VISION AND MISSION STATEMENTS

Vision Statement
Our vision is to be a college that empowers our students and inspires their success through innovative education.

Mission Statement
We are a dynamic, student-centered, and accessible community college that promotes and fosters the intellectual, cultural, and economic vibrancy of our region.

Values Statement
We firmly believe that certain fundamental values characterize who we are and guide us in the accomplishment of our mission and goals. As a college community we value:

- Student and community success
- Lifelong learning
- Community Service
- Scholarship
- Open, honest, and respectful communication and behavior

Code of Ethics
Our college decisions, policies, actions and procedures are based on the following ethical principles:

- Responsibility
- Mutual Respect
- Fairness
- Integrity
- Honesty

Diversity Statement
Recognizing the inherent value and dignity of each person, MCC is committed to valuing, promoting, and supporting diversity within the college and the community it serves.
General Overview

This handbook is intended to provide you with information to support your teaching efforts so you will be able to support your students’ success. Having clear expectations, an accurate understanding of policies and procedures, and an awareness of support services will make a significant difference in the retention of students. We value the breadth and depth of experience you bring to the college and support you as you enhance the students’ learning environment.

As adjunct faculty, you play a large part in the success of our students; your interaction has a direct impact on students’ ability to achieve their academic goals. In that light, we hope you carefully read the information in this handbook, clarify any questions and above all communicate appropriate information to students.

Address Change
Adjunct faculty who have a change in address, phone number or other information, should notify the Academic Affairs Office Manager. In addition, adjunct faculty are responsible for accessing the Employee Self Service System through the ADP Portal. Specific instructions for accessing the Employee Self Service System can be accessed by the following link: https://portal.adp.com

Compensation
Easy Login helps with the hassle of remembering three different login combinations for the various services MCC offers.

You can use your Easy Login details to access the Student Information System (SIS), e-mail, Blackboard, Library services. You can set up EasyLogin at: [http://password.ccsnh.edu](http://password.ccsnh.edu).

Log in to the EasyLogin portal to set up security questions and change your password.

**Once EasyLogin is set up you can reset your own password**

**E-MAIL – CCSNH.EDU**

All faculty are issued a college email address, which should be used for all college-related business. It is expected that all faculty will check their email at least once a week and use this for all correspondence with students, faculty and college office staff.

An email account is generated after the completion of all adjunct paperwork. The Academic Affairs office will notify adjunct faculty through their home email that their account has been set up and will provide them with account information and a password. Instructions on how to access email from off campus will also be included.

If you cannot recall your EasyLogin username or cannot reset your own password on the EasyLogin portal, please contact the IT department by calling the IT Help Desk at 206-8080 or by submitting a ticket at: [http://www.mccnh.edu/helpdesk](http://www.mccnh.edu/helpdesk).

**Pay Dates**

Specific pay dates are published on your Instructional Service Contract which you will receive approximately two weeks prior to the beginning of the semester via your MCC email account.

**Supplies**

Basic supplies that you need for teaching should be obtained from your department chairperson or program coordinator. This includes white board markers.
**Telephones in Classrooms**

Each classroom and lab in the building has a telephone which can be used to dial numbers in an emergency. There are extensions posted on every phone. Simply dial the numbers below if you need assistance (you do not need to dial ‘9’ first).

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Safety</td>
<td>8222</td>
</tr>
<tr>
<td>I.T. Staff</td>
<td>8080</td>
</tr>
<tr>
<td>Maintenance</td>
<td>8090</td>
</tr>
<tr>
<td>Operator</td>
<td>0</td>
</tr>
<tr>
<td>Emergency</td>
<td>911</td>
</tr>
</tbody>
</table>

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**General Information**

**Academic Privacy**

*Family Education Rights and Privacy Act (FERPA)*

In compliance with the Family Rights and Privacy Act of 1974 (The Buckley Amendment), it is the policy of the College to protect the records of its constituents. **The Registrar’s Office is the only location authorized to verify whether written consent has been obtained to share information.**

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**Blackboard**

*Blackboard Learning and Community Portal System™*

*Blackboard* is an e-Education platform used in educational settings to offer courses in an on-line environment.

**All faculty who teach any course at MCC are expected to use Blackboard to:**

- post their syllabus
- post contact information
- utilize the ‘Grade Center’ to post grades for all classes

*See Appendix D for detailed information about Blackboard.*

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**Classroom Assignments**

Your class has been assigned a room by the Registrar’s Office. We ask that you stay in the room you have been assigned unless you receive approval from that office. **A Facility Use Request form must be filled out ANY time you wish to use a room for make-up classes.** If a room change has been authorized, please inform Academic Affairs, whether for one day or the entire semester, so the information can be accurately communicated to students.
MAIL FOLDERS
In addition, adjunct faculty mail folders are located in the Academic Affairs Office. Your class roster(s) is found in this folder as well as any correspondence from the college or from your students. The folder should always stay in the office and should be checked each time you are on campus. It is strongly recommended that a copy of your roster stay in your folder for office use.

Please check your folder before every class meeting and leave the folder in the mailbox.

Evaluator and Professional Development

EVALUATIONS
By Students
Faculty are evaluated each semester by students using a standard college-wide online evaluation called CourseEval. Evaluations are completed anonymously and a summary is available to you online. You will be notified when your summary is available and be given login information to view it.

By Department Chairs/Academic Affairs Administrators
In addition to student evaluations, adjunct faculty will be evaluated by their department chairperson and/or the Vice President of Academic Affairs. A summary of this evaluation is also given to the faculty member.

FINAL EXAMS
At the end of each semester, instructors are asked to evaluate student performance as a means of assessing whether the student has mastered the competencies of the course and met course objectives. The last week of the semester is when final exams, papers or projects are to be completed. If no final assessment is issued, the last week should be used as a final class meeting.

It is expected that your class ends on the published date and not the week prior.

GRADES
Grades throughout the semester are to be recorded using the “Grade Center” in Blackboard. This will allow students to know their status in class on an ongoing basis. As soon as a student is experiencing academic difficulty, it is expected that an Opportunities for Success Form be issued by the faculty member. The Opportunities for Success Form is available online in your Blackboard shell, in the Academic Success Center or the Academic Affairs Office. It is expected that faculty refer students for academic support so a plan for retention can occur.
End of the semester grades must be entered by you into the Student Information System (SIS) by the date specified by the Registrar's Office. Please see the current academic calendar for that date. It is advised that you keep a copy of what you enter for your own records. Please tell your students that they should NOT call the Registrar's Office to find out their final grade. No grades will be given to students over the phone. If student's need assistance with SIS, please refer them to the Registrar's Office.

KEYS

Classrooms

Regular classrooms will be unlocked every morning, therefore keys are not needed for them. All labs will have Proximity Card Access through your new MCC name badge. Please see the security officer to obtain one.

OFFICE SPACE

Shared adjunct faculty office space has been created in several locations on campus. This space can be a place to prepare for class, meet students or rest between classes. Check with your department chairperson for the nearest location to your classroom.

ROSTER VERIFICATION

Paper rosters for classes are printed 48 hours prior to the start of class. Online faculty will receive an electronic copy of their roster from the Registrar's Office. It is expected that faculty check the class roster online using the Student Information System before the start of the class. We ask that you verify your roster twice during the semester; the first night of class and again after the add/drop period.

On the first day/night of class, you must take attendance and note students who are absent on your roster. Unless there is a message from the student explaining his absence this student is considered a ‘no show’. It is expected that your ‘no show’ roster be submitted at the end of your first class meeting. Failure to do so will have significant financial implications for the student. Alternatively, students who appear in your class, but are not on your roster, should be added to your paper roster, after they show proof of registration.

After the add/drop period, you will receive a second roster. You will again be asked to take attendance and verify your roster. This second roster verification should occur when you receive the roster.

It is expected that you verify your roster on an ongoing basis using the Student Information System. Any student not on your roster in SIS is not registered and should not be allowed to remain in class and should be sent to the Registrar’s Office. Students who ‘walk away’ (do not officially drop) and remain on your roster, should be issued an “AF” (Administrative Failure) grade.
PHOTOCOPYING
There is a photocopy room located across from MAIN 230 for copying related to your class (yes, this is the same space as the adjunct faculty office space.) The room has a copy machine that collates and staples, and contains other office supplies. Students are NOT allowed to use this photocopier. The access code to this room is 1-2-5.

The photocopier in the Academic Affairs Office is for the use of Academic Affairs Office staff.

STUDENT WORK - DROP OFF/PICK UP
The Academic Affairs Office, after notification by the instructor, may assist faculty and serve as a drop off point for student work and place the work in the faculty member’s folder.

Faculty are expected to notify the Academic Affairs office in advance if they will be having students drop off work to be placed in their folder using the following guidelines:

• faculty folders must be in the mail room
• faculty must provide a written deadline for acceptance of student work
• student work will only be placed in the faculty folders and must be picked up within one week of acceptance unless other arrangements are made and approved.

Any items that must be left for a student should be placed in a sealed envelope with the student’s name and instructor’s name written on the front. These envelopes will be held for only one week. After that time the envelopes will be returned to the faculty member or discarded.

End of the semester papers, projects, etc, should not be left with the Academic Affairs Office or any other campus office. Instead, students who wish to receive their final work must provide a self-addressed, stamped envelope to the faculty member, who can mail it directly.

SUPERVISION
The academic department chairperson is the supervisor for adjunct faculty and oversees all aspects of the academic department and the programs within it. That person is responsible for providing leadership in the administration, supervision, evaluation, advancement, and effectiveness of the programs and faculty within the department. Although some of you work closely with program coordinators for course specific information and course assignments, he/she recommends course assignments to the department chairperson, who is your direct supervisor. Final course assignment approvals rest with the Office of Academic Affairs.
SYLLABUS
The course syllabus is a statement of expectations on the part of faculty. It serves as a reference and should therefore provide students with clear and thorough information. To be clear – it should not be referenced as a contract. For department-specific information, consult with your department chairperson. Typically the syllabus template is emailed by Academic Affairs to faculty.

Faculty are expected to post online and/or distribute a syllabus for each class they are assigned prior to the semester start. A copy of the syllabus must also be submitted to your department chairperson.

ACADEMIC POLICIES & PROCEDURES

ADD/DROP

ADDING A COURSE
Up to and including the seventh (7th) calendar day of the semester, students are allowed to add classes (prorated for alternative semester lengths), if space is available, except for online classes. A course may be added after the seventh (7th) calendar day of the semester (prorated for alternative semester lengths) only with the permission of the instructor. All classes must be officially added using the ADD/DROP form.

A student may add a 100% online course up to the official start date of the semester. Once the semester has started, a student may add a 100% online course only with the permission of the instructor.

Occasionally, students may wish to change ‘sections’ of the same ‘course’. This can only occur through formal notification to the Registrar's Office by using the ADD/DROP form with the instructor's approval.

DROPPING A COURSE
The student should initiate the official drop procedure after consultation with his/her faculty advisor. Simply ceasing to attend classes or notifying the instructor does not constitute officially dropping a course. Though there may be financial or academic penalties involved, courses may be dropped at any time, (except as noted in the 4th bulleted item below) but only through formal written notification to the Registrar's Office and completion of the following procedure:

An ADD/DROP form should be obtained from the Registrar's Office. The form must be completed by the student and submitted to the Registrar's Office. Faculty should NOT discuss financial matters with students; rather, they should be referred to the Bursar's Office for questions.

Any student who officially drops from a course...

- by the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less non-refundable fees. There will be no notation on the student’s academic record. Students in classes that meet in a format shorter than the traditional semester (15-16 weeks)
will have seven (7) calendar days from the designated start of the alternative semester to withdraw for a full refund. Exception: Students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. (Taken from the back of the registration form).

- Up to the end of the tenth (10) week of a semester will receive a "W" grade on his/her transcript.

- Up to ten (10) days prior to the beginning of the final exam period, will receive Withdraw/Pass (W/P) or Withdraw/Fail (W/F) on the transcript. The W/P is not calculated in the GPA. The W/F is calculated in the GPA as an "F."

- When there are fewer than ten (10) class days remaining to the beginning of the final exam period, students will receive an appropriate grade other than W/P or W/F, and that grade will be computed on the transcript in the student's grade point average.

Please note the above timeline is specific to classes that meet 16 weeks. Any class that meets less than 16 weeks will follow a prorated timeline.

**Students who stop attending your class, but remain on your roster, should be issued an “AF” grade.**

**ATTENDANCE**
The policy of the college is that you must have a published attendance policy in your syllabus. Some departments have departmental attendance policies, so please check with your department chairperson. **The instructor is responsible for informing students of their specific attendance policy by including it in his/her course syllabus.**

The College requires faculty to verify student attendance twice within a term: at the first class meeting of each term and at the conclusion of the add/drop period of each term, as noted in the academic calendar.

When applicable, the instructor is strongly encouraged to follow through on their stated attendance policies.

**CHILDREN IN CLASSROOMS**
Only students who are officially registered for your class are allowed in the classroom/lab. It is not appropriate and often disruptive to have non-students in a class.

In addition, children must be supervised and not left unattended at any time in any campus location. We strive to provide an atmosphere that is conducive to the educational process; however, safety and security is everyone’s concern. Please encourage students to make arrangements for the proper supervision of their children while they are on campus.

**CLASS CANCELLATION policy**

**Due to Storm or other Emergencies**
In the event of inclement weather, please call the college to check the greeting message. If the message does not give a status as to whether the college is closed or delayed, please listen to one of the radio or TV stations listed below. Decisions about day classes will be made by 6:00 a.m.; for evening classes by
2:00 p.m. Please check the college website for cancellation information: www.mccnh.edu.

<table>
<thead>
<tr>
<th>Radio/TV Station</th>
<th>Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td>WMUR</td>
<td>Channel 9</td>
</tr>
<tr>
<td>WBZ (Boston)</td>
<td>Channel 4 or 1030FM Radio</td>
</tr>
<tr>
<td>WGIR</td>
<td>61 AM</td>
</tr>
<tr>
<td>WZID</td>
<td>95.7 FM</td>
</tr>
<tr>
<td>WMLL</td>
<td>96.5 FM</td>
</tr>
<tr>
<td>WJYY/WHNI</td>
<td>93.3 FM</td>
</tr>
<tr>
<td>WOKQ</td>
<td>97.5 FM</td>
</tr>
</tbody>
</table>

**MCC Alerts**

MCC Alerts is designed to communicate with cell phones (text and voice messages), landlines, and email systems, should a crisis, emergency situation or weather closure/delay occur on the MCC Campus. You must register for this on SIS.

**Due to Instructor Emergency**

In the event that you unexpectedly become ill or experience an unforeseen emergency situation and are unable to hold class please call the Academic Affairs Office at 206-8010. Also, please notify your students via email as soon as possible. A sign will be posted on your classroom door and key college personnel will be notified.

**PLEASE SPEAK DIRECTLY TO A STAFF MEMBER . . .**

**AVOID LEAVING VOICE MAIL**

**Due to a Planned Instructor Absence**

It is the responsibility of the instructor to contact his/her students whenever there is a planned absence from class. In addition, you must notify the Academic Affairs Office in advance.

Keep in mind that you have been hired by the college and a ‘substitute’ instructor in your absence is not appropriate unless they are a current faculty member employed by our college. Content for any missed classes must be made up by either a ‘make-up class’ or by an appropriate additional assignment. Asking students to ‘learn it on their own’ is not appropriate.

**CLASS MEETING**

Meeting times for classes represent the amount of time a class must be held in order to obtain appropriate credit. While occasionally you may cover material faster than anticipated, **early dismissal of classes should not occur frequently or regularly.** Class times cannot be changed without the permission of the Vice President of Academic Affairs and the Registrar’s Office. Before a request to change the time/room of a class is granted, all students must sign a document agreeing to the change.
CLASS ROSTER
Under the "Student Status" column on your class roster are several codes. Students with a code of “RE”, "RF" or “RW” are officially registered for your course. Students with any other code cannot attend your class unless they properly register if there is space available.

Students with the code “WL” are on a waiting list and must be sent to the Registrar’s Office to determine if there is space in the class for them. If you have any questions about a particular student, please verify your roster using the Student Information System or contact the Registrar’s Office.

If a student does not have proof of registration and is not on your roster, the student must leave the class and go to the Registrar’s Office to register and show you proof of registration upon his/her return to class. Report any discrepancies to the Registrar’s Office.

There should be no one in your class who is not on your roster!!

GRADING policy
The grading rubric for your course must be clearly stated in your syllabus and must be based on objective assessments of student work. Final grades for credit courses must be put in the form of a letter grade and recorded in the Student Information System using the guidelines below:

The Grading System

<table>
<thead>
<tr>
<th>Numerical Grade</th>
<th>Letter Grade</th>
<th>Numerical Grade</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>93.33-100.00</td>
<td>A</td>
<td>63.33-66.66</td>
<td>D</td>
</tr>
<tr>
<td>90.00-93.32</td>
<td>A-</td>
<td>60.00-63.32</td>
<td>D-</td>
</tr>
<tr>
<td>86.67-89.99</td>
<td>B+</td>
<td>Below 60.00</td>
<td>F</td>
</tr>
<tr>
<td>83.33-86.66</td>
<td>B</td>
<td>Incomplete (emergency only)</td>
<td>I</td>
</tr>
<tr>
<td>80.00-83.32</td>
<td>B-</td>
<td>Pass</td>
<td>P</td>
</tr>
<tr>
<td>76.67-79.99</td>
<td>C+</td>
<td>Audit</td>
<td>AU</td>
</tr>
<tr>
<td>73.33-76.66</td>
<td>C</td>
<td>Withdraw Passing*</td>
<td>WP</td>
</tr>
<tr>
<td>70.00-73.32</td>
<td>C-</td>
<td>Withdraw Failing*</td>
<td>WF</td>
</tr>
<tr>
<td>66.67-69.99</td>
<td>D+</td>
<td>Administrative Failure**</td>
<td>AF</td>
</tr>
</tbody>
</table>

*WP/WF: Student initiated withdrawal from a course; WP if passing at time of withdrawal; WF if failing at time of withdrawal.
**AF: Instructor initiated withdrawal at any time for reasons other than poor grade performance.

Typically an AF is given when a student simply stops attending class and does not officially withdraw.
INCOMPLETE GRADE
An Incomplete Grade (I) indicates that due to extraordinary circumstances, such as serious illness, death in the family, etc. a student is unable to complete a major course assignment (usually a final exam or culminating final assessment). The grade is applied only in emergencies. It is not used to give an extension of time for a student delinquent in meeting course responsibilities.

The work must be completed by the student through formal arrangement with the instructor no later than:
* the end of the third week in the spring semester for a grade issued in the preceding fall semester;
* the end of the third week in the fall semester for a grade issued in the preceding summer term;
* three weeks after the earliest start date of the summer term for a grade issued in the preceding spring semester.

Should the student fail to complete the work within the designated period, the grade will automatically become an F. Exceptions to the above deadlines may be made by the Vice President of Academic Affairs or designee. “I” grades will not be included in the computation of the Grade Point Average. Students should contact the Financial Aid Office for further information on how an “I” grade may affect them.

When an Incomplete grade is issued by a faculty member, an Incomplete Contract must be completed and signed by the faculty member, the student and the Department Chairperson.

Student Retention Efforts

THE LEARNING COMMONS
The Learning Commons is a collaboration among the Academic Success Center, Academic Advising, the Library and the Office of Online Teaching and Learning. Together, the three departments support students' learning by providing access to various learning technologies, expert research assistance, print and online research resources, writing and tutoring help, and multiple study spaces for individual and group learners. The space, resources, and services in a common area promote an active and collaborative learning environment.

Academic Success Center
is a student and community support center providing academic support services such as: workshops in academic content areas, study skills, individual writing and math assistance through the writing and math lab, Peer and Professional tutoring in most areas of study, as well as PLATO - Computer Assisted Learning. See Appendix E for detailed information about the Academic Success Center's services and contacts.

Academic Intervention: Purpose and Importance
MCC’s Academic Intervention System was developed to allow faculty a convenient means of referring students for services. The Opportunity for Success Form (located on college website under Academic Success Center) is designed for easy use. Faculty can refer students to the Academic Success Center (Room 268 Library) where a member of the staff will contact them. Manchester Community College is committed to student success and retention. Improving student success and retention takes the efforts of many.
The purpose of the “academic intervention system” is to identify and effectively intervene with students who are exhibiting “at risk” behaviors. Early faculty intervention may make a vital difference in a student’s life and have a great effect on possible dropout and attrition rates. We would appreciate your concern and help by referring students with “at risk” behaviors described below.

**Description of At Risk Behavior:**

- Excessive Absences
- Lack of participation in classroom activities
- Decline in the quality of work
- Failure to complete assignments

If a student is identified as having one or more of the previously listed signs of “at risk” behavior, the faculty should attempt to communicate directly with the student. If this is not successful, then we ask that the faculty complete **Opportunity for Success Form**. Academic intervention should be used as soon as the “at risk” behavior is evident. Faculty should contact the student to discuss the situation before they initiate the Academic Intervention.

**Academic Advising**

Academic Advising for **new** and **non-matriculated** students is offered through the Academic Success Center. When faculty advisors are not available, there are advisors available for general questions.

**Tutoring**

Tutoring is available free of charge to all MCC students. Peer tutors are available by request for most courses offered at MCC. Students can access tutoring whether they are struggling or just want to improve their grade. Drop-in times for tutoring are available weekly or by appointment. Tutoring schedules are kept up to date on the college’s website. To access the current tutoring schedule, log in to the MCC website and look under the Academic Success Center website.

**Disability Services**

The college is committed to providing meaningful and effective access for students with disabilities. Supports are designed around the unique needs of each person. To be eligible for support services, students are required to provide documentation of disability to the Special Populations Counselor. This information is confidential and is used exclusively to plan appropriate academic adjustments for the student.

**THE LIBRARY**

The Library offers a comprehensive array of resources and services to students and faculty. Resources and services are available onsite and online to assist students in their academic endeavors. To accommodate diverse learning and studying styles, the library has group study rooms, study carrels, and a silent study room.

To make credible sources more accessible to students, librarians create online research guides. The online research guides can be specific to a course or assignment and include information about evaluating and citing sources. To request a custom research guide contact librarians at manchesterlibrary@ccsnh.edu.

To assist students with their information needs and become effective users of library resources, the librarians provide Custom Research Assistance, face to face or online (by email or chat). If requested, librarians conduct in-class information literacy sessions to introduce students to library research, available resources and to develop information literacy competencies.

*See Appendix F for detailed information.*
FACULTY INTERVENTION – PRESCRIPTION FOR STUDENT SUCCESS
As you know, students often have academic difficulty with their courses. It is the responsibility of the faculty member to document and communicate to students their academic status in the class. It is expected that you communicate with your student by using an appropriate form as follows:

**Excessive Absenteeism Form** (available in the Academic Affairs Office)
Using the attendance policy you have stated in your syllabus as a basis, you should complete an Excessive Absenteeism Form **as soon as** a student is in violation of your attendance policy. You are required to put your attendance policy and related consequences on your syllabus.

**Opportunity for Success Form** (available in the Blackboard shell for your courses)
This form should be completed by you as soon as a student is having difficulty in your class. The earlier we can intervene and support the student, the better the student’s chance of success. If you have any questions, please consult with your department chairperson.

OFFICE OF ONLINE TEACHING & LEARNING
The Office of Online Teaching & Learning is located in room 268 J in the Learning Commons. Contact this office to find out what upcoming trainings are available or consider making an appointment with the Office of Online Teaching and Learning to:

- Review your online course(s) and discuss Instructional Design techniques.
- Create a unique (online teaching) Professional Development Plan for yourself.
- Learn about methods and opportunities to utilize synchronous learning in your online course(s).
- Schedule a time to record a faculty bio., lecture, announcement, or other video artifact for your course.
- Create a 'high-touch' and interactive course based on your specific course content and areas of expertise.
- Faculty and Students should utilize the Blackboard 24/7 Support Center for any Blackboard questions (online chat, self-help, IT ticket submissions, and telephone help available).

The Office of Online Teaching and Learning: 602-206-8155
Director of Online Teaching and Learning, Brian Chick
603-206-8158
bchick@ccsnh.edu

**Communication with students is key to your success**
Campus Resources

Campus Safety
Campus safety is everyone’s responsibility, whether it is safety in one of the laboratories, driving on campus, or walking to your vehicle after an evening class. Campus Safety can be contacted at 206-8222 or on cell phone 703-8487 or via the College Operator at ext. 0.

Information Technology (IT)
IT staff are available on campus whenever day classes are in session and at the beginning of evening classes. If you have an IT emergency while you are in the middle of class, you can contact them at ext. 8080. For non-emergency requests, please access the IT help desk at http://www.mccnh.edu/helpdesk. PLEASE be respectful of the difference between emergency and non-emergency situations.

You can also access the IT Help Desk page from MCC’s home (Quick Links > IT Help Desk).

Maintenance
The Maintenance staff is available on campus whenever classes are in session. If you have a maintenance emergency you can contact them at ext. 8090. For non-emergency requests, please send an email to MR.Manchester@cesnh.edu. PLEASE be respectful of the difference between emergency and non-emergency situations.

Student Information System
General Information
Go to MCC’s web site, www.mccnh.edu, hover over “Quick Links” on the upper-right, and select Student Info. System (SIS).” From the new page that opens, select “Enter SIS

- Enter your EasyLogin Username and Password and click the Login button.
- Click on the Faculty Services button.

From here you can click around to look at your class schedule, your student’s name and address information, your advisee’s academic history, etc. Once you have entered the “Faculty Services” menu, follow the appropriate instructions below:

For Roster Verification
1. Click on “Faculty & Advisors”
2. Click on “Summary Class List”
3. Using the drop down menu, “Select a Term”
4. Using the drop down menu, “Select a Class” - This will give you your roster.
5. Officially registered students will have “Registered” under the “Reg Status” column.

ANY STUDENT WHO IS NOT “REGISTERED” IS NOT AUTHORIZED TO BE IN YOUR CLASS

For Posting Final Grades
1. Click on “Final Grades”
2. Click on the down arrow in “Select a Term” and select current term. Then click on submit.
3. Click on the down arrow next to “CRN” and select the CRN # of the course for which you wish
to enter grades. As a double check, the title of the course is listed next to the CRN.
4. Class roster will display. Using the drop down menu under the “GRADE” column, select the grade the student earned. When you click on that grade it will automatically appear and you can go on to the next student.

Please Note:
- The grade roster will time out after 15 minutes of non-activity
- Therefore, hit submit in the lower left corner of the screen to save grades frequently.
- For classes over 25 students, you will need to select the second page of your roster. This is noted at the bottom of the screen in the “Record Sets” area.

5. When you are finished selecting all grades for your roster, hit “Submit” at the bottom left part of your screen. Upon completion of entering grades, please print the screen for your records. If you have any incompletes, you must submit a signed contract to the Registrar.

Questions regarding Grade Policy and Procedure should be directed to the Registrar’s Office.
APPENDIX A: EMAIL ACCESS FROM OFF CAMPUS

To access your e-mail from anywhere off campus, you **must** have access to the internet.

1. Direct your web browser to [https://owa.ccsnh.edu](https://owa.ccsnh.edu)

2. At the login screen, type:
   
   Line 1. EasyLogin Username  
   Line 2. EasyLogin Password  

   Then click the "OK" button.

3. Outlook Web Access (OWA) will open in your Inbox.

   **NOTE:** You can then review all your messages. However, if you delete any messages they will be put in the “Deleted Items” folder.

4. For additional options, such as Auto-Reply (if you are going to be out of the office), click the “Options” icon.

5. **To Change Your Password:** (which expires every 120 days)

   Go to the EasyLogin portal: [http://password.ccsnh.edu](http://password.ccsnh.edu).  
   Log in with your EasyLogin username and password.  
   Click the “Change Password” tab.  
   Enter the password you used to log into the portal as the “Old Password.”  
   The rules for setting a new password are listed on the page.  
   Type your new password in the “Enter New Password” box and again in the “Confirm the New Password” Box.  
   Click “OK.”  
   You will get a message confirming that your password has changed.

---

**Use it or Lose it…..**

**Your password expires every 120 days,** so if you do not sign up for **EASY LOGIN** you will need to contact our IT department.

[http://www.mccnh.edu/helpdesk](http://www.mccnh.edu/helpdesk)
APPENDIX B: 2015-2016 ACADEMIC CALENDAR

FALL 2015
August 30  Last day to register for online classes (registration available only via web)
August 31  Semester begins
September 6 Last day to add - for 16 week and 1st 8 week classes (except online)
September 7 Labor Day - College closed
September 8 Last day to withdraw from 1st 8 week credit classes with a refund
September 14 Last day to withdraw from 16 week classes with a refund
September 18 Last day to resolve “I” grades from summer 2015 semester
October 2  Last day to drop with a “W” grade for 1st 8 week classes
October 3 - 17 Drop from 1st 8 week classes with a “WP/WF” grade
October 12 Columbus Day – All classes are held as scheduled
October 24  First 8 week term ends
October 26  Second 8 week term begins
October 27  Symposium - no day classes
November 2  Last day to withdraw from 2nd 8 week credit classes with a refund
November 2  Last day to add for 2nd 8 week classes (except online)
November 6  Last day to withdraw with grade of “W” for 16 week classes
November 7 - Dec.13 Drop from 16 week classes with a “WP/WF” grade
November 11 Veteran’s Day – College closed
November 26-29 Thanksgiving Holiday – College closed
November 29 Last day to drop with a “W” grade for 2nd 8 week classes
November 30-Dec.13 Drop from 2nd 8 week classes with a “WP/WF” grade
December 21 Semester ends
December 22 Grades Due

SPRING 2016
January 4-14  Winterim Session
January 18  Martin Luther King’s Birthday – College closed
January 18  Last day to register for online classes (registration available only via web)
January 19  Semester begins
January 25  Last day to withdraw from 1st 8 week credit classes with a refund
January 25  Last day to add for 16 week and 1st 8 week classes (except online) without
           instructor permission
February 1  Last day to withdraw from 16 week with a refund
February 5  Last day to resolve “I” grades from fall 2015 semester
February 15 President’s Day – College closed
February 20 Last day to drop with a “W” grade for 1st 8 week classes
February 21-Mar. 1 Drop from 1st 8 week classes with a “WP/WF” grade
March 12  First 8 week term ends
March 13 - 20 Spring Break-no day, evening or weekend classes
March 21  Second 8 week term begins
March 28  Last day to add for 2nd 8 week classes (except online)
March 28  Last day to withdraw from 2nd 8 week credit classes with a refund
March 29  Last day to withdraw with grade of “W” for 16 week classes
March 30-April 21 Drop from 16 week classes with a “WP/WF” grade
April 19  Last day to drop with a “W” grade for 2nd 8 week classes
April 20-April 27 Drop from 2nd 8 week classes with a “WP/WF” grade
May 9  Semester Ends
May 10  Grades Due
May 18  Commencement
## SUMMER 2016
May 30  Memorial Day – College closed
June 10  Last day to resolve “I” grades from spring 2016 semester
July 4   Independence Day – College closed

## FULL SUMMER TERM  May 23 – August 5
May 23  Full Summer Term begins
May 31  Last day to withdraw from full summer term credit classes with a refund
July 6   Last day to drop with a “W” grade for full summer term credit classes
July 7 - July 26  Last day to drop with a “WP/WF” grade for full summer term credit classes
August 5  Full summer term ends

## 1st SUMMER TERM  May 10 to July 1
May 10   1st Summer Term begins
May 16  Last day to withdraw from 1st summer term classes with a refund
June 10  Last day to drop with a “W” grade for 1st summer term classes
June 11 – June 21  Drop from 1st summer term classes with a “WP/WF” grade
July 1     1st summer term ends

## 2nd SUMMER TERM  May 23 - July 18
May 23   2nd Summer Term Begins
May 31  Last day to withdraw from 2nd summer term classes with a refund
June 26  Last day to drop with a “W” grade for 2nd summer term classes
June 27 - July 6  Drop from 2nd summer term classes with a “WP/WF” grade
July 18  2nd summer term ends

## 3rd SUMMER TERM  June 20 – August 5
June 20  3rd Summer Term Begins
June 27  Last day to withdraw from 3rd summer term classes with a refund
July 18  Last day to drop with a “W” grade for 3rd summer term classes
July 19 - 26  Drop from 3rd summer term classes with a “WP/WF” grade
August 5  3rd summer term ends

## 4th SUMMER TERM  July 5 – August 5
July 5   4th Summer Term Begins
July 11  Last day to withdraw from 4th summer term classes with a refund
July 24  Last day to drop with a “W” grade for 4th summer term classes
July 25 - 26  Drop from 4th summer term classes with a “WP/WF” grade
August 5  4th summer term ends
Using Blackboard 9.1
Faculty Version

Note: At a minimum, all instructors must use Blackboard 9.1 to post their contact information, syllabus, and welcome announcement. Over the semester, instructors must post student grades using Blackboard’s Grade Center feature. Final grades are entered into the Student Information System (SIS).

Log-in: You can reach the log-in site from the MCC website (http://www.mccnh.edu/), Quick Links, Blackboard or at http://www.ccsnh.blackboard.com/.

At the Log-in Screen: Type in your EasyLogin (the same username and password you use to obtain your email). To change your EasyLogin password please go to: https://sspswd.ccsnh.edu/accounts/Reset.

At the Blackboard Homepage: You will see all the courses you are teaching listed under My Courses, including the Blackboard 9.1 for Faculty site. (If you are new, you may not be enrolled in Blackboard 9.1 for Faculty. Please contact the Office of Online Learning (206-8155) to be enrolled.) Click on the course link to open your course; navigation buttons and control panel are on the left.

For How-to Instructions: Access the Blackboard “Help” section for video and PDF tutorials or contact the Office of Online Learning during normal business hours.

For 100% online courses, the Office of Online Learning requires that faculty utilize a specific template, please contact the office of online learning to get set-up for your first course with MCC online learning. If you are not a 100% online instructor and would like access to the template, please contact our office.
**APPENDIX E: Retention Plan Partners**

**Personal Learning Plan**
First Year Cornerstone Class

**Academic Advisors**
meet with students at least twice per semester
review personal study plan
monitor academic progress

**All Faculty**
early intervention with students
copy to advisor and
Academic Success Center for follow up
required referral for academic support
(form is available online at
Academic Success Center or
in Blackboard with an auto send feature)

**Academic Success Center**
review personal study plan
success strategies, tutoring
communication with advisors
probation/suspension student contact
APPENDIX F: Library Resources

To support students’ academic success, the MCC Library provides a variety of print and online resources, as well as services to assist their academic endeavors. Check out the Library website at http://library.mccnh.edu

ONSITE RESOURCES

- **Print books**: over 18,000;
- **Media (Videos, DVDs, etc)**: approximately 2,000;
- **Journals and Newspapers**: 50;
- **Scientific Calculators**: 10;
- **Anatomy Models**: Muscles, Bones, Skeleton, etc.;
- **Computers (with printer access) with Microsoft Office and Internet access**: 50.
- **Multiple study spaces to accommodate diverse learning styles**: Group study rooms, individual study carrels, and a silent study room.
- **Equipment**: Available for on campus use: TV with VCR/DVD player, camcorder, white easels, 15 laptops on a cart, a binding machine etc. Reserve equipment by filling out the Library Media Instructional Equipment Use Form online at http://library.mccnh.edu/about/equipment.
- **Photocopiers**: for faculty use and a coin operated photocopier for student use.

ONLINE RESOURCES

**Online Library Catalog** has holdings of the MCC Library as well as the other CCSNH libraries.

**eBooks** – The Library provides access to more than 130,000 ebooks

**Research Guides** – developed by MCC librarians, these subject and course guides provide resources to get students started on their assignments and research. The Research Guides include recommended books, article databases, websites and citation help.

**EBSCOhost Databases** provides full text articles and bibliographic research databases for most academic areas of study including nursing, social sciences, business, building construction, computer sciences, etc. Some of the EBSCO host databases are: *Academic Search Premier, CINAHL Plus with full text, Business Source Elite, Points of View Reference Center, Education Research Complete*.

**ProQuest Databases** are organized into databases of related academic journals, newspapers, and magazines. It can be searched as a core set or as separate subject databases.

**JSTOR, CQ Researcher and Credo Reference** are other databases the library subscribes to.
LIBRARY SERVICES

Information Literacy/Library Instruction:
To enhance understanding of the research process and the library resources, the librarians offer a variety of information literacy and library instruction sessions, including: in-class workshops, librarians embedded in Blackboard for synchronous and asynchronous research help, online tutorials, and online course research guides.

Research Guides:
Librarians can also create customized research guides to meet the specific needs of a course and/or assignment.

Reserve Materials:
Faculty may request books, DVDs, and/or articles be placed on course reserve. Reserves are kept at the Library Services Desk and may only be used in the library. Please NOTE: The Library does NOT purchase course textbooks. Faculty can bring a copy of the course text to the Library if they wish for it to be available to students. The MCC Library adheres to the college’s copyright policy and requires faculty follow the fair use guidelines posted online: http://library.mccnh.edu/fair-use-guidelines.

Custom Research Assistance:
Research help is available in person, via phone (206-8150), email ManchesterLibrary@ccsnh.edu, or chat/IM. Students are also welcome to schedule one-on-one research appointments to meet with a librarian. Appointments may be reserved through email or the calendar on the library’s website.

Interlibrary Loan Service (ILL):
To request materials not available at the MCC Library, fill out the Interlibrary Loan form at the Library Services Desk or online (http://library.mccnh.edu/interlibraryloan). Books can take up to two weeks to arrive, articles 2 days to a week.
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