

Tri-County Technical College

Faculty Guide

Spring 2015



TriCounty
TECHNICAL COLLEGE

Tri-County Technical College

Faculty Guide

7900 Highway 76, P.O. Box 587
Pendleton, SC 29670

TELEPHONES:

Main Number (864) 646-8361
Anderson Campus (864) 260-6700
Easley Campus (864) 220-8888
Oconee Campus at Hamilton Career Center (864) 886-4555
TDD/Voice 1-800-735-2905

Toll-Free Number (within 864 area code) 1-866-269-5677

Tri-County Technical College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award the associate degree.

Tri-County Technical College offers equal opportunity in its employment, admissions, and educational activities in compliance with Title IX, Section 504 of the Rehabilitation Act of 1973, and other civil rights laws.

Welcome!

Welcome to Tri-County Technical College! We are glad that you are now a member of the TCTC community, and we hope that this information will be helpful to you as you get acquainted with campus routines and procedures. If you have any questions about anything in this booklet or anything that may not be covered in this guide, please contact me. We are here to serve you!

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College Campus Locations

Pendleton Campus 7900 Highway 76 Pendleton, SC 29670 (864) 646-8361	Easley Campus 1774 Powdersville Road Easley, SC 29642 (864) 220-8888
Anderson Campus 511 Michelin Boulevard Anderson, SC 29625 (864) 260-6700	Oconee Campus at Hamilton Career Center 100 Vocational Drive Seneca, SC 29672 (864) 886-4555

TCTC is Tobacco Free

Tri-County is committed to creating and promoting a healthy learning and working environment for students, faculty, staff, and visitors. As such, **tobacco use is prohibited** on all Tri-County Technical College campuses and learning centers, including all buildings, parking lots, automobiles, and outdoor areas. "Tobacco" refers to any and all tobacco products, whether inhaled or ingested, as well as electronic cigarettes. For additional information about the policy and resources to assist in overcoming tobacco addiction, visit www.tctc.edu/FreshStart.



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The College's Mission, Vision, and Values

MISSION:

Tri-County Technical College, a public community college, focuses on teaching, learning, and helping students reach their goals. The College supports economic development for Anderson, Oconee, and Pickens counties in South Carolina by preparing a highly-skilled workforce.

VISION:

Passionate people transforming lives and building strong communities one student at a time.

VALUES:

Integrity: To be our ideal selves, doing right, and upholding and demonstrating high ethical standards at all times.

Respect: An understanding that everyone is important and is valued. To be open to accepting and balancing the different views of yourself and others. To preserve dignity in ourselves and others and to interact in a manner that promotes trust, openness, and understanding.

Community Minded: To be good citizens within the College community, upholding policies and procedures and taking responsibility for making the working and learning environment better for all. To go above and beyond the boundaries of our position descriptions, departments, or divisions and work for the overall good of the College.

Commitment to Excellence: The desire or drive to make improvements each and every day in ourselves and our environment.



Tri-County Technical College

Learning College Guiding Principles

1. To become a true learning college requires a commitment to a journey—a journey undertaken with a mindset and focus that guides the policies and practices of the College every step of the way.
2. Together, we must determine what “learning college” means to Tri-County, using these guiding principles (O’Banion, 1997):
 - The learning college creates substantive change in individual learners.
 - The learning college engages learners in the learning process as full partners, assuming primary responsibility for their own choices.
 - The learning college creates and offers as many options for learning as possible.
 - The learning college assists learners to form and participate in collaborative learning activities.
 - The learning college defines the roles of learning facilitators by the needs of the learners.
 - The learning college and its learning facilitators succeed only when improved and expanded learning can be documented for its learners.
3. While all employees are responsible for supporting and enhancing student learning, the faculty are the primary designers, facilitators, and evaluators of student learning. The faculty perform their role in harmony with college administrators and staff, in concert with college policy, and with the active support of the College as a whole.
4. The college recognizes that meaningful learning experiences are not limited to the classroom. It is critical, therefore, that Student Affairs professionals and other staff create and/or maximize opportunities for co-curricular learning that enhance the personal and career development of our students.
5. While the learning college concept places students and student learning at the top of the hierarchy, this focus also includes the learning of individual employees and the institution as a whole.
6. An essential component of being a true learning college is assessment—the “culture of evidence.” In everything we do, we must evaluate outcomes. And we must use what we learn to make improvements.
7. Our employment practices - at all levels - must attract and retain employees who support our values and key principles and who contribute to our success as a learning college. To this end, Tri-County Technical College will implement processes for professional development that more purposefully support employees’ contributions to the learning college principles.
8. The College must continue to develop an organization that supports and advances our learning college principles.

(Approved by Executive Staff on January 23, 2007)

“Culture of Evidence” Guiding Statements

1. The “Culture of Evidence” is an essential component of becoming a true learning college.
2. A “Culture of Evidence” means we are predisposed to asking and answering key questions:
 - How do we know? (Is this process working? Are students learning?)
 - So what? (Are the outcomes worthwhile? Are we doing the *right* things?)
 - Now what? (How can we use what we’ve learned to improve?)
3. The “Culture of Evidence” means we are data-informed—i.e., we make decisions and choose courses of action based on meaningful information and our professional interpretation of that information.
4. In a “Culture of Evidence” environment, data are transparent—i.e., we share the results of analyses with the campus community and we encourage open and professional dialogue about the outcomes and the strategies for improvement.
5. Data are used to inform and to foster positive change. Data are not used simply to “check off the box” for external reporting purposes.
6. The “Culture of Evidence” transforms the college culture from a “have to report” mindset to a dynamic “want to know” approach.

(Approved by Executive Staff on January 23, 2007)



General Information

Directories

The Tri-County Technical College website (www.tctc.edu) houses a lot of information about the College. One of the most helpful links on the home page is the “Directories” link that connects you to directories for TCTC faculty and staff, college offices, and administrators. To access the directories, click on the “About TCTC” tab on the home page and then click on “Maps and Contact Info.”

eTC

Many of the questions you may have as you begin working at Tri-County Technical College can be answered on eTC, Tri-County's online resource for information, news, and web services. You will soon be assigned a user name to access the portal. You will want to log in to eTC every day and click on the various tabs for information.

Message Center Tab

- Campus Alerts
- College-wide, employee, and student announcements
- Email
- Activities and Academic Calendars
- Directories
- Campus Safety Information

Employee Tab

- Leave and pay information
- Business Office forms and travel forms
- Policies and procedures
- How to request services on campus
- Institutional data
- Professional development opportunities

Faculty Tab

- Advising
- Class and program management functions in Banner
- Blackboard
- Faculty development
- Curriculum development
- Faculty/Advisor Resource Guide-Student Records
- Program management

Get Ready, Get Set, Get Connected, Learn, and Succeed Tabs house information that students need from the time that they are accepted as a student until they graduate. Specific items of information for each tab are listed on the eTC log-in page.

Banner

Banner is the College's database for all student, financial aid, finance, and human resource information. In Banner, faculty members can advise, withdraw and grade students, and manage instructional activities. Faculty can sit with students and easily retrieve information on current enrollment and review progress towards educational goals all in one visit. Faculty will also have access to current and previous teaching assignments, detailed class lists, and biographical and demographical information for each student enrolled in their classes.

Banner training for new full-time faculty is held during New Full-time and Adjunct Faculty Orientations.

The orientations will cover **how to access student information, how to enter grades, and how to withdraw a student and enter the last date of attendance** as well as other class management functions. Information is given to find links to other functions located in this channel. If you are unable to attend the orientation sessions or if you have any additional Banner related questions, contact Scott Harvey (sharvey@tctc.edu/ext.1556) to schedule an individual Banner training session.

Each semester, Student Records offers "refresher training" on how to enter final grades in Banner just before grades are due. Watch for an announcement on eTC and/or check out the Faculty Professional Development Opportunities Brochure for dates and times of the refresher trainings.



FAQ's

1. Where do I get a parking hangtag, and where can I park?

All employees must obtain a parking hangtag to park on the Pendleton, Anderson, Oconee, or Easley campuses. Hangtags are free (limit of three vehicles) and can be picked up on the Pendleton Campus in the Campus Safety Office in Pickens Hall Room 138, Room 118 at the Anderson Campus, or Room 100 at the Easley Campus. In order to obtain a parking hangtag, it is necessary to have a valid driver's license and a copy of the vehicle registration as well as your T# (TCTC ID #). Parking areas for faculty and staff on the Pendleton Campus are designated on the parking map on the Tri-County Technical College website. (Click on "About TCTC/Maps & Contact Info/Maps.") Faculty may park in the areas designated as Faculty and Staff Parking (in green). A copy of the campus map with parking areas is on Page 24.

2. Where do I get a College ID badge and nametag?

Picture identification badges are available for all employees and students and can be obtained free of charge on the Pendleton Campus at the Campus Safety Office located in Pickens Hall, Room 138 and Room 118 at the Anderson Campus, or Room 100 at the Easley Campus. In order to obtain an ID badge, it is necessary to have a valid driver's license and your T# (TCTC ID #). All faculty and staff should wear their TCTC ID on campus at all times. Each division provides College nametags for all new full-time faculty.

3. What about telephone numbers and voicemail?

All full-time employees are assigned a four-digit extension number that can be dialed from any office phone on campus. Your direct number should be provided to those who need to call you. **Voicemail** is provided as an additional communication tool for employees. Full-time employees are given a voice mailbox. You will receive detailed instructions on the phone and voicemail. If you do not receive instructions concerning your phone and voicemail, please contact the IT Help Desk. Adjunct faculty are not assigned individual phones but are given access to a phone in the division adjunct faculty areas.

4. How do I get paid?

Once you have signed your contract for teaching as an adjunct instructor, you will not need to submit a timesheet. You will be paid in equal installments over the pay periods of your contract. If you are going to be paid for any other hours that are not "teaching hours" then you will need to sign another contract and complete an electronic timesheet for those hours. You can only enter time on the electronic timesheet for today or yesterday so the contract must be submitted at least 2 days before the event. Please ask your supervisor about this or call the Payroll Office.

Tri-County employees are paid once a month on the **last working day of the month**. Direct deposit is mandatory for all employees. Your initial payment will be a paycheck mailed to your home address. After that you can access your pay stub on eTC. Click on the Employee tab and then on the "Pay Information" link in the "About Me" channel. If you have additional questions concerning your pay, please contact Lynn Shook, Payroll Coordinator at (vshook@tctc.edu/ext. 1805).

5. Where can I get something to eat?

On the Pendleton Campus, the College Café, in the Student Center, has a variety of breakfast and lunch items on its menu. The hours for the spring semester are Monday and Wednesday, 7:30 a. m. - 3:30 p. m.; Tuesday and Thursday 7:30 a.m. - 4:00 p.m.; Friday 7:30 a.m. - 1:30 p.m. A large vending area is located on the upper level of the Café. Smaller vending areas are located in most of the buildings. Go to icafetctc.com to review the menu and specials for the week. The Satellite Stations on Pendleton Campus provide a limited selection of breakfast, lunch and snack items from 9:00 a.m.—1:30 p.m. Monday—Thursday.

6. What holidays does the College observe?

You can locate the 2015 holidays on eTC under the Employee tab in the “About Me” channel, under the Leave System link. You will be prompted to log in. Click on the link under the Options, Leave Procedures/Policies tab. You will notice that the 13 holidays that are observed by the College are not necessarily observed on the actual holiday.

7. What do I do in case of an emergency?

Campus Safety Offices

- Pendleton Campus - Pickens Hall, Room 138, 646-1800 or ext. 1800, 24/7
- Anderson Campus - Room 118; 260-6718 or ext. 6718
- Easley Campus - Room 100; 220-8989 or ext. 8989

Please call the office if you have an emergency or if you need to gain access to your building or office. The Pendleton Campus closes on Fridays at 2:00 p.m., and reopens on Saturdays at 7:00 a.m., then closes on Saturdays at 6:00 p.m., and reopens on Mondays at 7:00 a.m. The Anderson and Easley Campuses close at 2:00 p.m. on Fridays. The Anderson and Easley Campuses are not open on Saturday unless classes are scheduled. **No building access on any campus will be granted when the campus is closed!** More information on how Campus Safety can help you and what to do in an emergency is found in the *Safety and Security Manual*. You can access this manual on eTC. Under the Message Center tab, click on the “Safety Information” link in the “Campus Safety” channel located in the lower right-hand corner of the page.

8. How do I get an office key?

Your department head will request an office key for you through the Campus Safety Office by completing a Key Request Form. This form is found on eTC under the Employee tab in the My Service Request section. Employees are not provided keys for external doors. Employees who need to enter a building during a time when exterior doors are locked must contact Campus Safety at the Pendleton Campus 864-646-1800.

9. How do I get maintenance help in my office or classrooms?

Maintenance needs, such as lighting, hanging objects on walls, doors, and door hardware, should be directed to the Maintenance Supervisor in writing, using the online maintenance work order system. To access the system, under the Employee tab on eTC, click on the “Maintenance Work Order” link in the “My Service Requests” channel. For maintenance emergencies, contact Gregg Rowe at ext. 1842.

10. How do I get custodial help in my office or classrooms?

Janitorial issues should be reported via email to the custodial contractor at dkreft@buddgroup.com. For custodial emergencies, contact David Kreft at 864.546.8828 or call extension 1856.

11. Where do I get supplies?

The department head, program coordinator, or administrative assistant in your division will explain the process for ordering supplies for your office or classrooms.

12. How do I get mail and what is the mail schedule?

Mailboxes are provided for all faculty. The department head, program coordinator, or administrative assistant in your division will inform you about the location of the boxes and the mail schedule for your particular building.

13. Where do I go for typing and copying services?

Administrative support is available to assist you in typing and copying instructional material and correspondence. Printing Services, located in the Student Center, provides a variety of duplicating services, including high volume black and white copying and full color copying for small requests. Pick-up and delivery services are provided to each building and other campuses. The department head, program coordinator, or administrative assistant in your particular division will inform you about the process for submitting work to Printing Services. You may also request to use the electronic document submission system. Using this service requires department head approval and training by Printing Services staff.

14. How do I get assistance with computer issues?

The IT Service Desk offers a single point of contact for all customer inquiries related to Tri-County Technical College’s business and technical infrastructures. The Service Desk Agents provide technical analysis, problem solving, and first- and second-level diagnostics. Service Desk is located in Pickens Hall, Room 153.

7:30 a.m. – 6:00 p.m. Monday through Thursday

7:30 a.m. – 2:00 p.m. Friday

Phone: 864.646.1779 (Ext. 1779)

E-mail: servicedesk@tctc.edu

Wireless is available across the Pendleton, Anderson, and Easley campuses.

15. Does the College have a bookstore?

The Campus Store, located in Room 100 of the Student Center on the Pendleton Campus, maintains an inventory of books, TCTC logo merchandise, and various supplies. Faculty and staff will receive a 10% discount on items for personal use. The Bookstore is open the following hours: Monday - Thursday 8:00 a.m. – 5:30 p.m. and Friday 8:00 a.m. – 1:30 p.m. Go to tctccampusstore.com for more information

16. Where do I go to get help in promoting my program/area?

The Public Relations Department and the Marketing Department both have ways to help promote your programs and events. Whether you are targeting the outside world or our own students, there are a number of ways you can spread the word. Check out each department's list of services and contacts on the eTC Employee tab, "My Service Requests" channel. In addition, you can announce all your events using the appropriate eTC announcement channels and the eTC College Activities Calendar. To request an announcement or addition to the calendar, click on the "Announcement and/or Calendar Posting" link in the "My Service Requests" channel.

17. Is there a calendar that lists special academic dates and deadlines?

The academic calendar is published each semester and contains dates of particular interest to faculty (dates for first and last day of class, drop/add, grades due, exams, advising, holidays, and graduation). This calendar can be accessed from the College's website or from the eTC portal. From the website, click on the Academic Calendar link under "Quick Links" on the home page. On eTC, it is located on the Message Center tab, in the "Calendar of Events and Important Deadlines" channel in the middle of the page.

18. Is there a way to communicate opinions on issues that affect faculty?

In addition to using the organizational communication channel through the department head, dean, and provost, faculty members have the opportunity to communicate through the Faculty Senate, which serves as an advocacy group and provides a formal voice for the faculty. The President of the Faculty Senate serves on the Provost Council. Faculty Senate meetings are open to all faculty members and are announced on the Message Center tab on eTC in the "Of Faculty Interest" channel.

19. How should I dress to teach my classes?

Tri-County Technical College employees shall dress in such a manner that sets them apart from the student population and as befits their leadership roles. The mode of dress should present the most professional appearance possible, given the working environment and functional areas represented. In every instance, College personnel must exhibit suitable attire, within the accepted boundaries of modesty and recognized standards of propriety. During regular school hours, and in the presence of students, business, or community representatives, it is expected that employees will present an appearance reflective of their position within their particular field.

20. How do I know if the College is closed on days of inclement weather?

If the College cancels classes due to weather conditions, the decision will apply to all campuses. If the Governor makes a declaration of hazardous weather that only applies to one of our campus locations (Anderson or Pickens), the College will cancel classes at all locations. This will ensure that we have a consistent academic schedule across all locations. Note the closing of the Oconee campus by the local school district (see below) WILL NOT trigger the automatic cancellation of classes at all other Tri-County campuses. All inclement weather notifications will be made available to students and employees as follows:

Emergency Notifications: The College will notify you using the following methods if classes are cancelled or the College is closed.

Text: To ensure we have your correct number, log into [eTC](#), Welcome Center Tab. There you will see the phone number we have to contact you in the event of an emergency or inclement weather. If this is not the correct number, click "Update My Number" and enter the correct number.

Voice Alert: A voicemail will be issued to the same number listed for Text above.

Email: A global email will be issued to all employees and students.

In addition to the Emergency Notifications listed above, inclement weather closing information also will be announced as follows:

Recorded Message on Telephone System: Call 864-646-8361 or toll free 1-866-269-5677. When the automated attendant answers, press "9" for a recorded message.

Public Website: Visit www.tctc.edu to check for any inclement weather announcement on the home page.

Additional Information about Inclement Weather

Local media outlets (TV and Radio) will announce closings and delays for the general public. However, these outlets may only provide limited information. As such, we encourage you to also use one of the other resources to be sure that you have complete details.

Regarding the Oconee Campus at the Hamilton Career Center, that facility is located on the Oconee County School District property and will follow the closing schedule of the school district.

For employees: If the Governor closes the College, only essential personnel (maintenance, Security) should report to work. If Classes are cancelled but the College is open, then employees should use their judgment in deciding if it is safe for them to report to work and communicate accordingly with their supervisors.

21. What is the purpose of the Curriculum Committee?

All requests for new courses, new programs, or changes to new courses or new programs must go through the Curriculum Committee, a group that has representation from every academic division. The Committee reviews requests and makes recommendations to the Provost. Recommendations then go to the President followed by the Tri-County Technical College Commission for final approval. Forms to complete are located on eTC under the Faculty tab, in the “Curriculum Development” channel.

22. Are there rooms on campus where faculty can meet?

The Learning & Collaboration Center, on the second floor of the Ruby Hicks Library/Administration Building, provides a variety of spaces for faculty to meet. Contact Lisa Poore (lpore3@tctc.edu/ext.1772) to reserve RH 245 and 248 A&B. Contact Sue Andrus (sandrus@tctc.edu/ext.1761) to reserve RH 241.

RH 241 Computer Training Lab - Contains a projection system, interactive whiteboard, printer, and 22 participant computer stations.

RH 245 Collaboration Room - Includes a projection system, interactive whiteboard, and reconfigurable furniture that can seat up to 26 participants.

RH 248 A&B Large Multipurpose Room - Includes two projection systems and interactive whiteboards. Room can be subdivided into two smaller rooms and configured in a variety of ways. Seats up to 48 in round or oval table configurations or 75+ with theater style seating.

RH 249C Instructional Technology Lab - Contains two computer workstations as well as flatbed and slide scanners, DVD duplicator, and laminating machine. Also included is a Mediascape, which allows small groups to “walk up and connect,” sharing what’s on their laptops via a flat screen monitor. Call ahead to ensure availability or to schedule assistance from Richard Smith (ext. 1763) or Sarah Shumpert (ext. 1834).

RH 249 Discussion Area - Contains casual seating for up to eight and a flip chart/white board. Contact Sarah Shumpert (sshumper@tctc.edu/ext. 1834) to ensure availability.

Reflection Corner - Provides casual seating to quietly reflect alone or with a group of up to four. Comfortable chairs with tablet arms.

The Student Success Coach (SSC)

Since the Fall 2013 term, all students entering the college have been assigned both a Student Success Coach and a Faculty Advisor. Those students who entered the college prior to Fall 2013 have an assigned Faculty Advisor only. The Student Success Coach (SSC) is responsible for developmental advising while the **Faculty Advisor is responsible for curriculum advising**. Students who are identified as “at-risk” will be contacted by their assigned SSC during the semester to monitor their progress in an attempt to help them succeed. All students will have access to their assigned SSC for developmental advising issues until they leave TCTC. The Faculty Advisor will continue to be the person assigned to deliver curriculum advising to students concerning the appropriate courses for the next semester(s). In addition, the SSC will;

- A) Have an assigned caseload that is not tied to any division or program.
- B) Perform enrollment advising duties for new, returning and transfer students as part of the Orientation process.
- C) Monitor student’s progress toward completing their goals and intervene when issues arise.
- D) Serve as point person for retention and early alert efforts.
- E) Contact Director of Advising when issues with faculty advisor are presented by student.

Below is a list of our current Student Success Coaches with their office locations:

Anderson Campus:

Butch Merritt – Room 112

Easley Campus:

Lakishia Dinkins

Pendleton Campus:

Rachel Campbell – Miller 112

Coreea McCoppin – Miller 112

Mary Heyer – Miller 112

Alicia Walker – Miller 111

Lillian Hunter – Anderson 111

Donald White – Anderson 111

Tasheka Johnson – Miller 112

For further information, contact Lou Ann Martin, Academic Support Network Coordinator and Interim Director of Advising at lmartin4@tctc.edu or ext. 1372.

College Special Interest Group

Bridge To Clemson

The Bridge to Clemson program is a unique freshman-year program at Tri-County for students who apply to Clemson University and narrowly miss regular acceptance into Clemson. The Bridge to Clemson program is designed to (1) connect students to Clemson services and programs while taking courses at Tri-County Technical College and (2) prepare students academically for continued education at Clemson University. Invited students are not officially accepted into the Bridge to Clemson program until they have paid an advance payment to reserve their space. Since spaces in this very popular program are limited, students are urged to submit their interest to Clemson University and reserve their space as early as possible. For more information, please visit the College website (www.tctc.edu/clemsonbridge) or contact Katie Dye, Coordinator of Academic Support for the Bridge to Clemson Program (kdye1@tctc.edu/ext. 1609) or Kristen Karasek, Director of Bridge Programs and Educational Partnerships (kkarasek@tctc.edu/ext. 1683).



Learning through Community and Connections (LC²)

This year the College is continuing with its five-year plan to expand options for student learning communities and to create a web-based comprehensive academic support network to connect students with resources for goal planning, advising, and academic support services. Funded by the Department of Education's Title III Strengthening Institutions program, the plan focuses on improving student success (achievement, persistence, retention, and goal completion) by creating an environment that promotes academic and social integration of first-time postsecondary students. For more information, please visit the College website (www.tctc.edu/Content/About_TCTC/LC2Title_III.xml) or contact Amoena Norcross, Learning Communities Coordinator (anorcros@tctc.edu/ext. 1365).



Connect to College

The Connect to College (C2C) program offers academically capable youth between the ages of 17-20 the opportunity to simultaneously earn their high school diploma and college credit, up to and including a postsecondary credential. The first of its kind in South Carolina, C2C is a program for students who, for a variety of reasons, faced difficulties in traditional high school settings. The program originated from a nationally recognized model and is a collaborative offering of the school districts of Anderson, Oconee, and Pickens Counties and Tri-County Technical College. (Connect to College was known as Gateway to College from August 2006 through December 2011.) Students in C2C primarily take Tri-County courses for dual credit—adhering to the same placement test (COMPASS) score and prerequisite requirements as any other Tri-County Technical College student. C2C students may also, with permission, take online courses through the State Department of Education’s VirtualSC (VSC) program. These courses are for high school credit only. Students who graduate through C2C are awarded a standard South Carolina High School Diploma by their sponsor high school (a public high school in Anderson, Oconee or Pickens counties). Diplomas are presented to graduates at Tri-County Technical College commencement ceremonies, held each May and August, or during a C2C commencement ceremony in December.

The program covers the costs for tuition and textbooks. Students are required to cover the costs for College fees, transportation, child care, supplies, and any debts they may incur to the College (such as parking fines). All C2C students receive comprehensive and individualized support services, including academic and career advising, to help ensure their success. For more information, please visit the College website (www.tctc.edu/c2c) or contact Diana M. Walter, Director of Connect to College (dwalter@tctc.edu/ext. 1504).



Support Areas for Faculty and Students

Instructional Support Services

The Instructional Support Services area of the College houses Instructional Support, Faculty Professional Development and LC²: Learning Through Community Connections Title III. LC² is located on the second floor of the Ruby Hicks Library/Administration Building, Suite 249.

Instructional Support

The Instructional Support staff, which includes Sarah Shumpert, Director (ext. 1834), and Richard Smith, Instructional Technology Consultant (ext. 1763), provide services to faculty related to curriculum and instructional development.

Resources include:

- Instructional Technology Lab (RH 249C) containing two computer workstations with Camtasia, Dreamweaver, Photoshop, Respondus, StudyMate, and WIDS software applications, as well as flatbed and slide scanners, DVD duplicator, and laminating machine. Also included is a Mediascape, which allows small groups to “walk up and connect,” sharing what’s on their laptops via a flat screen monitor. (It’s also great for webinars.)

Services include:

- Coordination of instructional development systems, such as Blackboard and WIDS
- Consulting and training services in online course design and curriculum development
- Group facilitation methods
- Production of online learning objects
- Help posting syllabi, study guides, lecture notes, assessments, and other supplemental materials online

Faculty Professional Development

The Instructional Support Resources and Faculty Professional Development Opportunities brochure outlines on campus faculty professional development opportunities and is distributed to all faculty members each semester. These activities are posted on the College Activities Calendar on eTC, under the Message Center tab. For more information about activities, contact Deborah Brock, (dbrock5@tctc.edu/ext. 1351).

Faculty Professional Development (continued)

Deborah Brock, Faculty Liaison for Professional Development, works to:

- coordinate and facilitate new faculty orientation sessions;
- coordinate faculty development activities;
- assess faculty development needs/interests;
- develop new faculty development opportunities reflecting best practices for faculty development at two-year colleges; and
- integrate Learning College guiding principles into all faculty development opportunities as part of ongoing efforts for continual improvement.

Funds for Professional Development

- The Mini-grant Program was established by the Tri-County Technical College Foundation to encourage faculty and staff members to participate in professional development activities. All members of the College faculty or staff, full-time, part-time, or adjunct are eligible to apply. Grants up to \$1000 are awarded based upon proposals submitted by individuals to the Mini-grant Selection Committee. Examples of activities that have been approved in the past include the following: attendance at workshops, conferences, and seminars; enrollment in courses that apply to an advanced degree; and exemplary site visits to colleges or industries.
- Selections are made based on availability of funds and scores given on the criteria outlined in the guidelines. To locate the guidelines and application form on eTC, on the Employee tab, click on the “Mini-grant Application” link in the “Professional Development” channel on the lower right-hand side of the page. For more information on the Mini-grant Program, contact Sharon Colcolough, Director of Personnel (scolcolo@tctc.edu/ext. 1790).
- In addition to mini-grants, your department may have funds budgeted that can be used for development opportunities. Also, some departments have endowed chair funds in the TCTC Foundation, Inc., that may be used for development. Ask your department head if funds are available for your use.

Technical Support/Service Desk

TCTC Information Technology Service Catalog

To effectively pursue our mission, we need to ensure that TCTC faculty, staff, and students have accurate, current, and timely information about our services. The service catalog is designed to provide this information. The Service Catalog is located in eTC - (Log into eTC, select "Employee Tab," and under "My Service Request Channel," select "Service Catalog.")

TCTC IT Maintenance Windows Schedule

To stay current on critical security and stability patches, regularly scheduled system/network maintenance windows are being established. During these maintenance windows, server computers, desktop computers, network equipment, and Internet access through all campuses generally will be unavailable for periods of time.

The IT Maintenance Schedule is posted on the Activities Calendar in eTC

Online Microsoft Training

Located in eTC - (Log into eTC, select "Employee Tab," and under "Professional Development Channel," select "Online Microsoft Training.")

Websites

eTC – <https://etc.tctc.edu/>

Service Desk—<https://sd.tctc.edu> m

Tri-County Home Page – <http://www.tctc.edu/>

TCTC Password Account Self Service—account.tctc.edu

Tri-County Technical College Print Management—print.tctc.edu

Exchange E-mail – <https://exchange.tctc.edu>

Blackboard – <http://bb.tctc.edu>

Bookstore – <http://www.tctcbookstore.com/> (Wireless mouse, Flash drives, etc.)

Internet Native Banner (INB) – is not available off campus

Self-Service Banner (SSB) – is available off campus



Computer Labs

Four open labs are available for student use. The labs are monitored and maintained by Technical Support Services staff and are located in Pickens Hall, Room 140 (7:30 a.m. - 8:00 p.m.); Fulp Hall, Room 301 (7:30 a.m. - 6:00 p.m.); Anderson Campus, Room 130 (7:30 a.m. - 6:30 p.m.); and Easley Campus, Room 122 (7:30 a.m. - 6:00 p.m.). All software loaded in these labs belongs to the academic curriculum and is updated periodically to reflect software changes in our teaching environments. Any request for software changes or additions should be done by contacting the Service Desk (servicedesk@tctc.edu/ext. 1779).

Assessment Center

The Assessment Center is located in Miller Hall Room 103. For academic testing, the Center is open for walk-ins Monday - Thursday 8:00 a.m. - 7:00 p.m. and 8:00 a.m. - 2:00 p.m. on Friday. The Assessment Center staff provides paper test proctoring as requested for online courses and for make-up tests at the Pendleton campus. Academic tests may be submitted and picked-up at the Center check-in (Room 103). Tests may not be delivered to the Assessment Center by students or by email. A completed Academic Test Request Form must accompany all proctoring requests. **The guidelines and request form are located on eTC under the Faculty Tab, Classroom Management.** Test proctoring for an entire class due to an instructor's absence is not normally available because of space constraints. If an instructor is unable to secure a substitute, please contact the assessment center to discuss possible arrangements. You may reach the Center at ext. 1300.

Students taking placement tests should check-in at the Center prior to 5:00 p.m. Monday - Thursday and prior to noon on Friday. Placement testing is also offered on Fridays on a walk-in basis from 8:00 a.m. until noon at the Anderson Campus and on Tuesdays on a walk-in basis from 2:00 p.m. until 5:00 p.m. at the Easley Campus. For additional information, please visit www.tctc.edu, click on Admissions and Placement Testing or contact Carol Watts (cwatts4@tctc.edu/ext.1396).

All students testing in the Assessment Center must present a valid government issued photo ID such as a student ID or driver's license.

Tutoring Center

Free tutoring is available to all Tri-County Technical College students, including those in online courses. Students should begin using the Tutoring Center and all tutoring services offered by the College early in the semester. Tutoring Centers are located in room 109 of the Student Center on the Pendleton Campus, room 208 at the Anderson Campus and room 231 at the Easley Campus.

Qualified tutors are available to help students with accounting, Spanish, basic CPT, college skills, writing for any subject area, all levels of mathematics, and all science courses. If students need help with a subject not listed, they should come to the Tutoring Center; tutors are adept at helping find resources in all subject areas. Tutors who are specialists in their fields help students understand assignments, apply concepts covered in classes, practice academic skills, brainstorm ideas, and learn to review and revise their own papers. The tutor's goal is to help students become independent learners.

Furthermore, all tutors are prepared to help students sharpen test-taking skills, improve note-taking skills, develop strategies to decrease stress, find best study skills strategies, and learn time management skills--critical issues that affect the success of college students. In addition, students have access to the Center's supplementary materials, including subject area handouts, handbooks, instructional CDs, textbooks, solution manuals, and computer software. The Center offers graphing calculator assistance, and computers are provided for research and word processing.

Students are encouraged to make their own appointments for tutoring through Starfish. Detailed instructions are located on the Tutoring Center website. Students can also call 864-646-1367 to request an appointment at one of the three campuses or request appointments at tutoringcenter@tctc.edu. Appointments are not required, but appointments do take precedence over drop-ins.

In-depth information about all of the tutoring services offered to TCTC students at Pendleton, Anderson, and Easley can be found on the Tutoring Center website. Students can access this information on eTC by clicking on "Tutoring Center" under the "Learn" tab. The information can also be accessed from (<http://www.tctc.edu/>) by following the path "Student Life and Services," "Academic Assistance," and "Tutoring Center." Information includes the hours of operation for each campus and semester, as well as requirements for submitting papers online.

In addition to the regular tutoring services, students are encouraged to take advantage of Supplemental Instruction (SI) in certain difficult courses. Students enrolled in BIO 101 or MAT 102 can attend collaborative review sessions on the Pendleton Campus. These sessions are led by highly qualified Clemson students. Furthermore, TCTC students can participate in SI sessions for BIO 101, BIO 113, CHM 110, MAT 130, and MAT 140 at the Bridge Student Success Center at Highpointe, located on West Cherry Road not far from the TCTC Campus. SI weekly schedules are posted in classrooms and in the Tutoring Center. For more information, contact Pat Seawright, Coordinator of Tutoring Services, 864-646-1367 (pseawrig@tctc.edu or tutoringcenter@tctc.edu).

Student Life and Counseling Services

The Office of Student Life and Counseling Services, located in the Student Center, Suite 155, supports student success by teaching self-advocacy, success skills, and by providing opportunities for leadership. Staff can also assist students in the transition to college and address general student concerns. Services provided to students include the following: student leadership and community service opportunities; student activities/events; Student Government Association (SGA) advisement; guidance on the formation of new student organizations; diversity and inclusion workshops, and personal assistance. The office also provides community referrals and printed resources to address dependency, mental/emotional concerns, and personal issues. To obtain information about any of the services, please call Student Life and Counseling Services at 646-1569 or 646-1605.



Disability Services (part of Student Development)

The faculty and staff at Tri-County are dedicated to providing students with disabilities full access to programs and services by providing reasonable and effective accommodations that promote student independence and academic success. Students are responsible for scheduling an appointment for an intake meeting with Stephanie Winkler, Disability Services Coordinator (swinkler@tctc.edu/ext. 1564).



Career Services

The Career Services Office, located in Miller Hall, Room 140, provides current and prospective students with assistance in career planning. Career counseling, goal setting, career resources, current job listings, work based learning opportunities, and information on local/regional employers are available. Workshops and seminars are also offered. To learn more about the services and/or to schedule class presentations, please contact Glenn Hellenga, Director of Career Services (ghelleng@tctc.edu/ext.1585). Drop-ins are welcome as well.

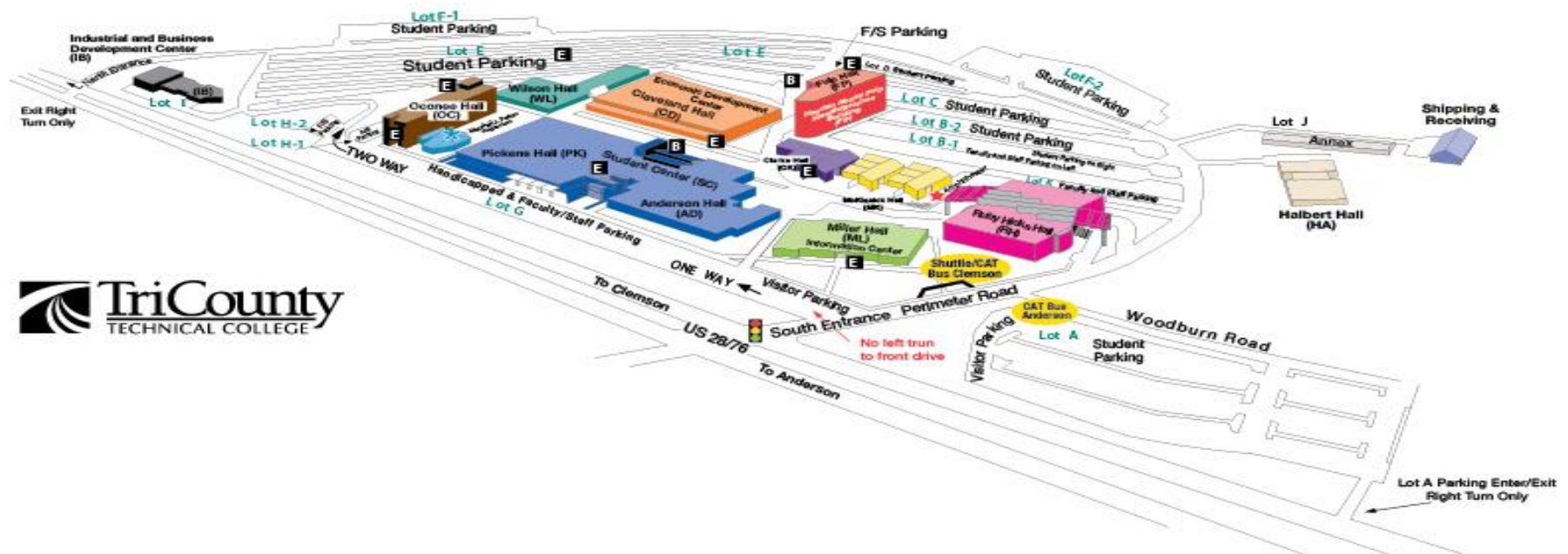


Library

The Library has locations at the Pendleton, Anderson, and Easley Campuses. At Pendleton, it is located on the first floor of the Ruby Hicks Library/Administration Building. The Library provides access to millions of resources, both print and online. The Library maintains day and evening hours. For more information on the Library, click on the “Library” link under the Student Life and Services tab at the top of the home page on Tri-County’s website (www.tctc.edu) or go directly to the home page at <http://library.tctc.edu>. The Library is open during the following hours: Monday - Thursday 7:45 a.m. – 8:00 p.m.; Friday 7:45 a.m. - 2:00 p.m. The hours at campuses other than Pendleton vary. Please contact the Pendleton Campus Library at 646-1750 for further information.



Pendleton Campus



(See legend on next page)

Pendleton Campus Buildings

Anderson Hall— Industrial Electronics Technology; Marketing; Secondary Transition Programs; TRiO Programs (Educational Talent Search, and Upward Bound); Advising and Tutoring Services

Cleveland Hall—Center for Accelerated Technology Training; Economic Development Center; Engineering Graphics Technology; General Engineering Technology; EIT Division Office; Machine Tool Technology; Mechatronics; readySC™

Fulp Hall—Early Childhood Development; English Department; Expanded Duty Dental Assisting; Health Education Division Office; Medical Assisting; Medical Laboratory Technology; Nursing (ADN); Radio and Television Broadcasting; Science Department; and Surgical Technology

Halbert Hall—Veterinary Technology

Industrial Technology Center (Sandy Springs)—HVAC, Welding

Industrial/Business Development Center—Career Development; Corporate and Community Education Dean; Corporate and Community Education Division Office; Corporate and Community Registration; Health Care; Licensing and Recertification; Office Skills Lab; Small Business/Enterprise Development; Center for Workforce Excellence

McKissick Hall—Quality Assurance; Industrial Supervision Technology

Miller Hall—Admissions; Assessment Center; Bridge to Clemson; Business Office; Career Services; Director of High School & Engagement Outreach; Financial Aid; Information Center; Student Records/Registrar

Oconee Hall—Arts and Sciences Division Office; Comprehensive Studies Departments; Humanities Department; Marshall J. Parker Auditorium; Math Department; Social Sciences Department

Pickens Hall—Accounting; Administrative Office Technology; Business and Public Services Division Office; Business Technology; Campus Safety; Computer Information Technology; Criminal Justice; Connect 2 College; IT Service Desk; Management; Open Computer Lab; Public Services

Ruby S. Hicks Library/Administration Building—Alumni Relations; Board Room; Foundation; Information Technology (IT); Institutional Research and Evaluation; Instructional Support; Library; Personnel; President; Public Relations; Provost and Vice President of Academic Affairs; Vice President for Business Affairs; Vice President for Economic and Institutional Advancement

Physical Plant—Maintenance; Shipping/Receiving

Student Center—Campus Store; Café; Disabilities Services; Printing Services; Dean Student Development SGA Office; Student Life Services

Wilson Hall—Industrial Maintenance Technology; Building Construction

Quick Reference

Division Office _____

Department Head _____

Program Coordinator _____

Coordinator of Instructional Activities _____

Division Fax

	Pendleton	Anderson	Easley
Information Desk:	Ext. 1500	Ext. 6700	Ext. 8888

	Pendleton	Anderson	Easley	ITC
Campus Safety:	Ext. 1800	Ext. 6718	Ext. 8989	Ext. 1799

Information Technology (IT) Service Desk: Ext. 1779

Print Shop: Ext. 1822

Other _____

Other _____

<u>Monday</u>	<u>Wednesday</u>	<u>Friday</u>
<u>Tuesday</u>	<u>Thursday</u>	

