolve the situation. Complete information on the student complaint process is outlined in the CCAC student handbook.

Student Privacy—Family Educational Rights & Privacy Act

The college recognizes the right to privacy for all students. Under the Family Educational Rights and Privacy Act (FERPA), personal information such as grades, Social Security numbers, Colleague IDs, addresses and telephone numbers may not be released to a third party. Direct students to ccac.edu and the CCAC Central e-Services icon to view their grades. If you have a question about releasing personal information about a student, please contact the campus director of Registration and Advisement. Further information regarding FERPA is outlined in the in the administrative policies 5.18.8.

Tobacco (in any form)/Alcohol & Controlled Substances Policy

CCAC is a “tobacco (in any form)/alcohol and controlled substance free” environment. To promote the health, well-being and safety of all students, faculty, staff and visitors, the College prohibits the use of smoke and tobacco products in or on College property. For purposes of this Policy, “smoke and tobacco products” include, but are not limited to, cigarettes, cigars, pipes, hookahs, smokeless tobacco, chewing tobacco, dip, snuff, electronic cigarettes, vaping devices and any other product packaged for smoking, the simulation of smoking or that may be considered to provide a gateway to smoking or tobacco use.

“College property” means all property owned by, leased or under the control of the College, including but not limited to all grounds, parking lots, sidewalks, classrooms, academic and administrative buildings, restrooms, stairwells, facilities and theaters, and all vehicles leased, rented, owned, or under the control of the College or which are parked on College property.
### INSTRUCTOR SYLLABUS/ COURSE OUTLINE

**Instructor:**

**Telephone:**

**E-Mail Address:**

<table>
<thead>
<tr>
<th>Semester/Session:</th>
<th>Office Hours:</th>
<th>Office Location:</th>
</tr>
</thead>
</table>

**Class Section(s) Time & Location:**

<table>
<thead>
<tr>
<th>Section</th>
<th>Dates</th>
<th>Days</th>
<th>Time</th>
<th>Room</th>
</tr>
</thead>
</table>

*NOTE: List each section that uses this course outline and plan*

**Additional Instructor Information:**

---

**Course Number:**

**Course Title:**

**Course Credits:**

<table>
<thead>
<tr>
<th>Lecture hours:</th>
<th>Lab hours:</th>
<th>Clinical:</th>
<th>Studio:</th>
<th>Practicum:</th>
</tr>
</thead>
</table>

**Prerequisite(s):**

**Corequisite(s):**

**Course Description:**

*NOTE: All information in this section of the course outline from “Course Number” through “Learning Outcomes” must be taken from the current official course syllabus*

**Learning Outcomes:**

---

**Materials and Resources:**

<table>
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<tr>
<th>Required Text(s):</th>
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<tbody>
<tr>
<td>Required Materials:</td>
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<tr>
<td>Recommended Text(s):</td>
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<tr>
<td>Audio-Visual Materials:</td>
<td></td>
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<tr>
<td>Directed Study:</td>
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<tr>
<td>Open Lab, Tutoring, etc.:</td>
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</tbody>
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**Teaching Methods:**

*NOTE: Include those teaching methods that you plan to utilize during the semester. These may include but are not limited to lecture, case study, group discussion, group project, outside speakers, or off-campus visitations (libraries, events, etc). Also include an amount of anticipated weekly preparation time on the part of the student for reading, homework, and other activities to be successful in this class.*

---

**Evaluation Plan:**

*NOTE: Include assessment or other items used to determine the student's final grade. Include the relative weight as either points or % of each item and the breakpoints (A: 90%-100%, etc) for letter grades*

---

**Other Policies and Procedures:**

*NOTE: Include any statements concerning those policies and procedures that will have a direct effect on the way students will proceed through your class, including items such as attendance policy, plagiarism, and cheating*
Appendix I

Drop/ Add/ Withdrawal
Notifying the instructor of your intention to drop or withdraw does NOT count as an official withdrawal from a course. Procedures for drop/add/withdrawal can be found at www.ccac.edu/registration-services/. Students receiving financial assistance through grants, loans, and veterans benefits should consult with the Financial Aid or Military and Veterans Service Center before dropping, adding, or withdrawing from class. Students' aid may be impacted by a change to the total number of credits in which the student is enrolled, or by receiving a W grade in one or more classes.

Consult the Academic Calendar on MyCCAC portal for these important deadline dates. Note that courses that do not meet within the standard 16- and 14-week terms have unique drop/withdrawal deadlines. Failure to process these forms with the Registration office by the published deadline may result in F grades and have financial consequences.

Students with Disabilities
The Community College of Allegheny County makes every effort to provide reasonable accommodations for students with disabilities. Questions about services and procedures for students with disabilities should be directed to the Office of Supportive Services at your campus.

Title IX Notification
Know your rights as a student. Title IX, the Clery Act and the SaVE Act prohibits sexual harassment, sexual misconduct and acts of sexual violence, including sexual assault, domestic violence, dating violence, and stalking. See the complete policy and how to report at https://www.ccac.edu/nondiscrimination/.

MyCCAC Portal and Academic Email
The MyCCAC portal provides access to all course, grade and administrative information at https://my.ccac.edu. All email correspondence regarding your academic work is to be conducted to and from your CCAC academic email account.

Access your course information, email, Student Handbook, incident reporting and college services at:

https://my.ccac.edu

Course Outline Corrections:
During the semester/session, reasonable changes to the course outline may be academically appropriate. Students will be notified of these adjustments by the instructor in a timely manner.

Course Outline/ Plan:

<table>
<thead>
<tr>
<th>Class Week/Date</th>
<th>Lesson or Topic</th>
<th>Learning Activities</th>
<th>Assignments</th>
<th>Evaluation</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>&lt;NOTE: Provide Name of Lesson or Topic, not Chapter #&gt;</td>
<td>&lt;NOTE: Provide any in-class or outside of class activities associated with the topic&gt;</td>
<td>&lt;NOTE: Provide a list of anticipated assignments to be done outside of class&gt;</td>
<td>&lt;NOTE: Provide a list of assignments, quizzes, exams, presentations, etc use to evaluate a student&gt;</td>
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Supportive Services Recommendations by Specific Disabilities

Below are recommendations as to ways to assist students with specific disabilities.

Helping Students with Learning Disabilities

• Provide students with a detailed course syllabus.
• Clearly spell out expectations before course begins (i.e., grading, material to be covered, due dates).
• Start each lecture with an outline of material to be covered that period. At the conclusion of class, briefly summarize key points.
• Speak directly to students and use gestures and natural expressions to convey further meaning.
• Present new or technical vocabulary on the blackboard or use a student handout. Terms should be used in context to convey greater meaning.
• Give assignments both orally and in written form to avoid confusion.
• Announce reading assignments well in advance for students who are using taped materials. It takes an average of three days to get materials tape-recorded, depending upon the length of the reading.
• Facilitate use of tape recorders for note-taking by allowing students to tape lectures.
• Provide study questions for exams that demonstrate the format, as well as the content of the test. Explain what constitutes a good answer and why.
• Provide adequate opportunities for questions and answers, including review sessions.
• Encourage students to use campus support services (i.e., priority registration, assistance in ordering e-text, specialized study aids, diagnostic consultation, study skills and academic tutorial assistance).
• Encourage students to check on eligibility for alternative testing arrangements.
• Choose books well in advance of the semester for students who are using e-text. It takes an average of six weeks to get a book adapted and as much as six months for mathematics or technical books, such as computer texts.

Helping Students who are Deaf/Hard of Hearing

• Make sure that the student gets preferential seating. The student should be seated near the front of the class so that she/he can get as much from hearing as possible and is in a position to get lip reading cues. (Students who are Deaf comprehend 30% or less of lip read speech.)
• Face the class when you speak; if you speak while writing on the chalkboard, it destroys any chance of the student getting facial or lip reading cues.
• If you are going to be showing slides, it would help the hearing impaired student greatly if you could provide an outline or summary of the materials to be covered. She/he is going to be at a disadvantage in trying to process information from such presentations.
• If you show movies or videos they must be captioned. When selecting new videos for your department, please give priority to materials that are closed-captioned. If you have a closed-captioned video you wish to show to a class, be sure to request the closed-captioned VCR/monitor from AV services.
• In class, when students ask questions, it is very helpful to repeat the question before answering it. If you have given the hearing impaired student preferential seating so that you can be seen and heard easily, the student will not be able to see and hear the rest of the class.
• Beware of giving procedural information while handing out papers, etc. Make sure such information is clearly understood by the student.
• Limit outside glare that could interfere with the student's ability to lip read. Be careful that the student is not seated close to background noise, such as fans, radiators or open windows.
• Too much speaking while moving around the room may make it difficult for the student to understand clearly.
• Please keep your mouth free of hands, fingers, pencils, etc.
• When talking to the student, speak in a natural manner; avoid exaggerated lip movements or speaking too slowly. These make it difficult for the student to lip read.
• Raising the tone of your voice will not help the student hear better. High intensity may result in a distorted speech signal.
• If you do not understand what the hard of hearing student says, encourage the repeating or rephrasing of the message.
• Recognize that the student may have need of a note-taker for your class.

Tips for Faculty & Staff

College faculty and staff are encouraged to communicate and collaborate with the Supportive Services office. Among others, Supportive Services will be able to provide assistance with the following types of situations:

• making decisions regarding the appropriate accommodation services to provide to a particular student;
Supportive Services Recommendations by Specific Disabilities (continued)

• learning how to manage students who act out or exhibit other inappropriate behaviors; and
• understanding the maze of different offices that a student with a psychiatric disability may need to access, both on campus and within the community.

The Supportive Services offices have the following equipment available:

General
• Computer scanners with OCR software and screen reading software
• Tape recorders/players, booths for adaptive testing, Alpha Smarts (note-taking equipment)

Visual
• 19 and 21-inch monitors, JAWS for Windows, Zoom text screen enlarging software, Braille printer, Dragon naturally speaking software
• Dictionary, talking scientific calculator, large print dictionary and thesaurus, Pictures in a Flash-raised line drawing device

Hearing Impairment
• Assistive listening devices, low-hearing stethoscope, TTY, Icommunicator (South)

Mobility
• Adjustable workstations and chairs, modified keyboards, Handiword word generation for Windows, Help-U-Type
• Word generation software, page turner book holder, wrist pads wheelchair (loaner), trackball, articulating keyboard
• Supports lumbar, support pads

Learning Disability
• Talking calculators with large screen display
• Scientific talking calculator
• Inspirational software
• Reading pen
• Kurzweil

Asperger’s/Autism Disorders
Asperger’s Syndrome (AS) and autism are closely related neurobiological disorders. Individuals with these disorders exhibit a variety of characteristics ranging from mild to severe. Persons with AS/autism show marked deficiencies in social skills; they have difficulties with changes and prefer sameness. They often have obsessive routines or preoccupations with a particular subject. They have much difficulty reading nonverbal cues and may have difficulty determining proper body space. Often overly sensitive to stimuli, the person with AS/autism may prefer soft clothing, certain foods and be bothered by sounds or lights no one else seems to hear or see. The person with AS/autism perceives the world very differently. Therefore, many behaviors that seem odd are due to those neurological differences and are not intentional rudeness or bad behavior.

Individuals with Autism may have meltdowns if they become too stressed or over-stimulated. While this may appear as though the student is being defiant, in most cases the student cannot control this behavior. Common symptoms of a meltdown may include yelling, panicking, running away from the situation, covering their ears, rocking back-and-forth, hiding, etc. When an individual with Autism is experiencing a meltdown they are often over-stimulated due to their sensory issues. One way to best assist during this time is, after ensuring the student and others around them are safe, to limit as much stimulation as possible from the room. If possible, give the student a few quiet minutes before talking to them and then use a quiet tone and calm demeanor. Touching the student will most likely agitate them further. If the student is having a severe meltdown or you are unable to calm the student down then please contact the Supportive Services office, security and/or the counseling office.

Those with AS typically have a normal to superior IQ. Some exhibit exceptional skill or talent in a specific area. Because of their high degree of functionality and their naiveté, those with AS/autism are often viewed as eccentric and can become victims of teasing and bullying. Individuals with AS/autism often have language deficits. While some have rich vocabularies, students with AS/autism can be extremely literal and have difficulty using language in a social context.

The following accommodations and services are often provided:
• Anxiety about the unexpected will be higher than average so having a detailed syllabus and following it is recommended.
• All important information should be in written form since visual material is more readily comprehended.
• In addition to lectures, clear written expectations for assignments for labs, videos and slides, etc., is recommended.
• Have the student tape his lecture or share notes with others in class.
• When doing cooperative learning and group work the instructor should model acceptance and understanding of the student with AS/autism for the other students.
• Assign groups instead of letting students choose to avoid having the student with AS/autism being left out. Please understand that it may be difficult for the student to interact in a group setting and they may appear quiet or withdrawn during group activities.
• Seat student near you or in an open, quiet area, whichever area works most effectively.
• Students will need extended time testing in a separate quiet environment with low distraction.
• Anticipate that a person with AS/autism may stress out due to unexpected changes or the stress of a long day.
### Survey of Student Opinion

Instructions to the student: The purpose of this questionnaire is to provide student feedback to your instructor regarding specific classroom/teaching behaviors which you have observed or experienced. Please respond to each statement as objectively and honestly as you can. Try to rate each behavior independently rather than letting your overall impression of the instructor determine each item. Your thoughtful and candid responses will be helpful to your instructor.

**Rating Scale:**
1 - ALMOST NEVER
5 - ALMOST ALWAYS
N - N/A NOT

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<td>3</td>
<td>4</td>
<td>5</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

**Answer Selection:** Correct = ● Incorrect = ☒ ☐

1. Defines new or unfamiliar terms.
2. Answers students' questions thoroughly.
3. Explains important concepts by using techniques like the chalkboard, over-head screen, demonstration, handouts, or other methods.
4. Explains subject matter and assignments in familiar, understandable language.
5. Teaches without reading too much from the book or from notes.
6. Encourages students' questions and comments during class.
7. Responds to student errors constructively.
8. Recognizes students for good ideas.
9. Presents questions to stimulate discussion.
10. Presents challenging ideas and assignments.
11. Uses a variety of activities in class.
12. Indicates transition from one topic to the next.
13. Gives an overview of the material to be covered.
14. Explains how topics taught fit into the class.
15. Stays on the major point or points of the lecture or topic to be discussed.
16. Asks if students understand before proceeding to the next topic.
17. States the objectives of each unit and of the course.
18. Tells students what areas will be covered on tests.
19. Tells students what is expected of them on assignments.
20. Informs students of test dates or assignment deadlines.
21. Speaks clearly.
22. Shows respect for students.
23. Available outside the classroom for individual discussions with students.
24. Offers to help students solve academic problems or suggest possible ways students may get necessary assistance.
25. Examinations and assignments are returned in a reasonable period of time.

**INSTRUCTOR-ADDED QUESTIONS:**

26.
27.
28.
29.
30.
Appendix III

Survey of Student Opinion

Survey of Student Opinion (B)

Instructions to the student: The purpose of this questionnaire is to provide student feedback to your instructor regarding specific classroom/teaching behaviors which you have observed or experienced. Please write a short paragraph about each of the following. Your thoughtful and candid responses will be helpful to your instructor.

1. **Your perceptions of the strengths of this course.** What particular teaching methods or assignments helped you to learn the content or the skills required in this course?

2. **Your perceptions of the weaknesses of this course.** What particular teaching methods or assignments were not helpful to you in learning? Why not?

3. **Your opinion of the overall effectiveness of this course.** What suggestions, if any, do you have for helping the instructor to improve the teaching methods and assignments in this course?
A Faculty Guide: Managing Disruptive Behavior in the Classroom

Do Your Students:
• Text or talk on cell phones?
• Have sidebar conversations with classmates?
• Interrupt discussions or make inappropriate remarks?
• Write or mention ideas that cause concern for their mental state?
• Repeatedly arrive late or leave early?

The instructor is responsible for maintaining a classroom environment that promotes teaching and learning. Annoying classroom behavior should not be tolerated and may become disruptive if it is ignored.

Preventive Measures Faculty Can Take
• Include specific expectations for, and consequences of, student behavior (e.g., no cell phones, no tardiness, etc.) during the first day introduction and in your course outline.
• Use the first class meeting to review what is and isn't appropriate.
• Confer with your colleagues on ways they prevent or respond to disruptive behavior.
• Model the behavior you expect of students.

Steps for Responding to Disruptive Behavior
• Immediately ask the student to stop the behavior.
• Speak with the student privately after class about his or her conduct.*
• Be specific about the behavior that is disruptive.
• Explain the effect the behavior has on your ability to teach and the class’ ability to learn.
• Allow the student to respond and listen carefully to his or her words.
• Restate your expectations for the student's future behavior.
• Be consistent in addressing these behaviors.
• Refer the student to the appropriate student development office, if necessary.

If Disruptive Behavior Continues
Some disruptive behavior simply reflects bad manners and a lack of consideration for others and may cease after one warning. If such conduct persists, inform the student you will report the behavior to the administration. The case may be treated as a violation of the CCAC Student Code of Conduct. Behaving in disruptive ways in class and failing to comply with directions to stop are both violations of the code. Inform your dean of Student Development in writing of the situation using the web-based Incident Reporting Form.** The dean will hold a disciplinary hearing with the student(s) involved.

Your Rights as a Faculty Member
You have the right to direct students to cease disruptive classroom behavior immediately. If it becomes necessary, you can direct a student to leave your classroom for the rest of the class period. If they fail to comply with your directives to leave the classroom, promptly report their failure to do so to Security, and ask that they remove the student from your classroom. Depending on the severity of the situation, an option may be to dismiss the class.

Threatening or Alarming Behavior
Sometimes behavior is more than just thoughtless or rude. Signs of threatening/alarming behavior include:
• Using derogatory or profane language in an angry manner.
• Appearing hostile, aggressive or violent.
• Escalating behavior (e.g., louder voice, faster speech, pacing).
• Making statements such as “If I don't pass this course, someone will pay,” “I better graduate or else,” “I will take things into my own hands.”
• Speaking incoherently with unconnected thoughts or garbled speech.
• Appearing to be under the influence of drugs or alcohol.
  • If the student’s behavior is alarming, escalating or if you or others feel threatened:
  • Contact the Security office immediately, identify yourself and your location, describe the behavior and request assistance.
  • Consider dismissing the class immediately.
  • Complete the web-based Incident Reporting Form.**
Appendix IV

A Faculty Guide: Encountering Students in Distress or Personal Crisis

Faculty teaching in the classroom often have the first opportunity to observe if a student is in some kind of personal distress or crisis. While this distress likely results from the student's personal situation, the effects of a troubled personal life sometimes become evident in the classroom and may affect not only the student's ability to be successful, but may also affect you and others in the class. As an instructor, you may be in the position to be the first to extend a “helping hand” to a troubled student. These suggestions are intended to guide you in extending that helping hand.

Indicators of Students in Crisis. Students in crisis may exhibit the following early warning indicators:

- A significant change in behavior
- Deterioration in quality of work
- Verbal aggressiveness
- Essays or creative work that indicate extremes of hopelessness, social isolation, rage or despair
- Unprovoked anger or hostility
- Exaggerated personality traits (e.g., more withdrawn or animated than normal)
- Direct statements indicating distress, family problems or other difficulties
- Expressions of concern about a student in the class by his/her peers
- Lack of personal hygiene or significant change in appearance
- Any written note or verbal statement that has a “sense of finality” (suicidal)
- Self-injurious or self-destructive behaviors
- Out-of-control behavior
- Verbal or written (email) threats of harm to self or others

None of these warning indicators alone is sufficient for predicting mental health problems, aggression and/or violence. When presented in combination, they may indicate the need for documentation and further analysis to determine an appropriate intervention. Inform your dean of Student Development in writing of the situation using the web-based Incident Reporting Form.* If necessary, the dean will convene the Behavioral Intervention Team to determine next steps.

The Behavioral Intervention Team (BIT). Chaired by the dean of Student Development, the BIT team will:

- Contact the student to discuss the situation and determine action including referral to appropriate local agencies and resources.
- Provide appropriate follow-up to the referring faculty/staff member.
- Follow up with the student as necessary to assist in his/her efforts and support academic success.
- Identify trends and opportunities to improve services and provide programs, trainings, etc.

For Emergency Situations. If the student’s behavior is alarming, escalating or if you or others feel threatened:

- Contact the Security Office immediately, identify yourself and your location, describe the behavior and request assistance.
- Consider dismissing the class immediately.
- Complete the web-based Incident Reporting Form.*

Non-urgent Situations. Try to talk with the student in a private location, mention you are concerned and cite a specific reason why you have concern.

- Use a calm voice and give the individual time to talk about their situation. Practice active listening.
- Refer the student to Counseling Services. CCAC’s Counseling Services are free and confidential (unless harm is likely).
- If the student would like to talk with a Counselor, offer to wait for the student to phone or walk the student to the Counseling office to set up an appointment.
- If the student prefers to not have you accompany him/her suggest the student call Counseling for an appointment.
- Complete the web-based Incident Reporting Form* and contact the dean of Student Development so he/she can follow up on the referral.

Counseling Services
Allegheny Campus 412.237.2565
Boyce Campus 724.325.6657
North Campus 412.369.3614
South Campus 412.469.6216

Dean of Student Development
Allegheny Campus 412.237.2520
Boyce Campus 724.325.6651
North Campus 412.369.3655
South Campus 412.469.6201

Campus Security Office
Allegheny Campus 412.237.2662
Boyce Campus 724.325.6653
North Campus 412.369.4100
South Campus 412.469.6260

* ccac.edu/facultydisputes.aspx. Reminder: Even seemingly minor incidents should be reported as an FYI, as many minor incidents may indicate a larger issue.

Notifications of nondiscrimination and contact information can be found at ccac.edu/nondiscrimination.
Appendix V

COMMUNITY COLLEGE OF ALLEGHENY COUNTY

Allegheny Campus
808 Ridge Ave
Pittsburgh, PA 15212
412.237.2589

Boyce Campus
595 Beatty Rd
Monroeville, PA 15145
724.325.6602

North Campus
8701 Perry Hwy
Pittsburgh, PA 15237
412.369.3656

South Campus
1750 Clairton Rd
West Mifflin, PA 15122
412.469.6241

Incomplete ("I") Grade Agreement Form

An incomplete ("I") grade may be given at the discretion of the instructor. An "I" grade can only be given for the final grade, not at midterm. The instructor and the student must agree to postpone the completion of certain required coursework and to a timetable for completion of the work not to exceed eight weeks into the following regular semester. An Incomplete ("I") Grade Agreement Form must be signed by the instructor and submitted to the office of the associate dean of Academic Affairs at the time that the "I" grade is given.

When the required work has been completed, the instructor will submit a Change of Grade Authorization. If the work is not completed by the agreed-upon deadline, the instructor can issue the grade earned at the time when the "I" grade was agreed upon. If no Change of Grade Authorization is received from the instructor within the eight weeks into the following semester, the "I" grade will automatically be converted to the grade earned or to an "F" grade.

Please type or print legibly and complete all items.

Student Name:                                                                 ID #: ___________________________
Current Address:                                                                 ____________________________________
Home Phone: ___________________________ Alternate Phone: ___________________________ Email: ___________________________
Term: ☐ Fall 20 ☐ Spring 20 ☐ First Summer 20 ☐ Second Summer 20
Course Number & Section: ____________________________________________
Instructor’s Name (please print): ____________________________________________
To eliminate this "I" grade and complete this course the following work must be completed:
________________________________________
________________________________________
________________________________________
Date agreed to for completion of all work listed above: __________________________
If the work is not completed by the date agreed upon, the grade to be posted after the eighth week will be:
☐ A ☐ B ☐ C ☐ D ☐ F
Instructor Signature: ___________________________________________ Date: __________________________
Student Signature: (optional) ___________________________________________ Date: __________________________

FOR OFFICE USE ONLY
Date received in associate dean of Academic Affairs office Date: __________________________
Date sent to Academic Management Services Date: __________________________
Date Change of Grade Authorization received by associate dean of Academic Affairs office (from card) Date: __________________________
Date Change of Grade Authorization submitted to Academic Management Services (from card) Date: __________________________

Copies distributed by associate dean of Academic Affairs office:
☐ Academic Management Services ☐ associate dean, Academic Affairs ☐ Student Records ☐ Instructor ☐ Student
(original)

Created by the CCAC Institutional Advancement & External Relations department.
"I" GRADE FORM-POD-JP-SD-MAR11

65
SUGGESTED SAMPLE COURSE OUTLINE SECTION ON “CLASSROOM BEHAVIOR”

Classroom Behaviors:
It is expected that students behave in an appropriate manner while in this classroom.
I like to maintain an open, positive atmosphere in class which is in part fostered by mature student behavior.

DO:
• Listen in class, not only to the instructor, but to other students as well.
• Pay attention.
• Participate appropriately.
• Show courtesy and respect toward others.
• Show interest and enthusiasm.
• Arrive on time.
• Take notes.
• Behave like an adult.
• Turn off beepers and cell phones before entering this classroom.

DO NOT:
• Talk while another student or I am talking.
• Talk during a video.
• Sleep in class.
• Arrive late or leave early.
• Exhibit inappropriate, disruptive or disrespectful behavior.
• Pack up before class has been dismissed.
• Pass notes.
• Use profanity in this classroom.
• Do assignments for other classes.
• Talk out of turn.

Bottom line: Anything that distracts or interrupts the instructor or other students is unacceptable. If the behavior distracts the instructor and/or other students, a warning will be issued. If the behavior persists, you may be asked to leave the class until the situation is resolved privately between you, the instructor, the department head and the dean of Student Development. If you are removed from the classroom, you will not be permitted to make up the missed work and you will be considered absent for the day(s) removed from class.

Consistent Inappropriate Behavior Will Not be Tolerated in this Classroom.

Cheating & Plagiarism: Cheating and/or plagiarism in any manner or form will be prosecuted by the instructor and/or the college. Penalties may include a failing grade for an exam, quiz or paper, a failing grade for the course, suspension from school, permanent note on transcript, etc. For more information on what constitutes cheating and plagiarism and the possible penalties that can be levied, please refer to the CCAC student handbook for CCAC’s policies and regulations regarding the student code of conduct.

The students sign and return their “contract” to the instructor at the end of the first class.

I have read the course outline and I understand and agree to the criteria for this course. I have been given an opportunity to ask questions. I understand that, while unlikely, changes in the course outline may occur at the instructor’s discretion.

Student Signature _____________________________________________________________

Date _____________________________________________________________

Course Number ___________________________________________________________
# Appendix VI

## AUDIT AGREEMENT FORM

**AUDIT PROCEDURE:** An audit class means that you are attending the class on a non-academic credit basis. No credit is awarded for the audit course. Prerequisites of credited classes cannot be met with the audit class. Students may enroll in an audit course only if they meet all course prerequisites. Students who enroll in audit classes may change their registration status from audit to credit or from credit to audit, during the add/drop period only. Students who decide to audit classes must complete this form with all required signatures by the appropriate add/drop deadlines. If a student decides to drop the audit course, he/she must officially withdraw from the course within the applicable time limit. Completion of this form alone does not constitute registration. A completed registration form with the marked “audit” designation is additionally required. A grade of “L” will be assigned as a midterm and final grade. Audit students pay the same tuition and fees as credit students.

Please type or print legibly and complete all items.

<table>
<thead>
<tr>
<th>Student Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Number:</td>
</tr>
<tr>
<td>Home Address:</td>
</tr>
<tr>
<td>Email Address:</td>
</tr>
<tr>
<td>Term:</td>
</tr>
<tr>
<td>Course No. &amp; Section No.:</td>
</tr>
<tr>
<td>Instructor Name:</td>
</tr>
</tbody>
</table>

The following conditions are agreed upon between student and instructor regarding the audited class. Please check all that apply:

- [ ] Complete all scheduled course assessments.
- [ ] Meet all attendance requirements.
- [ ] Other conditions: ________________________________
- [ ] There are no conditions applied to the audit student.
- [ ] Student may not audit this class. *(In this case, instructors please submit forms to the Academic associate dean)*

<table>
<thead>
<tr>
<th>Instructor Signature:</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Signature:</td>
<td>Date</td>
</tr>
</tbody>
</table>

Electronic signatures are permitted but must be accompanied by an attached email correspondence from the instructor in order to verify the signature's authenticity.

Students receiving financial aid should contact the Financial Aid office before changing a course from credit to audit.
Apply to CCAC
Apply for Financial Aid
Complete Online Orientation
Prepare for Placement Tests
Take Placement Tests
Meet with a Counselor
Meet with an Advisor
Register/Pay for Classes
Take SDS-102

Visit Job Placement & Career Services
Meet with an Advisor
Visit Math Café & Learning Commons
Get Involved

Check eligibility for additional supports:
Success Coaches
Supportive Services
Perkins
Job Corps
KEYS
Veterans Services

For more information, visit ccac.edu

PLAN YOUR SUCCESS—GRADUATE
Participate in the CCAC Alumni Association after graduation and begin developing your professional network.

COLLEGE/UNIVERSITY