OZARKS TECHNICAL COMMUNITY COLLEGE

Faculty Handbook

Promoting Excellence in Teaching and Learning

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Faculty Information

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

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

Non-Discrimination Statement

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

Employment Inquiries	Student Inquiries
Director of Human Resources	Title IX & Section 504 Coordinator
417.447.2631	417.447.8188

Ozarks Technical Community College is an Equal Opportunity Employer

Mission, Vision, and Core Values

Mission Statement

The college mission is to provide accessible, high quality, and affordable learning opportunities that transform lives and strengthen the communities we serve.

Vision Statement

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

Core Values

Quality	Diversity	Integrity	Opportunity
Innovation	Affordability	Accessibility	Collaboration

Learning	Respect
Personal Growth	Professional Growth

Strategic Goals and Initiatives

As a dynamic and growing institution, OTC understands the importance of strategic planning to reflect the continually changing needs of the communities it serves.

The Your Dreams, Our Plan initiative was a comprehensive, yearlong strategic planning process driven by broad input from community members, local industry, students, faculty, and staff. This engagement facilitated the development of a new strategic plan for OTC, allowing the college to continue its focus and mission to be the community's college.

Community Engagement	Industry Engagement	Campus Engagement
Gain understanding of key issues and opportunities important to the community through:	Gain insight from local business and industry on educational and training needs to support economic development through:	Gain feedback from faculty, staff, and students on strategic direction, mission, and vision of the college through:
• Community Listening Sessions • Student Listening Sessions • Community Engagement Survey • Community Leaders Panel	• Local Employer Listening Sessions • Local Employer Engagement Survey • Industry Advisory Committees	• Faculty and Staff Think Tanks • College Governance Councils • Institutional Strategic Planning Survey

The strategic initiatives of the college are:
- **Improve Student Experiences and Opportunities**
- **Increase College's Capacity and Access**
- **Community Engagement**

Springfield Campus Map & Locations
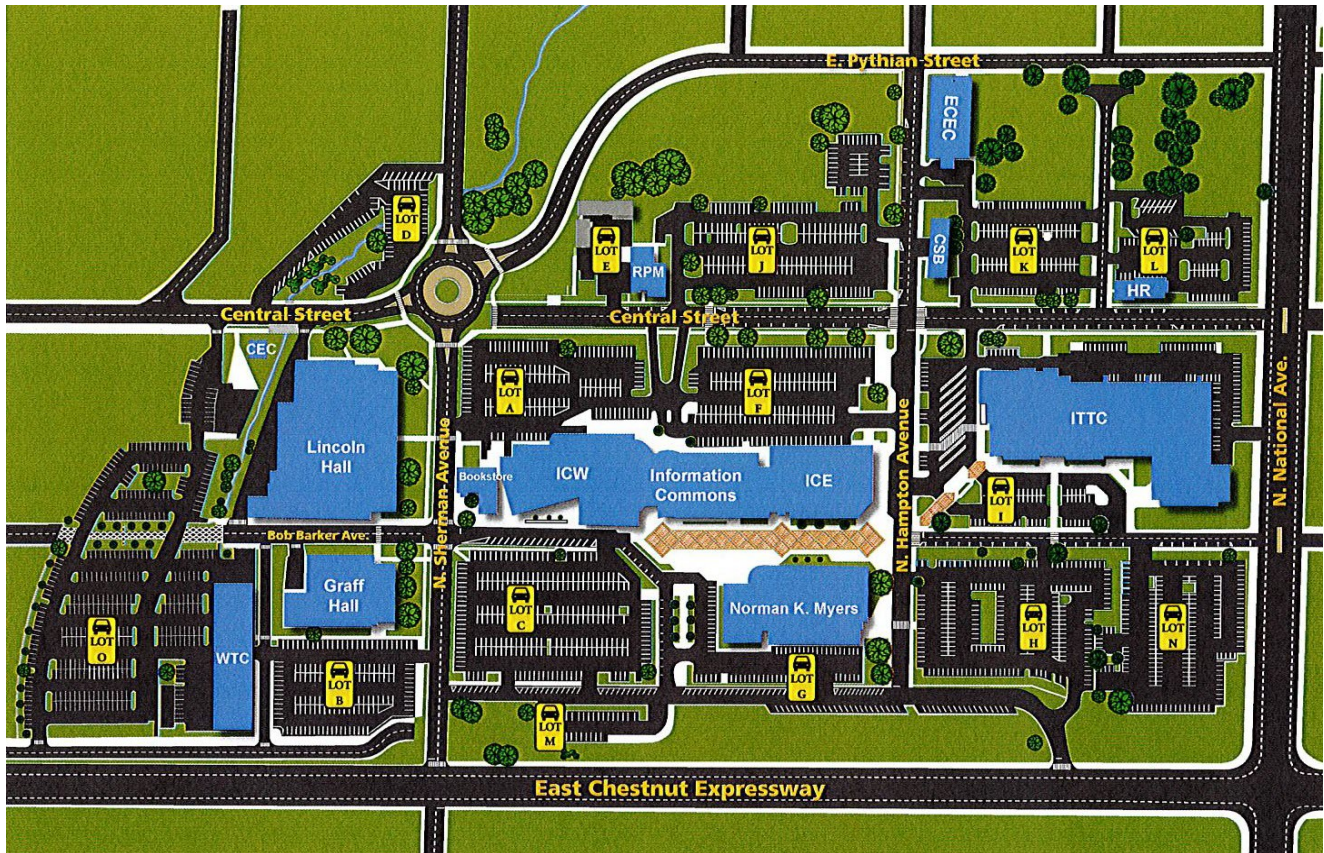
Springfield Campus 1001 E. Chestnut Expressway Springfield, MO 65802 417.447.7500	Lebanon Education Center 22360 Highway MM Lebanon, MO 65536 417.447.8932	Richwood Valley Campus 3369 W. Jackson Road Nixa, MO 65714 417.447.7700
Table Rock Campus 10698 Historic Hwy 165 Hollister, MO 65673 417.447.8920 417.336.6239		Waynesville Education Center 320 Ichord Avenue Waynesville, MO 65583 573.774.5061

For building locations, click on Building Maps.

Academic Advising

All full-time faculty are assigned students for academic advising. Advising responsibilities potentially include the following:

- Support student academic success by providing them with accurate and timely information and guidance.
- Communicate the college's curriculum, requirements, policies, and procedures.
- Assist students with creating an educational plan that aligns with their academic interests and abilities.
- Be a responsive listener and provide encouragement.
- Provide information and strategies for using college resources and services.
- Be accessible to advise students in person, by telephone, or through OTC email during posted office hours.

For information and questions related to advising students, please contact the Coordinator of Advisor Training and Development at 417.447.6953 or email advising@otc.edu.

Academic Alert, Probation, and Suspension

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

Students who have not maintained a satisfactory grade point average will be placed on academic probation. This is to encourage students to limit the number of credit hours that are attempted and potentially repeat courses. While on academic probation, students are required to make contact with their advisor to review their educational plan before being released to register.

Academic and Course Grade Appeal

The college has established an equitable and orderly process to resolve academic dissatisfaction. Please refer to the appeals website for complete information.

Academic and Personal Freedom

Please refer to the Board of Trustees Policy 2.01 – Academic and Personal Freedom, for complete information.

Academic Calendar

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

Academic Integrity Violations and Plagiarism

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

Guidelines and more information related to academic integrity are available in the Student Handbook, on the OTC Academic Integrity website, and in the Board of Trustees Policy 5.24 – Academic Integrity.

Administrative Withdrawal from a Course

Please refer to Board of Trustees policy 5.36 – Administrative Withdrawal from a Course for complete information and refer to the Attendance and Administrative Withdrawal Resources website for procedures of Administrative Withdrawal.

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

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

Americans with Disability Act (ADA)

The college complies with Title II, the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act of 1973. OTC makes every effort to ensure persons with disabilities are admitted to the college as students or employed by the college are afforded all the rights and privileges provided to them by state and federal law.

Any student should notify the instructor immediately if special assistance or devices are needed to accommodate a disability. To request academic accommodations for a disability, contact Disability Support Services at 417.447.8189 or disabilityservices@otc.edu. Students are required to provide documentation of disability to Disability Support Services prior to receiving accommodations.

Anyone with questions is welcome to contact Disability Support Services at 417.447.8189 or disabilityservices@otc.edu. Some questions may be addressed on the Disability Support Services website.

Annual Performance Evaluation

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

Anti-Virus Protection for Home Computers

Information Technology recommends the use of the following anti-virus software for personal laptops and home computer use. The software is available at no cost for download through the following links:
- For PC computers (Windows 7 and higher), we recommend Microsoft Security Essentials.
- For MAC computers, we recommend Sophos.

Attachments to Walls/Moving Furniture

If rearranging tables and chairs within the classroom, please return them to their original position before leaving. Also, if additional furniture is required, inform the appropriate department chair

or program director. Please do not attach nails, screws, tape, or other objects to walls which may damage the surface. Contact Maintenance for the following:

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

Attendance

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

Bookstore

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

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

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

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

Campus Visitors

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

Safety and Security will ask all visitors to provide identification. They will then determine if there is an immediate reason to find the person being sought. In the event of an emergency, the visitor will be asked to wait in the Safety and Security office while the officer goes to find the person being sought.

The student or staff member will then be asked if they wish to see the visitor. If so, the student or staff member being sought will be directed to the Safety and Security office to meet the visitor. If they do not wish to see the visitor, the officer will return to the Safety and Security office and ask the visitor to leave the campus. Safety and Security personnel will ensure the individual leaves campus.

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

Children on Campus

OTC provides environments that promote learning for students who are enrolled. Classroom, studio, library, and laboratory settings are not appropriate places for children, except when the child

is a registered participant in a college-sponsored activity, such as a Community Enrichment youth class. The campuses are also places of easy access to the public and do not have resources to protect unsupervised children, which could place the child at risk. Therefore, employees, students, and visitors are prohibited from leaving a child unattended at any college facility and may be removed from class until appropriate childcare arrangements can be made. For more information, contact Safety and Security at your campus or center location.

Cancellation of a Class

Instructor Absence during a Class Session

Instructors are not to cancel a class session. If you are aware of an absence ahead of time (such as an approved meeting or seminar), you are expected to make educationally sound alternative assignments or have another instructor meet the class. This is explained in the [Professional Activity/Travel Request Form](), which must be completed before attending a meeting. If you become ill, please contact your department chair or dean so that arrangements can be made for your class. Upon returning, you will be expected to fill out a submit sick leave time in Time Clock Plus.

Canvas

Canvas is the college's learning management system (LMS) used to deliver course materials via the Internet. Courses can be delivered entirely online, taught partially online as hybrid courses, or enhanced using Canvas features.

Canvas is accessed through the MyOTC portal. For more information or assistance logging into MyOTC, please contact the OTC Helpdesk by email at [helpdesk@otc.edu]() or at 417.447.7548.

For technical and nontechnical assistance with Canvas, contact OTC Online by email at [online@otc.edu]() or at 417.447.8200. This contact information is valuable and should be included in your course syllabus and course resource area. Other resources for Canvas can be found at the [OTC Online]() website.

Career Services

Career Services is a resource for all students, alumni, and faculty, as well as for the campus and business community. Experienced staff members provide direct assistance and professional advice on:

- Assessing and exploring career choices and college majors
- Conducting employment and internship searches
- Creating effective resumes and cover letters
- Strengthening interview skills
- Managing careers after graduation

Faculty are encouraged to contact Career Services for classroom presentations on resume writing, interviewing, career exploration, and job readiness. Career Services may be especially useful to students who are undecided about their career path or are ready to enter the workforce.

Individual appointments and web-based self-directed technologies are in place to help students explore careers, build professional resumes, and practice and improve their interview skills. Current job openings and internship opportunities can be accessed through our online job board, [College Central Network](). Business and industry contacts are developed to maintain up-to-date employment listings. Career assessment and exploration can be accessed through [FOCUS 2]() or [Career Coach](). Interest, skills, personality, values, and leisure assessments are aligned with academic and

occupational options to give students the necessary tools to make effective career choices and college major decisions.

The Career Services office is located in Information Commons West 208, on the Springfield Campus. For more information on these and other resources, visit us at Career Services, call 417.447.6964, or email careeremp@otc.edu.

Center for Academic Innovation

The Center for Academic Innovation is the home for OTC faculty teaching and learning development, resources, and services. The center is for all faculty and provides programming and resources including professional development sessions, training, a virtual resource website, events, and collaborative opportunities. The center is located on the Springfield campus in Information Commons 104, on the Springfield campus. More information can be found at the Center for Academic Innovation, or contact facdev@otc.edu.

Class Rosters

Instructors may obtain rosters for their classes via the web on Pinnacle or MyOTC.

Attendance should be recorded and carefully monitored throughout the semester. Faculty are expected to comply with the Administrative Withdrawal policy. Any student attending class, but not appearing on your current roster is not enrolled in your class. Please direct these students to Student Services for assistance.

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

Commencement

Participation in commencement activities is part of a full-time faculty member's contractual obligation. Adjunct faculty are invited to attend, but attendance is not mandatory.

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

Communicable Diseases

Please refer to the Board of Trustees Policy Communicable Diseases for complete information.

Computer Accounts

OTC computer login accounts are generated after all onboarding paperwork is complete in Human Resources. Once an account has been set up, the supervisor and employee will be notified through email. The username and password obtained is required to access computers on campus, MyOTC, Intra, and Gradebook. *Note: You are responsible for what happens when logged into the network.* Please note that OTC-Guest wireless network is available for visitors who bring their own device and are needing to connect to the Internet. No computer account is needed to access the network.

Temporary User Account

If a presenter or student prospect needs access to a computer for a brief time, a temporary account can be obtained from the IT Service Center (Jared Family Welcome Center). To receive a temporary account, ID must be shown and a signature obtained. OTC is required by Federal Law to know who is logged into the network.

Computer Labs

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

OTC Springfield Campus	ICE 223A	417.447.7548
OTC Richwood Valley Campus	LSC 216	417.447.7700
OTC Table Rock Campus	RWP 101 & 111	417.336.6239
OTC Lebanon Center	RMC 117	417.532.5044
OTC Waynesville Center	WEC 117	573.774.5061

Please call the location for hours of operation and additional information or visit Computer Lab for hours.

Confidentiality

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

Copying and Printing

A copy machine will be available for your use. Department personnel will be able to assist you in the preparation of class materials when needed. You are encouraged to post as much course information as you can to Canvas to minimize printing costs. Please allow plenty of lead time.

OTC expects you to adhere to the Copyright Laws. Please do not make copies of copyrighted material without the publisher's permission. This includes computer software and videos as well as print material. Check with an OTC librarian if you have questions regarding the fair use of material for your classroom and consult the Board of Trustees policy Copyright Compliance Policy for additional information.

Counseling Services

Through numerous supportive services, the Counseling Services staff strives to assist members of the OTC community with their personal issues and mental-health concerns. These services include the following:

- Individual and group mental-health counseling (service limited to currently enrolled students)
- Referrals to community resources
- Educational programs, both on and off campus
- Crisis intervention services
- Campus-wide outreach events
- Consultations with faculty and staff
- Web-based resources, referrals, and screenings

Our short-term counseling services are available for currently enrolled college students at all college locations and for currently enrolled distance learners. Crisis intervention services, individual consultations, and referrals resources are available to OTC employees and prospective students. All services are free and confidential. For more information, please visit Counseling Services or call 417.447.6974.

Course Tuition Waiver

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

Credit by Exam

Please refer to the Board of Trustees policy Credit by Exam for information.

Disability Support Services (DSS)

The mission of Disability Support Services is to collaborate with faculty, staff, students, and the community to encourage a college environment in which individuals are viewed on the basis of ability, not disability.

Please visit Faculty & Staff Resources for answers to questions such as:

- How does Disability Support Services work?
- How do I know if one of my students is a Disability Support client?
- What do I need to do if a student shares their accommodation letter with me?

Drug-Free Workplace

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

Electronic Grading Systems

Pinnacle Gradebook

To access Gradebook, visit https://gb.otc.edu/pinnacle/gradebook/logon.aspx and log in using OTC username and password. If there are questions about Gradebook:

- Visit Intra for a tutorial
- Attend a training session (check professional development schedule)
- Contact the OTC Helpdesk by email (help@otc.edu) or call 417.447.7548.

Note: Students can access grades through MyOTC, under the "Resources" tab. In the IT Resources area, select "View My Current Grades."

Canvas Grades

To access Canvas Grades, login to MyOTC using OTC username and password and click on the "Canvas" tab. Once logged into Canvas, and in desired class, click "Grades" in the course menu area. If there are questions about Canvas Grades contact OTC Online at online@otc.edu or call 417.447.8200.

Email

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

OTC email can be accessed anywhere there is Internet access by clicking MyOTC on the college's main webpage. Login with OTC username and password and select the "Email" tab.

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

Emergency Notification

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

Employee Development

OTC provides several learning opportunities/employee development activities throughout the academic year to help instructors meet the college professional development requirements. Please visit the website of the Office of Institutional Effectiveness for more information, including a calendar of events for all employees. Visit the website of the Center for Academic Innovation for more information, including a calendar of events designed specifically for faculty.

Excellence in Education Awards

The Excellence in Education award was created in 1992 to recognize quality individuals throughout the institution. Excellence in Education candidates are nominated by students, faculty, and staff at the conclusion of each spring semester. Award winners are selected by a college-wide committee over the summer, and are officially recognized at the annual College Development Day in October. Each winner receives a plaque and a cash award from the OTC Foundation. These awards are funded each year by the Turner Family Foundation.

Faculty Senate

The Faculty Senate serves as a liaison between the faculty and administration of the college. With voting rights limited to all full-time faculty members, adjunct faculty are encouraged to participate. Below is the mission statement for Faculty Senate, to help better understand the mission of Faculty Senate.

> We, the members of Ozarks Technical Community College faculty, strive to provide regular and effective participation in the shared governance of Ozarks Technical Community College. Our premise is that it is essential for the well-being of the college that there be cooperation and communication between faculty, staff, administration, students, and trustees. We recognize that these entities have distinct functions and interests which, though they may overlap, may not necessarily coincide. Due to our expertise, credentials, and commitment to the learning process, we have a significant impact on the success of the students and the efficient operation of the college. Therefore, we have a collective voice in providing recommendations to the governing body of the college in matters involving educational policy, preservation of academic integrity, protection of academic freedom and prioritization of resources.

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

FERPA

Family Educational Rights and Privacy Act – It's the law

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

It grants four specific rights to a postsecondary student:
- Right to inspect and review his or her education record
- Right to seek to amend his or her education record
- Right to consent to disclosure of his/her records
- Right to file a complaint with the U.S. Department of Education concerning alleged failures by the college to comply with the requirements of FERPA

It's Your Responsibility

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

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

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

Some practical things to keep in mind:
- **Grades:** Students' scores or grades should not be displayed publicly. Even with names obscured, numeric student identifiers are considered personally identifiable information and must not be used. Grades, transcripts or degree audits for purposes of advisement should not be placed in plain view.
- **Papers:** Grades, papers or tests should not be left out in plain view nor should students sort through the documents of other students in order to retrieve their own work.
- **Class rosters/grade sheets:** These and other reports should be handled in a confidential manner and the information contained on them should not be disclosed to any third party.
- **Parents:** Parents, spouses and other relations do not have a right to information contained in a student's education record.

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

information, contact the Office of the Registrar at 417.447.6903.

Field Trips

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

Final Exams

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

First Aid Kit Locations

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

Food and Beverages in the Classroom

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

Grading Policy

Instructors are required to submit midterm and final grade report, via the web on MyOTC by the deadline on the date grades are due (see Academic Calendar). Questions regarding grade submission can be directed to the Special Assistant to the Provost.

Grievance Procedure for Non-Academic Issues

There may be times when a student has a concern or grievance but it is uncertain about where it can be reported. In such situations, the college encourages students to contact the Dean of Students. The Dean of Students will act as facilitator to ensure the information is directed to an appropriate college official to be handled pursuant to a published policy or procedure or will otherwise address the situation via the general Grievance Procedure for Students. For more information, see Board of Trustees policy Grievance Procedure for Students.

Students with grade/academic instruction complaints should be directed to the Academic and Course Grade Appeal procedure found in the Student Handbook section of the college catalog.

Green Dot

Green Dot is the college's interpersonal violence prevention and awareness program. In an effort to remain in compliance with the *Violence against Women Act*, two tiers of training are available to students, faculty, and staff: 1) Green Dot Overview Training, and 2) Bystander Intervention Certification. For more information contact the Student Development Office or email greendot@otc.edu.

Guest Speakers

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

Hazardous Conditions Policy

Please refer to the Board of Trustees policy, Safety, for complete information.

Health and Wellness Clinic

(Full-Time Faculty Only)

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

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

Inclement Weather Policy and Procedure

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

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

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

Laptops

Access OTC's network on a laptop through Wi-Fi or by connecting to data ports in the wall outlet. *Note: All OTC laptops should connect to the OTC network at least once a month for virus-scanning and Microsoft updates. Please remember if you have an OTC laptop, it is your responsibility to keep it safe and secure. Laptop replacement or repair costs resulting from employee negligence may be charged to the employee's department.*

When using laptops for presentations outside of OTC, test the presentation on and off the OTC network to ensure all drivers and plugins required are installed. The IT Helpdesk has laptops available for full-time faculty and staff to check out for classroom usage, OTC events, and OTC-related business travel. Laptops can be checked out for a maximum of two weeks at a time. Please contact helpdesk@otc.edu at least one week in advance.

Libraries

Ozarks Technical Community College provides library service at both our Springfield and Richwood Valley campuses.

The mission of the Springfield Hamra Library is to support teaching and learning by providing access to high-quality information resources, and facilitating their use. Services we provide to faculty include:

- Assistance in designing effective research assignments
- Collaboration on delivering appropriate information literacy lessons
- Access to journals focused on teaching and learning in various disciplines
- Support locating and evaluating OER materials
- Guidance on copyright, fair use, and Creative Commons licenses

The Hamra Library can also serve as an approved proctoring location for students to use to meet the proctoring requirement for their OTC online course(s).

Length of Classes

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

Mail Retention

Retention policies are a way of setting how long emails stay in your mailbox before they are automatically deleted. You will need to set the retention you want on your folders. Some folders have a default retention policy set by your administrator, but all other personal folders can be managed by you.

Quick Reference:
- Inbox – Retains for one year
- Junk Email – Retains for thirty days
- Deleted Folder – Retains for thirty days
- Everywhere else, including all previously managed folders – Retains forever unless a retention policy is applied.

Information on setting your personal Mail Retention policies can be found in this IT Helpdesk Knowledgeable Article.

Mid-Term Grades

Each semester instructors must submit a mid-term grade through MyOTC by the required deadline for each student. Instructors should continuously keep students informed of their progress. In addition, students that are receiving a "D" or "F" at mid-term will be sent a warning notice from the college via email. The student will be encouraged to contact their instructor to see what can be done to improve their standing. Students may also want to discuss their progress with a counselor, their advisor, or learning specialist.

MyOTC

MyOTC is OTC's centralized portal that gives you single-sign-on access to most of the electronic resources you'll need. These include:
- Canvas/Pinnacle Gradebook Login
- Tax Information/Documentation
- Class Rosters
- Mid-term and Final Grading
- Administrative Withdrawal and LDA Data Entry Pages
- Employee IT Resources

- Grade Change Request Form
- Online Storage

MyOTC can be accessed on any internet connected device using the small MyOTC logo on the otc.edu homepage or accessed directly at https://central.otc.edu.

Network Storage

OTC faculty, staff, and students have access to network storage space. Documents saved to the network are backed up nightly and can be retrieved if accidentally deleted. There are three network drives:

- H:Drive – Home/Documents
- S:Drive – Instructor and student curriculum storage (content is deleted seven days after class is deleted)
- R:Drive – Division shared area

Note: Documents saved on the OTC network are accessible from campus computers only. Documents can be saved in the Storage area in MyOTC to be accessed off campus. Remember that documents saved to the local computer's hard drive (C:Drive) and desktop are not backed up.

Office Hours

Full-Time Instructors

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

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

Adjunct Instructors

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

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

Online and Hybrid Course Sections

"W" sections designate online credit courses. For a course to be considered an "online" course, it must be delivered asynchronously (online). All OTC Online courses require one proctored assessment. This assessment may be administered at an approved physical location near the student during a specified timeframe. Course section timing may vary.

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

Ordering Supplies and Equipment

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

OTC IT Helpdesk

IT Service Center

Conveniently located in the Jared Family Welcome Center, the IT Service Center can help you with all of your information technology needs. (Wi-Fi, Wireless Printing, Password Reset, Office 365 Support, Technology Recommendations)

IT Helpdesk

Located in Graff Hall 205, the Helpdesk assists with all technical-related issues, including computer and laptop problems, account issues, network access, and software. To contact the OTC IT Helpdesk, email helpdesk@otc.edu, call 417.447.7548, or visit www.otc.edu/helpdesk.

OTCCares and the Behavioral Intervention Team (BIT)

Faculty are encouraged to utilize the resources of OTCCares by submitting an OTCCares report when a student exhibits concerning behavior or is experiencing a challenging life event. Examples of these behaviors or life events may include, but are not limited to: homelessness, hunger, traumatic event(s), domestic/dating violence, pregnancy, mental health struggles, death of an immediate family member, or financial catastrophe. OTCCares makes it easy for faculty to report through a simple, confidential electronic reporting system.

The BIT is the most prominent OTCCares resource and is comprised of individuals representing multiple departments and divisions throughout the OTC college system. The BIT exists to provide professional threat analysis, comprehensive behavioral intervention, and aid in upholding the OTC Student Code of Conduct.

Additional information about OTCCares and the BIT, including access to the electronic OTCCares report can be found at www.otc.edu/otccares or by calling the OTCCares Help Line at 417.447.6697.

OTC Online

OTC Online supports Canvas and offers instructional support assistance to students, faculty, and staff. OTC Online provides resources, services, and training for online, hybrid, and seated teaching and learning.

Contact information: Reach OTC Online by emailing online@otc.edu or calling 417.447.8200.

Parking

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

Payroll and Benefits

All OTC employees must have payroll directly deposited into a personal checking or savings account. Contact Human Resources to initiate the direct deposit option. Your first pay will not be issued until all the necessary paperwork has been completed through the Human Resources office.

If you are not sure if your paperwork is complete, contact Human Resources at 417.447.2632. All pay dates are posted on the [Payroll](#) section of the OTC website.

Each semester, final pay will be withheld until final grades have been received by the appropriate division office.

Printing

OTC provides students with 500 free printed pages each semester. This includes printing through a wireless connection from laptops at designated locations. Pages available at the end of the semester will not carry forward to the next semester. Refunds will not be given for pages remaining on accounts. Printing more than the 500 allotted pages cost 5¢ per additional page.

Free printing is tabulated as follows:

- Black and white count as one page
- Black and white duplex count as one page
- Color counts as ten pages
- Color duplex count as ten pages

Printing Locations:

Springfield Campus
>   Open Computer Lab – ICE 223A*
>   NKM Lobby*
>   Graff 206 Hallway*
>   LCN 112 Hallway*
>   ITTC Vending Area*
>   LRC – IC 100*
>   TLC – ICE 212*
>   Writing Center – IC 200
>   ICE Atrium*
>   ICW Atrium*

Richwood Valley Campus
>   Open Computer Lab – LSC 216*
>   Student Services Kiosk – LSC 122*
>   Learning Resource Center – LSC 203*

Table Rock Campus
>   Lobby Kiosk – First Floor
>   Student Services Kiosk – Second Floor

Lebanon Center
>   Open Computer Lab – RMC 117*

Waynesville Center
>   Open Computer Lab – WEC 117*

Denotes wireless printing

Wireless Printing

The wireless printing link is located at MyOTC, on the "Helpful Resources" menu, and then chose "Student IT Resources." Pages printed wirelessly are deducted from the 500 free or paid pages.

Professional Organizations

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

One such example is the [Missouri Community College Association (MCCA)](#), an organization that represents the community colleges of the state through legislative representation. It also strives to increase public awareness of the community college. The college pays the annual membership dues of each full-time employee.

Safety in the Classroom

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

- You, as the instructor, are considered the expert on safety in your area. You are responsible for teaching safety to your students and seeing that they understand and follow safe practices. You are also responsible for keeping the area and equipment in safe operating order.
- **An instructor must ALWAYS be present when shops and laboratories are being used.** If it is necessary to leave while class is in progress, be sure another knowledgeable instructor is placed in charge or the students are given a break, and the room is locked.
- In the event of any accident, employees are required to report the incident immediately to the Safety and Security Department at 417.447.6911. If you observe any criminal actions, serious accidents, injuries or a significant emergency occurring on college property or in college facilities, contact 911 immediately and then contact the Safety and Security Department. The nearest college administrator or supervisor should also be notified as soon as possible.

Crisis Management

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

Safety and Security

If you feel threatened in class or have any medical emergencies, immediately notify the OTC Safety and Security Office by calling the Safety and Security Office at 417.447.6911. The offices of Academic Affairs, Administrative Services, and Student Services will be notified as soon as possible for communication throughout the campus when appropriate. In the event of any accident, employees are required to report the incident immediately to the Safety and Security Department at 417.447.6911. If you observe any criminal actions, serious accidents, injuries or a significant emergency occurring on college property or in college facilities, contact 911 immediately and then contact the Safety and Security Department. The nearest college administrator or supervisor should also be notified as soon as possible.As soon as practicable after criminal action, accident, injury, or other emergency situation, employees and students shall file a written report for each incident with the Office of Safety and Security and, in the event of illness or injury an [Internal Report of Injury](#) with the office of the Vice Chancellor for Administrative Services.

Reporting Hazardous Conditions

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

Scantron

A Scantron machine is available in the division offices on the Springfield and Richwood Valley campuses as well as the area education centers. Answer forms are available in your division office. The answer forms are fed through the scanner to mark incorrect answers on multiple choice

questions. The number correct and percentage score will be marked on each answer sheet. A tally form is also available to determine the distribution of incorrect answers in the class.

Although OTC provides this convenience to assist instructors it is also important for students to learn to write and heavy reliance on multiple choice tests is discouraged.

Sexual Misconduct Policy

IMPORTANT: All adjunct and full-time faculty members must complete an online anti-harassment training each year.

Each year Human Resources will provide preventing sexual harassment training through official OTC email. For new hires, the completed certificate should be sent to the Human Resources Office before receiving your first payroll. The exam must be completed on an annual basis.

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

Please see the Board of Trustees policies, Sexual Misconduct and Inappropriate Relationships for full information.

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

Software Guidelines

Prior to purchasing the IT Department should approve all OTC purchased software. Send all software information, websites, links, and trial software to helpdesk@otc.edu or deliver to Graff Hall 205 for evaluation. Only the IT Department has software installation rights on computers in classrooms and labs.

Note: If additional OTC-approved software is required to be loaded on an adjunct office computer, deliver the software to the IT Helpdesk (Graff Hall 205) with room, location, and computer name (i.e. DT0012345).

Speech Communication Center

The Speech Communication Center is a free, friendly service provided to help students and members of the community with any presentation. Tutors can help with any aspect of the public speaking process, such as topic selection, organization, research, outlining, visual aids, private rehearsal, and even the ability to record presentations. Instructors from all disciplines are encouraged to send their students to the Speech Communication Center before any class presentation.

The Speech Communication Center is co-located with the Carol Jones Writing Center on the second floor of the Information Commons building, in room IC 200. Walk-ins are welcome, but students are encouraged to schedule an appointment by emailing speechcenter@otc.edu or calling 417.447.8235.

Student Course Evaluations

The primary purpose of the Student Course Evaluation is to improve teaching and learning. It is a tool to provide feedback to instructors and administration concerning student perceptions of the

effectiveness of instruction in the course. The survey includes five questions designed to fulfill the requirements of Senate Bill 389. The results of these five questions will be posted on the class schedule on our webpage for student access. Also, there are six questions on the survey that evaluate various aspects of the course, including instruction, procedures, and environment. Most of these question items use a five-point scale of strongly agree, agree, neutral, disagree, or strongly disagree. In addition, three open ended question are included on the survey.

The Student Course Evaluation survey is administered through Canvas each semester at the mid-point of each class length. Each section of every course will be evaluated. This is not an option and is required of each full-time and adjunct instructor. Survey responses are analyzed by the Office of Research and Strategic Planning. Instructors will receive an electronic summary of their results after the semester ends. A cumulative summary based on all sections of a course, all courses of a department/program, and all courses within a division are also prepared for comparative use. Faculty members will also receive feedback on the written comments provided by students. Deans and department chairs/program directors also monitor the survey results for their respective areas as a tool to detect any potential issues that could be addressed. Institutional summary data is retained in the Office of Research and Strategic Planning (417.447.2648).

Student Learning

Ozarks Technical Community College is committed to providing evidence of the quality of our educational experiences and programs in order to fulfill our mission and our responsibilities to the communities that support us. A focus on demonstrating student performance on course, departmental or programmatic, division, and institutional learning outcomes is critical to OTC's overall institutional effectiveness. The assessment process produces student learning data that drives OTC's curriculum, planning, and budgeting processes.

Please visit the Assessment of Student Learning website for more information.

Study Abroad Program

To provide expanded learning opportunities, cultural development, and prepare students for an increasingly global community, OTC offers several study abroad opportunities. Faculty who are interested in participating in, or leading, a study abroad program should coordinate approval through their division dean. For study abroad advisory assistance and resources, faculty may contact OTC's International Program Office at 417.447.6941.

Syllabus Development

Development of a syllabus for your course is an important part of your role as a faculty member. You should think of your syllabus as serving three important purposes:
- The syllabus as contract – your syllabus should clearly spell out policies and procedures that you will follow in your course.
- The syllabus as permanent record – often syllabi are used by students seeking to transfer course work to other higher education institutions.
- The syllabus as a learning tool – your syllabus can be a place to share the relevance and importance of your course, and to set a tone for a positive learning environment for the entire semester. (Adapted from: *The Purposes of a Syllabus,* Jay Parkes and Mary B. Harries, Retrieved from: http://jan.ucc.nau.edu/~coesyl-p/syllabus_cline_article_2.pdf)

OTC provides faculty with a syllabus template for you to use as a guide in the development of a syllabus for your course(s), regardless of mode of delivery (hybrid, online, or seated). **We**

encourage you to modify the content in this template to personalize your syllabus to match your teaching approach and aesthetic. However, please remember that your department chair or program director must approve all syllabi.

Technology in Seated Courses

As technology continues to advance, more instructors incorporate online and web-based instructional tools in the classroom. OTC encourages instructors to utilize alternative teaching practices when they are beneficial to student learning. In the process of incorporating these methods, an instructor must be cognizant of the student population and have an understanding of limitations that many students face when accessing online materials.

OTC requires that every instructor include their syllabus and staff information on the Canvas site provided for each section. Courses may be enhanced at the discretion of the instructor.

Telephones

OTC is served by a Cisco IP phone system, providing many useful functions and features. Documentation on these functions and features can be found at: https://in.otc.edu/it/training/#144657125904-ce8396dd-79c6.

- OTC phones are assigned a seven-digit phone number beginning with 447. However, when dialing from one OTC phone to another, only the last four digits are needed.
- To dial an off-campus, local number, dial 9 and then the seven-digit number. Example: 9.123.4567.
- To make a local (off-site) call from an OTC phone at the Lebanon, Waynesville, or Table Rock locations, dial 99, then the seven-digit number. Example: 99.123.4567.
- For long distance numbers, dial 1 + area code + seven-digit number. Example: 1.702.123.4567.
- The voicemail to email feature allows you to receive your voicemail in your OTC email.

The campus phone system includes voicemail capabilities. If your phone has been assigned a voicemail account, instructions and guidelines can be found at: https://helpdesk.otc.edu/TDClient/KB/?CategoryID=11.

A departmental phone list is located at the front of this handbook.

For questions about your phone system, contact the IT Helpdesk: helpdesk@otc.edu.

Testing Services

Testing Services serves two primary functions at the college. First, we provide a wide range of standardized testing platforms through which clients can gain eligibility to apply for certain OTC selective admissions programs, earn their High School Equivalency (HSE) credential, earn Industry Recognized Credentials (IRCs), etc. Second, we serve as an approved proctoring location for students to use to meet the proctoring requirement for the OTC online course(s). For more information on proctoring options, please visit the Proctoring at OTC website.

Ozarks Technical Community College provides a testing facility at each of our campuses and education centers. Hours of operation and availability of standardized testing platforms differ from site to site. Please visit the Testing Services website, and select the campus/education center box of interest for detailed information specific to your campus/location.

Textbook Proposals and Approval

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

Desk Copies of Textbooks

See your department chair or administrative assistant if you have not received a complimentary desk copy of textbooks.

Tobacco-Free Campus Policy

OTC became a tobacco-free campus August 1, 2003. See Board of Trustees policy, Tobacco Free, for further information.

Travel/Reimbursement of Expenditures

Prior to Travel

An Advance Travel Request form should be completed and approved in advance of the travel activity. Forms are available from the Finance Office website or in the deans' offices. The amount on this form will be a guide for reimbursement.

Tutoring and Learning Center

Any student wanting to improve his/her learning strategies and grades is encouraged to visit the Speckman Tutoring and Learning Center (TLC) in ICE 212 on the Springfield campus or at the Academic Support Center (ASC) in Room 206 on the Richwood Valley Campus. TLC services may be especially useful to students who come to college academically underprepared. Services are free to students enrolled in OTC credit courses. Instructors, staff, and skilled peer tutors work with students in a lab-like environment. For further information, please call 417.447.8164 for the Springfield campus or 417.447.7447 for the Richwood Valley campus. Tutoring is available in the Learning Lab, located on the Table Rock Campus in Room 401. Call 417.447.7794 for more information on the Learning Lab. Check with the office at Lebanon and Waynesville locations to find out what services are offered.

Tuition Reimbursement Plan

Please see Board of Trustees policy Tuition Reimbursement Plan for more information. Employees meeting certain requirements may qualify for Educational Leave with or without pay. See Board of Trustees policies Educational Leave with Pay and Educational Leave without Pay for further information.

Website

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

Wireless Internet Access

Wireless Internet access is available throughout all buildings of the OTC System and is available outdoors in the Plaza area between the Norman K. Meyers building and the Information Commons buildings. The following two networks are available wirelessly:

- OTC-Wifi – For use with staff, faculty, and current OTC students for internet access with personal wireless devices. This network **DOES NOT** grant access to OTC's internal network.

- OTC-Guest – for use by non-OTC students and guests at OTC facilities.

The following two networks are available for OTC owned devices and classroom facilities:

- OTC-Staff – For use with OTC owned/issued devices. This will allow your OTC laptop to connect to the internal network and access network resources. Other OTC devices, such as cell phones, may be connected by request and upon approval.
- OTC-Special – for use with classroom technology devices that do not support enterprise encryption/authentication methods.

Please refer to the information at this link for additional information and initial assistance with getting connected to one of the OTC wireless networks: https://helpdesk.toc.edu/TDClient/KB/?CategorID=8.

Setup instructions are also available at the IT Service Center (Springfield Campus, IC Atrium).

For classroom technology devices, please contact the OTC IT Helpdesk at helpdesk@otc.edu.

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

Withdrawal from Class

Students may withdraw from classes by dropping all of them through myOTC, submitting the Change of Schedule and Withdrawal form, or by sending an email requesting withdrawal from all courses from their OTC email (emailed requests from any other email will not be accepted). Students who officially withdraw from a class during the 100% refund period will not have the class appear on their academic transcript. Students who withdraw, or are administratively withdrawn, after the 100% refund period will have a "W" appear on their transcript.

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

Workload and Expectations

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

Writing Center

(The Carol Jones Writing Center)

The Carol Jones Writing Center (CJWC) is located on the Springfield campus in IC 200. The mission of the CJWC is "We help people negotiate the process of solving problems through the act of writing." Briefly stated, we help anyone with any aspect of any writing project for any purpose and audience, including the following: picking a topic, prewriting, organizing, drafting, revising, editing, and documenting.

We also offer synchronous one-on-one online tutoring to anyone who has internet access and can serve as an approved proctoring location for students to use to meet the proctoring requirement for their OTC online course(s).

Please visit our website for answers to frequently asked questions, or contact us at 417.447.8235 or writingcenter@otc.edu for more information.