



Faculty Handbook 2026 - 2027

Office of Academic Affairs



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Vision & Mission Statement

Mission Statement

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

Vision Statement

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

Core Values Statement

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

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

Code of Ethics

Our college decisions, policies, actions, and procedures are based on the following ethical principles: Responsibility, Mutual Respect, Fairness, Integrity, and Honesty.

General Overview

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

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

Administrative Odds 'N Ends

Address Change

Faculty who have a change in address, phone number or other information, should notify the Human Resources Office and complete an address change form. This form can be found in the Human Resource folder within the MCC Campus Team under [FORMS - Human Resources](#). Please return the completed form to Human Resources.

Compensation

Compensation for teaching as an adjunct faculty member is outlined in the 2025-2027 Collective Bargaining Agreement for Adjunct Faculty. Compensation for teaching as a full-time faculty member is outlined in the 2025 – 2027 CCSNH and NHHEU Collective Bargaining Agreement (Eff. 7/21/25 – 6/30/27) for Full-time Faculty. Copies of the CBA's can be found on the college's website under [Collective Bargaining Agreements](#).

Instructional Service Agreements

Adjuncts will receive an Instructional Service Agreement approximately two weeks prior to the start of your class via your MCC email account. You will receive one agreement per course you are assigned to teach. This agreement must be signed and returned prior to the start of your class.

Full-time faculty will receive Workload Assignment Letters no later than May 15th each year stating the instructional assignments for the subsequent Fall semester and no later than November 15th each year with instructional assignments for the subsequent Spring semester. Assignment Letters will be updated throughout the year as needed.

Pay Dates

Adjunct specific pay dates are published on their Instructional Service Agreement. Please choose your payment option listed at the bottom of your Service Agreement. Faculty members employed full-time are compensated every two weeks. All Faculty may sign up for Direct Deposit through the Employee Self Service System through [ADP Workforce Manager](#). Specific instructions for registering as a Workforce Manager and enrolling in Direct Deposit are distributed by Human Resources. Please note that after enrolling in Direct Deposit, you will still receive two live pay checks before Direct Deposit begins. Live pay checks can be picked up from the Bursar's Office on or after pay day. If you would like your paycheck mailed, written authorization is required. See the Human Resource Office for the authorization form.

Supplies

Basic supplies that you need for teaching such as whiteboard markers and erasers should be obtained from your department chairperson or program coordinator.

Employee Assistance Program (EAP)

CCSNH partners with EAP - KGA, Inc. to address the full range of personal or professional challenges employees may experience to include stress, life event changes, relationship issues, and health concerns. To find out more about this service, go to HR Links on the MCC website, select myccsnh and under the HR tab, click on Employee Assistance Program located under Wellness. You can access the Employee Assistance Program resources online at: [KGreer](#) (company code: CCSNH) or call 800-648-9557. This free, confidential service is available to all MCC employees.

Accounts

EasyLogin

All employees are assigned an EasyLogin account. Your EasyLogin username & password enables you to log in to all your MCC & CCSNH applications. You can use your EasyLogin username and password to access the [MCC Apps Portal](#) where you can find the Student Information System (SIS), your M365 email, OneDrive & Teams, Canvas, EAB Navigate, Library Services & a variety of important links and other applications. All adjunct faculty will be officially notified through their home email that their account has been set up and will provide them with account information and a password.

Multi-Factor Authentication: The first time a person logs onto the MCC Apps Portal, Canvas, SIS or Navigate, they will be directed to **set up multifactor authentication so that they can receive an MFA code or notification**. You will need to receive and use an MFA code or notification to access the CCSNH applications. Additional information about the options &

instructions on how to setup each option can be found on the [IT Helpdesk Webpage](#); [Multi-Factor Authentication Tab](#). Please set up at least one of the five options available:

1. Code via Text
2. Code via Telephone Number (landline or cellphone)
3. Using the OKTA Verify Mobile App (available for iPhone & Android devices).
4. Using a Physical Security NFC key
5. Using FastPass on an assigned college computer or on personal technology.

In addition, the first time that a person logs onto the Portal, Canvas, SIS or Navigate, they will also be directed to a password reset authentication page where they can set up an alternate personal email and phone number. In the event that a person gets locked out or forgets their password, they can easily reset their EasyLogin password and regain access. Please take a few moments to provide the information, confirm a valid phone number, and email (check your personal email account for confirmation email).

An EasyLogin password will expire after 365 days.

To change your EasyLogin password, there are 2 options:

Have you completed the OKTA Authentication process?

- If so, then click on the **Need Help Signing In?** link located just below the **Sign In** Button on most every application login page.
- Then click on the **Forgot Password?** link and follow the prompts to reset your password.

If you haven't completed the OKTA Authentication process or you bypassed this process,

- then go to the EasyLogin Portal at [EasyLogin Portal](#) and click on the **Reset Password** link.
- Provide your EasyLogin Username and Domain = SYSTEM.
- Identify which personal email address and an authorization code will be sent to your personal email account.
- Complete the steps and set up a new password. New passwords must be at least 14 characters in length – letters, numbers, special characters (anything other than a space is permitted). Paraphrases are also permitted such as “welearntogether” or “wintersnowmakesmehappy”.

College Email – ccsnh.edu

All faculty are issued a college email address, which should be used for all college-related business. It is expected that all faculty will check their email multiple times per week and use

this for all correspondence with students, faculty, and college office staff. The format of your college email is EasyLogin_username@ccsnh.edu.

An email account is generated when your EasyLogin account is created. If you cannot recall your EasyLogin username or cannot reset your own password on the EasyLogin or new OKTA portal, please contact the IT Helpdesk using the [IT and Academic Technology Support Webpage](#) where 24 x 7 technology support is available.

Accessing College Email Off-Campus

You can access your college email off MCC campus. Log on to your MCC Apps Portal at [MCC Apps Portal](#) or go to Microsoft O365 email directly at [O365 Email](#) and log in:

- Type your MCC/CCSNH email address
 - Type your EasyLogin Password
 - Respond to MFA Request
 - Click "OK"
 - Office 365 will open in your Inbox
- For additional options, such as Auto-Reply (if you are going to be out of the office), click the "Options" icon

Travel Outside the 48 Continental States

Access to all applications and email is only available within the continental 48 states.

Faculty traveling to Alaska, Hawaii, any of the US territories, Canada, Mexico or any other international location will only have access to applications and email when using a college issued laptop and the CATO VPN.

CCSNH Academic Technology Support

The CCSNH Academic Technology Support team provides support services for faculty and students related to Canvas and distance learning. This includes Canvas functionality as well as Canvas technical administration, e.g., student/faculty Canvas access, enrollments, and course creation. Note that instructors will not have access to Canvas until they are formally assigned a course through Banner.

Canvas, and related academic technologies, assistance is available 24/7/365:

[CCSNH 24/7 Support & Services Portal](#)

Additionally, consider arranging consultations regarding:

- Course design implementing online-teaching pedagogical principles
- Regular professional development related to online teaching

- How to utilize synchronous learning in online and on-campus courses
- Using integrated applications in your courses
- Creating instructional videos, such as an instructor intro and lectures

Explore the available resources and training opportunities at the [Academic Technology Faculty Resources Site](#) (requires EasyLogin credentials). Please email or call (603) 230-3591 to arrange a consultation.

General Information

Telephones in Classrooms

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

- | | | |
|----|----------------------|-------------------------------------|
| 1. | Campus Safety | 603-206-8220 or 603-703-8487 |
| 2. | I.T. Staff | 8080 |
| 3. | Maintenance | 603-703-8489 or 603-703-8090 |
| 4. | Operator | 0 |
| 5. | Emergency | 911 |

Academic Privacy

Family Education Rights and Privacy Act (FERPA)

In compliance with the Family Rights and Privacy Act of 1974 (The Buckley Amendment), it is the policy of the College to protect the records of its students. The Registrar's Office is the only location authorized to verify whether written consent has been obtained to share information. No information should be shared with parents or guardians prior to ensuring there is a FERPA release on file.

Emergency Procedures

Posters outlining emergency procedures for the college are posted in each classroom. Please familiarize yourself with this poster and its contents before the start of your class at the beginning of the semester and refer to it if the need arises. See your department chairperson for a copy of the Emergency Operations Plan.

Medical Emergencies on Campus

The faculty member or person who witnesses an event where a student sustains an injury or experiences a medical/health event is to call 911. **AFTER 911 has been notified**; the Campus Safety Department should be called at 603-703-8487. The faculty member or person calling 911 must stay with the injured person to answer questions from the dispatcher.

Examples or conditions that require calling 911 include, but are not limited to the following:

- To stop the flow of bleeding due to laceration or other conditions,
- Unresponsiveness / unconsciousness / seizure,
- Severe burns,
- Head and neck injuries,
- Loss of vision,
- Loss of hearing,
- Broken bones,
- Paralysis / Spinal injuries

Students have the option to decline medical services from emergency personnel and will be given the option to sign a waiver offered by the EMT's.

Manchester Community College may require that the injured student provide medical clearance prior to continuing any program that uses machinery, hand tools or other dangerous equipment.

Canvas

Canvas is a Learning Management System used in educational settings to provide course content in an online environment. Minimum requirements for faculty use of Canvas are:

- Posting the course syllabus using the MCC course template
- Posting contact information
- Utilizing Gradebook to post grades

Note: If you are teaching an asynchronous course at MCC you must use the ONE template in Canvas for your course.

Classroom Assignments

Your class has been assigned a room by the Registrar's Office. We ask that you stay in that room unless you receive approval from that office. A Facility Use Request form must be filled out **ANY** time you wish to reserve a room for make-up classes. If a room change has been authorized, whether it is for one day or the entire semester, please inform your department chairperson and contact your students via email and Canvas as soon as possible. Please note that conference rooms are not to be used for classes.

Mail Folders

Adjunct faculty mail folders are located in the Library/Learning Commons. Correspondence from the college or from your students can be picked up in your folder. If you are leaving material(s) in your folder for student pick up or drop off, please notify a staff member at the

Library Service Desk. The folder **should always** stay in the office and **should be checked each time you are on campus**.

Full-time faculty mailboxes are located in Room 223, across from the Marketing Offices (this is the same space as the adjunct faculty office space) and **should be checked periodically**. The code to enter the office is 1-2-5. The code for this office is not to be given out to students.

Evaluations by Students

Faculty are evaluated each semester by students using a standard college-wide online evaluation. Evaluations are completed anonymously, and a summary is available to you online. You will be notified when your summary is available and be given login information to view it. Encouraging your students to complete the evaluation helps us assess the quality of our academic programs and student experience.

Evaluations by Faculty

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

Final Exams

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

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

Grades

Grades throughout the semester are to be recorded using the Gradebook in Canvas. This will allow students to know their status in class on an ongoing basis. As soon as a student is experiencing academic difficulty, it is expected that an Early Alert be issued by the faculty member in Navigate. It is expected that faculty will refer students to the advising center or their faculty advisor so a plan for retention can occur.

End of the semester grades must be entered by you into the Student Information System (SIS) **by noon on the date specified by the System Office Academic Calendar**. Please see the current academic calendar for that date. It is advised that you keep a copy of what you enter for your own records. Please tell your students that they should NOT call the Registrar's Office to find out their final grade. No grades will be given to students over the phone. If students need assistance accessing SIS, please refer them to the IT Help Desk at (603) 206-8080.

A Special Note Regarding Members of the Armed Forces (Students)

Section 3691A established obligations for colleges and universities when an enrolled student who is a member of the Armed Forces (including reserve components) receives orders “to perform a period of service” (i.e., active duty, inactive duty training, or state service).

Specifically, 38 U.S.C. §3691A(a)(2)(B) provides that an educational institution **may not** take the following actions when a member receives orders for a period of service:

- Assigning the member a failing grade,
- Reducing the member’s grade point average,
- Characterizing any member’s absence(s) as unexcused, or
- Assessing a financial penalty on a member because of a withdrawal or leave of absence due to receiving orders for service.

Additionally, 38 U.S.C. §3691A(b) provides that an educational institution **must** take the following actions when a member withdraws due to receiving orders for a period of service:

- Refunding all tuition and fees paid for the academic term to the appropriate party. Please note that VA’s interpretation of academic term is the term as reported to your State Approving Agency and VA.
- Refunding payments made by the student (or on behalf of the student) to the institution for housing. Please note that in this instance the reference to housing is not the monthly housing allowance provided by the Post 9/11 GI Bill but rather housing costs such as dorm fees.

Finally, 38 U.S.C. §3691A(c) provides that an educational institution **must** take the following actions when a member takes a leave of absence from a course(s) due to receiving orders for a period of service:

- Assigning a grade of incomplete (or equivalent) for the course(s) during the term, and
- Providing the opportunity to complete the term after the period of service.

If you have additional questions about this, please contact the Registrar's Office.

Roster Verification

FACULTY – PLEASE READ ALL THE WAY THROUGH!

For on campus courses, confirm final room assignments in [SIS](#) just before classes start. For room change inquiries, please contact the [Registrar's Office](#) – do not just move to another room without confirmation.

Roster verifications are submitted through SIS [after the add/drop period](#) of the term that the course is scheduled for. Below are the due dates for Fall 2026. The instructions email will be re-sent at the beginning of each due date period.

Fall 2026 PART OF TERM:	ROSTER DUE DATE:
[32] 1st 8-Week Fall Term [8/31 – 10/24]	Due: September 9th
[31] 16-Week Fall Term [8/31 – 12/19]	Due: September 15th
[311] 12-Week Fall Term [9/28 – 12/19]	Due: October 6th
[33] 2nd 8-Week Fall Term [10/26 – 12/19]	Due: November 3rd
[3V] Variable Fall Term Courses [Varied Dates]	Due: After 1st Class Meeting

This is a priority – by reporting this information in accordance with the above deadlines, we maintain compliance with Federal Financial Aid and VA certifying regulations, which affects our students' status and funding.

Roster Verification Directions in SIS:

1. Log into SIS-Faculty from the OKTA portal
2. Click on Drop Roster
3. Select Term – Fall 2026
4. Click on Total Roster for your CRN
 - a. If a student has not attended/actively participated, select 'Total Never Attended 100% Refund'
 - b. For students who have attended/actively participated, leave 'None' as is.
5. Click Submit.

6. A list of the students selected to be dropped will appear
 - a. Click confirm if correct or cancel if changes are needed.
If changes are needed, correct and click submit. Then confirm.
7. If you have more than one course, click on 'Drop Roster Status' at the top of the screen, select your next CRN, and repeat the process from Step #4 above.
8. When you have completed reviewing and submitting your roster(s), log out.

A. For students who have attended / have participated / have completed an online assignment or have an excused absence, leave as *Attended/Participated At Least Once*.

B. If the student has not attended / not participated / not completed an online assignment or does not have an excused absence, select *NS-Never Attended/No Show*.

Note: Be mindful of when new students registered before dropping them as a No Show.

***Online Classes: Students must complete an online assignment to be marked in attendance. If they just logged in, they are to be marked as a No Show.**

Any student who is not registered is not authorized to be in your class – No Exceptions!
If they want to participate, they need to register for the course and not be allowed to participate in the class again without their name showing up on your roster.

AT THE END OF THE SEMESTER: Enter your grades in SIS within 24 hours of your last class. If you enter final grades in Canvas, you also have to enter them in SIS.

Student Work-Drop Off/Pick Up

The Library Service Desk, *after notification by the instructor*, may assist adjunct faculty and serve as a drop off point for student work and place the work in the faculty member's folder.

Adjunct faculty are expected to notify the Library Service Desk in advance if they will be having students drop off work to be placed in their folder using the following guidelines:

- Adjunct Faculty folders must be left in the Library/Learning Commons.
- Adjunct Faculty must provide a written deadline for acceptance of student work.
- Student work will only be placed in the adjunct faculty folders and must be picked up within one week of acceptance unless other arrangements are made and approved.

Any items that are left for a student should be placed in a sealed envelope with the student's name and instructor's name written on the front. These envelopes will be held for only one

week. After that time, the envelopes will be returned to the adjunct faculty member or discarded.

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

Supervision

The academic department chairperson is the supervisor for adjunct and full-time faculty and oversees all aspects of the academic department and the programs within it. That person is responsible for providing leadership in the administration, supervision, evaluation, advancement, and effectiveness of the programs and faculty within the department. Although some of you work closely with program coordinators for course specific information and course assignments, he/she recommends course assignments to the department chairperson, who is your direct supervisor. Final course assignment approvals rest with the Office of Academic Affairs.

Course Syllabus

The course syllabus is a statement of expectations on the part of faculty. It serves as a reference and should therefore provide students with clear and thorough information. To be clear – it should not be referenced as a contract. For department-specific information, consult with your department chairperson. The MCC syllabus template is provided and located in your Canvas course shell. You must use this template to create the syllabus for your course.

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

ADA compliance

Federal guidelines require all public colleges and universities to ensure that their websites, online digital content and mobile application meet Web Content Accessibility Guidelines (WCAG) for ADA compliance. CCSNH and MCC have provided accessibility resources to support faculty and staff in this endeavor. These resources are available through our website at <https://library.mccnh.edu/ADA/home>. All online course material must be ADA compliant. Panorama is an accessibility platform which is integrated into Canvas and can help identify and remediate accessibility issues within course pages. If you need additional help, you can reach out to our ADA partners team using MCCADA@ccsnh.edu

Keys/Codes

Classrooms

Regular classrooms are not locked; therefore, keys are not needed for them. All labs will have Proximity Card Access through your new MCC name badge. Proximity Card Access must be authorized by your department chairperson. Please see **Campus Safety** to obtain one. Please make plans to obtain a badge prior to the start of your courses. You can reach the **Campus Safety Office at (603) 703-8487**.

Office Space

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

There are adjunct cubicles located in room 223, across from the Marketing Offices. The code to enter this office is 1-2-5, and this space also contains a printer and copier for adjunct use. Adjunct faculty are also welcome to use room 268J in the Library/Learning Commons – a sign-up sheet for reserving this room is located on the wall outside the room. Adjunct offices in rooms 104 and 105 are located in the MTEC building. The code to enter these offices is 6-7-0-6. There is also an adjunct office located in room 283 in Health Sciences. The code to enter this office is 4-1-5. *Please do not give the codes for these offices out to students.*

Photocopying

There is a Printer/Copier/Scanner in Main 223 for copying related to your class (*this is the same space as the adjunct faculty office space and full-time faculty mailboxes*). The room has a copy machine that collates, staples, and contains other office supplies. Students are NOT allowed to use this photocopier. The access code to this room is 1-2-5. Please call 8137 to report copier issues/problems. An additional printer/copier/scanner can be found in Main 122 and in the library (photocopier code available at the Library Service Desk) for adjunct and full-time faculty use as well.

There is also a color photocopier in the Academic Advising Office if an adjunct or full-time faculty member needs to print classroom materials in color. This copier has been updated to require badge access.

Academic Policies & Procedures

Add/Drop

Adding a Course

Up to and including the seventh (7th) calendar day of the semester, students are allowed to add classes (prorated for alternative semester lengths), if space is available. A course may be added after the seventh (7th) calendar day of the semester (prorated for alternative semester lengths) only with the permission of the instructor.

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

Dropping a Course

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

An **ADD/DROP form** should be obtained from the Registrar's Office or can be found online under Current Students, Important Forms or at this link: [Add/Drop Courses Form](#). The form must be completed by the student and emailed/submitted to the Registrar's Office. **Faculty should NOT discuss financial matters with students; rather, they should be referred to the Bursar's Office for questions.**

Any student who officially drops from a course...

1. By the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less non-refundable fees. There will be no notation on the student's academic record. Students in classes that meet in a format shorter than the traditional semester (15-16 weeks) will have seven (7) calendar days from the designated start of the alternative semester to withdraw for a full refund. Exception: Students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. (Taken from the back of the registration form).
2. Up to the end of the tenth (10th) week of a semester will receive a "W" grade on his/her transcript.

3. Up to ten (10) days prior to the beginning of the final exam period, will receive Withdraw/Pass (W/P) or Withdraw/Fail (W/F) on the transcript. The W/P is not calculated in the GPA. The W/F is calculated in the GPA as an "F."
4. When there are fewer than ten (10) class days remaining to the beginning of the final exam period, students will receive an appropriate grade other than W/P or W/F and that grade will be computed on the transcript in the student's grade point average.

Please note the above timeline is specific to classes that meet 16 weeks. Any class that meets less than 16 weeks will follow a prorated timeline. **Students who stop attending your class but remain on your roster should be issued the grade they earned at the end of the semester.**

Please see additional Guidelines in Appendix C.

Attendance

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

The College requires faculty to verify student attendance at the conclusion of the add/drop period of each term, as noted in the academic calendar. When applicable, the instructor is strongly encouraged to follow through on their stated attendance policies.

Students and Travel

Students who are taking classes and traveling outside of the United States 48 continental states will be required to contact the Vice President for Student Affairs (AVPSA) in writing 30 days in advance to request access to college systems & applications such as email, Teams, Canvas, etc for the period they are traveling.

The continental 48 states excludes Alaska, Hawaii, or unincorporated territories like Puerto Rico, US Virgin Islands, Guam, Northern Mariana Islands or America Samoa. Therefore, traveling to any of these locations will require the same VPSA approval.

Requesting students will need to identify:

- Begin and end dates of travel
- Country(s) traveling to

- Confirm that they have installed, configured and are regularly using the Okta Verify option as one of the approved MFA options for accessing the Okta Portal, Email, Canvas, etc.

Students traveling internationally should never rely on SMS as a form of MFA authentication.

Some specialized software required for class(es) may require a secure connection originating from within the United States, options are available if this is the case.

Children in Classrooms

Only students who are officially registered for your class are allowed in the classroom/lab. It is not appropriate and often disruptive to have non-students in a class. In addition, children must be supervised and not left unattended at any time in any campus location. We strive to provide an atmosphere that is conducive to the educational process; however, safety and security is everyone's concern.

Animals on Campus Policy

Animals and pets are not permitted in campus buildings with two exceptions:

- Any guide dog, signal dog or other dog individually trained (or undergoing training) to aid an individual with a disability ("service dogs"). Dressing service dogs in attire clearly identifying them as such while on campus will assist campus officials in distinguishing service dogs from other animals that are not permitted.
- Occasional MCC events in which prior approval from College Leadership has been granted.

Service animals in training must receive prior approval of the President's Cabinet before coming onto campus. This request should be initiated in writing to the attention of the college president. This policy applies to all students, faculty, and staff. Students in violation of this policy will go through the student judicial process. In the case of faculty or staff, violations shall be reported to the appropriate supervisor to initiate corrective action.

Field Trips

All field trips must be approved by your department chairperson and Vice President of Academic Affairs. A Field Trip Approval Form must be completed with a class roster attached and approved at least 5 days prior to the field trip. Instructors are not allowed to transport students in private vehicles to or from field trip destinations. You may obtain the Field Trip Approval Form from your department chairperson.

Title IX Protections and Reporting

Manchester Community College is committed to providing a safe and secure environment where each student can learn, grow, and prosper. MCC demonstrates this commitment, in part, through our various policies prohibiting all forms of sex discrimination, misconduct, sexual violence, assault, or harassment. These policies conform to Title IX of the Education Amendments Act of 1972.

Title IX is the federal law that prohibits sex discrimination, including sexual harassment, domestic and dating violence, sexual assault, and stalking. For additional details, please see the College's [Title IX information page](#). Additional information regarding MCC's conduct policies may be found under the "Academic Policies" tab of the College's website or [at this page](#).

Please note that all college faculty and staff have a duty to report under Title IX. If students disclose a personal experience involving conduct covered under Title IX, whether or not this happened at MCC, faculty have a responsibility to report their knowledge of the incident to the MCC Title IX Coordinator, Kristen Butterfield-Ferrell at kbutterfieldferrell@ccsnh.edu or at 603-206-8177. You can let the student know you have this responsibility and then report as soon as possible.

MCC's confidential resource advisor is Reach Crisis Services. Free, confidential resources are available through Reach Crisis Services' 24-hour Crisis Line: 603-668-2299. Additional information, including resources, can be found [at this website](#)

There is also a prevention app called USafe that can be downloaded onto your phone: here is the [Usafe webpage](#), and look for "Manchester Community College." USafe provides prevention features, local and national hotlines and medical resources, as well as information about how to find support and support other people who might be survivors of sexual misconduct.

Class Cancellations/College Closings

MCC Alerts

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

All employees are automatically enrolled with their CCSNH email. If you would like to add your phone number (for texts/calls) and/or your personal email address, please login to: [GetRave](#) using your CCSNH email address and for the first visit to the site, you need to click on "forget password" so that you can set up your password. Contact the Human Resources Department for questions or assistance. Detailed instructions for registering for MCC Alerts can be found on the MCC website under the tab "For Faculty & Staff" and then jump to HR Links.

Cancellation Due to Storm or Other Emergencies

In addition to receiving MCC Alerts in the event of inclement weather, you may also call the college to check the greeting message. If the message does not give a status as to whether the college is closed or delayed, please listen to one of the radio or TV stations listed below. Decisions about day classes will be made by 6am; for evening classes by 2pm. Please check the college website for cancellation information at [MCC's Website](#), Channel 9 or the [WMUR Website](#).

Faculty, staff, and students should not be on campus during the time of the closure. In the case of a delayed opening, faculty, staff and students should not arrive on campus any earlier than 15 minutes before the stated opening time. This will give much-needed time for our snow removal crew to safely clear the parking lots and walkways. When we close early, the building must be vacated at the stated time.

Cancellation Due to Instructor Emergency

In the event that you unexpectedly become ill or experience an unforeseen emergency and are unable to hold class, **please call the designated line for cancellations: 603-206-8205.**

Please ensure that you speak to a person when calling to inform us of any class cancellation (during regular business hours). You will also need to notify your department chairperson and contact your students via email and/or Canvas as soon as possible.

PLEASE SPEAK DIRECTLY TO A STAFF MEMBER... AVOID LEAVING A VOICE MAIL, UNLESS IT IS BEFORE OR AFTER HOURS.

Cancellation Due to Planned Instructor Absence

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

Content for any missed classes must be made up by either a make-up class or by an appropriate additional assignment. If you plan to have a substitute instructor, it must be a faculty member currently employed by MCC.

Class Meeting Time

Meeting times for classes represent the amount of time a class must be held in order to obtain appropriate credit. While occasionally you may cover material faster than anticipated, **early dismissal of classes should not occur frequently or regularly.** Class times cannot be changed without the permission of the Vice President of Academic Affairs and the Registrar's Office. Before a request to change the time/room of a class is granted, all students must sign a document agreeing to the change.

Grading/Classroom Policies

Class Roster

Under the "Student Status" column on your class roster are several codes reflecting that students are officially registered for your course: **"RE"** or **"RW."** Students with any other code cannot attend your class unless they properly register if there is space available. Students with the code **"WL"** are on a waiting list and must be sent to the Registrar's Office to determine if there is space in the class for them. If you have any questions about a particular student, please verify your roster using the Student Information System or contact the Registrar's Office. If a student does not have proof of registration and is not on your roster, the student must leave the class and go to the Registrar's Office to register and show you proof of registration upon his/her return to class. Report any discrepancies to the Registrar's Office. ***There should be no one in your class who is not on your roster at any point during the semester!***

Grading Policy

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

The Grading System

Numerical Grade	Letter Grade	Numerical Grade	Letter Grade
93.33-100.00	A	63.33-66.66	D
90.00-93.32	A-	60.00–63.32	D-
86.67-89.99	B+	Below 60.00	F
83.33-86.66	B	Incomplete (emergency only)	I
80.00-83.32	B-	Pass	P
76.67-79.99	C+	Audit	AU

73.33-76.66	C	Withdraw Passing*	WP
70.00-73.32	C-	Withdraw Failing*	WF
66.67-69.99	D+	Administrative Failure**	AF

***WP:** Withdraw/Pass: Student-initiated withdrawal from a course at any time prior to the drop deadline (60% of the course). Does not affect GPA.

***WF:** Withdraw/Fail: Student-initiated withdrawal from a course after the deadline (60% of the course) when the student has a failing grade at time of drop, as determined by the instructor. The WF grade is calculated in the GPA as “F”. Instructor must sign off.

****AF:** Faculty administering an AF, need to Submit an Administrative Failure Form (Forms Drive). If there is a violation during the Add/Drop period, the student should be reported as a No Show.

Please see additional guidelines in Appendix C.

Incomplete Grade

An Incomplete Grade (I) indicates that due to extraordinary circumstances, such as serious illness, death in the family, military deployment, etc., a student is unable to complete a major course assignment (usually a final exam or culminating final assessment). The grade is applied only in emergencies. It is not used to give an extension of time for a student delinquent in meeting course responsibilities.

In order to issue an incomplete grade, a faculty member must complete an Incomplete Contract with the student. The contract must be signed by the faculty member, student and department chairperson and submitted to the Registrar’s Office at the same time grades are due.

The work must be completed by the student through formal arrangement with the instructor no later than:

1. the end of the third week in the spring semester for a grade issued in the preceding fall semester;
2. the end of the third week in the fall semester for a grade issued in the preceding summer term;
3. three weeks after the earliest start date of the summer term for a grade issued in the preceding spring semester.

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

Student Success

The Learning Commons

The Learning Commons is a collaboration among the Office of Accessibility, the Library, IT Services, and Student Support Services. Together, these departments support students' learning by providing access to various learning technologies, expert research assistance, print and online research resources, writing and tutoring help, and multiple study spaces for individual and group learners. The shared space, with its range of resources and services, fosters an active and collaborative learning environment.

Academic Advising Center

Academic Advising is a student and community support center providing academic support services. Professional advisors advise liberal arts, pre-nursing, non-degree, new, and non-matriculated students. The Academic Advising Center also provides general academic support such as time management and study skills for all students. Transfer support and services for English language learners is also available. Appointments can be made through the Navigate website at [MCC Navigate](#).

Current students should be encouraged to meet with their assigned faculty advisors whenever possible. If a student has questions about who their advisor is, please refer them to the faculty advisor listing located on our website here: [Faculty Advisor Listing](#).

Student SAP Academic Appeals process

If a student is identified as not having made Satisfactory Academic Progress (SAP) they will receive a formal letter from Academic Affairs detailing the steps they need to take to the appeal process. Student financial Aid appeals and the MCC academic appeal processes have been separated and require a student to complete one form if they receive a Financial Aid suspension notice through the CCSNH website and a separate Academic Appeal form through the MCC website.

1. Students can access the directions to complete the dynamic form for “**Financial Aid SAP Academic Plan Status**” through CCSNH at the following link: [Directions for Financial Aid Sap Academic Plan Status](#).

2. Students can access the directions to complete the dynamic form for “**MCC Academic Appeal**” through MCC website at the following link: [Directions for Academic Appeal](#). Students will be directed to complete the form describing the circumstances that prevented them from making satisfactory progress, attach any supporting documentation and explain how their situation has changed to make sure that they are academically successful in the future. They will receive an email confirming that their appeal has been submitted to their CCSNH email address. Their academic advisor is copied on the form they submitted, and the next step will be outreach to the student from their advisor about next steps.

Academic Intervention: Purpose and Importance

MCC’s Academic Intervention System was developed to allow faculty a convenient means of referring students for services. Using an Early Alert through Navigate, faculty can refer students to tutoring or advising for support. Manchester Community College is committed to student success and retention. Improving student success and retention takes the effort of many.

The purpose of the Academic Intervention System is to identify and effectively intervene with students who are exhibiting “at risk” behaviors. Early faculty intervention may make a vital difference in a student’s life and have a great effect on possible dropouts and attrition rates. We would appreciate your concern and help by referring students with “at risk” behaviors described below:

Description of At-Risk Behavior:

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

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

We encourage you to take the first step to support students in your courses, and we’ve [created a website](#) of strategies and tips to assist you in a variety of situations. If a student is presenting some of the above behaviors, and you learn that they have personal or extenuating circumstances that are impacting their academics for which they could benefit from additional support, you can fill out the [CARES team form](#) here. The CARES team can reach out to you

and collaborate on how best to support the student and can also reach out to the student directly for additional resources.

Tutoring – Academic Support

Free tutoring is available for MCC students, both in-person (Learning Commons) and online via Canvas.

- For in-person tutoring in the Learning Commons, students can book an appointment in Navigate with their EasyLogin: [Student Navigate EAB webpage](#)
- To access online tutoring, look for the 24/7 tutoring link in the menu options of every Canvas class, then select Brainfuse.

For more information about tutoring, visit the [tutoring website](#) or contact MCCtutoring@ccsnh.edu.

Accessibility Services

The College is committed to providing meaningful and effective access for students with disabilities as well as to adhering to ADA and Section 504 laws. To be eligible for accommodations, students need to [apply with the Accessibility Office](#) through the ACCOMMODATE software. This includes providing documentation of their disability. An interactive process takes place to determine appropriate accommodations/adjustments based on the student's diagnoses. An accommodation plan is created for students, and the faculty will receive an email prompting them to view the accommodation through their own [ACCOMMODATE](#) portal. The faculty member and student should discuss (in private) how the approved accommodations may be provided in that class/setting. Although the beginning of the semester is ideal, please note; accommodation plans can be created at any time and should be implemented from that point forward (plans are not retroactive).

For any questions or concerns regarding accommodations, how to support students or how to refer students who you suspect could use support, please contact Melissa Olson at molson@ccsnh.edu or 603-206-8142.

Student Support

At MCC, we have resources available to support students with personal or extenuating circumstances outside the classroom.

- Student Support Counselor: Kristen Butterfield-Ferrell is here for support and referral to outside resources (food, housing, utilities, mental health). You can find her in the Learning Commons (library) Room 268B, by email (kbutterfieldferrell@ccsnh.edu) or by phone (603-206-8177).

- My Campus Cupboard (Suite 117, Main Building): Grab-and-go food, hygiene products and take-home foods are available to all MCC students during normal campus hours. Students must sign in upon entry and there are bags if students want to bring food home.

Mental Health Counseling – Free and Confidential

MCC has partnered with BetterMynd to provide free individual telehealth as well as group wellbeing workshops for MCC students. Students can access the service through the Apps Portal, where there is an icon for BetterMynd, or at the [Bettermynd website](#) and sign in with their MCC Easylogin. A short registration survey will help Bettermynd match students with therapists based on their preferences, and students can schedule day/evening/weekend appointments within a few days. Students start with 3 individual therapy credits and unlimited workshop credits; for more, contact Kristen Butterfield-Ferrell, the Student Support Counselor, at kbutterfieldferrell@ccsnh.edu.

BetterMynd also provides a 24/7 crisis line, which students can call for support: 1-844-287-6963

Please note, all MCC faculty and staff are mandated reporters, which means they have a duty to report when a student discloses behavior or a willingness to engage in behavior that may involve harm to self or others; including the abuse of minors, the elderly, or persons with disabilities. Such disclosures, whether verbal or written, should be reported to the VPAA or VPSA immediately if there is an immediate risk.

The Library

The MCC Library, located in the main building within the Learning Commons, offers a variety of resources and services to support students, faculty, and staff, both in-person and online. Visit the [library website](#) to learn more.

The Learning Commons features a range of study spaces to accommodate diverse learning and studying styles, including group study rooms, individual study carrels, a family study room, and a silent study room. The Multicultural Center and the Wellbeing, Multifaith, and Sensory Center offer welcoming spaces for students to gather. The Tutoring Center, Accessibility Coordinator, Student Support Counselor and IT Helpdesk are also located in the Learning Commons.

Librarians curate subject and course-specific research guides with links to books, databases, websites, and research tips like evaluating and citing sources. Faculty can request custom guides by emailing MCCLibrary@ccsnh.edu.

Research and Library Assistance is available in person, via email, chat, or Zoom. Students can schedule appointments through Navigate or drop in for help. Librarians offer in-class sessions to help students develop research skills and navigate library resources.

See Appendix B for detailed information.

Faculty Intervention – Prescription for Student Success

As you know, students often have academic difficulty with their courses. It is the responsibility of the faculty member to document and communicate to students their academic status in the class. It is expected that you communicate with your student by multiple means if you have concerns about students participating in your course.

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

Notifying Students of Recorded Classes: The following is the process for notifying students that you will be recording a Zoom session. **Faculty must notify students at the beginning of each class and cannot use a blanket notification just once at the beginning of the semester.**

Zoom Recording: If you are using Zoom and choose to record a class session, the State of NH requires that each individual who is being audio recorded must consent to be recorded.

To do this, you can:

- a. Let students know you will be recording the meeting by posting a notice on Canvas, in the meeting invitation, in the meeting description, and in the meeting information. You can write, “This class meeting will be recorded.”
- b. Include “Students who have questions or concerns about being recorded should contact the meeting organizer” on your post in Canvas, the meeting invitation, the meeting description, and the meeting information as well.
- c. Check “yes” to “Mute participants upon entry” when you schedule your meeting.
- d. Once the meeting begins, again tell students that you are recording the session. Let them know that to NOT be recorded, they should keep the microphone muted. Your statement to this effect will become part of the recording.
- e. Instruct students to use the “chat” option if they do not want to be recorded. They are consenting to be recorded if they unmute their microphone.

(Note: These steps are summarized from helpful guidance provided by Steven Mcdevitt, Chief Information Officer at St. Anselm College.)

Alternative Testing at The Testing Center

The Testing Center (which also functions as the Quiet Study Room located in the Learning Commons), serves students who would like to utilize their MCC testing accommodations or students who have extenuating circumstances that missed an exam and are unable to make arrangements to make up the exam with their instructor.

Students and instructors discuss arrangements in advance, and the Alternative Testing form must be completed by the instructor and submitted to the Testing Center **at least 24 hours before** the test date. Although best efforts will be made to accommodate all requests, the Testing Center cannot guarantee that late requests will be honored. The form is located in the "Learning Commons forms" folder of the MCC Campus Teams forms drive or by using this hyperlink: [Request for Alternative Testing](#). The form and exam are submitted together online. Instructors are to upload exam file(s) and upon the student completing the exam, it will be scanned and emailed to the instructor. If a student does not show up to take the exam at the prearranged time, it will be the responsibility of the instructor to handle the subsequent testing arrangements.

For any questions, please email
MCCTestingCenter@ccsnh.edu

Campus Resources

Campus Safety

Campus safety is everyone's responsibility, whether it is safety in one of the laboratories, driving on campus, or walking to your vehicle after an evening class. Campus Safety can be contacted at 603-703-8487.

Information Technology (IT)

IT staff are available on campus daily Monday through Friday. REMOTE early morning and evening IT staff are available for Easylogin & MFA assistance and password resets. At the beginning of the semester, extended IT hours ensure that IT staff are on hand at the beginning of evening classes. Check out the [IT and Academic Technology Support Webpage](#) accessible from the Faculty & Staff Resources webpage for lots of helpful information for you as well as your students.

If you have an IT emergency while you are in the middle of class, you can contact them at ext. 8080. Please leave a detailed message if we do not answer. For non-emergency requests, please send an email to MCCITSupport@ccsnh.edu.

Textbooks Available Through MCC's Virtual Bookstore

The MCC bookstore is now 100% online. Students can purchase all books, course materials, and other items such as college clothing and campus necessities online through the [MCC bookstore website](#). Books can also be purchased at the NHTI campus bookstore.

For bookstore related issues, please contact the NHTI Bookstore at 603-240-8231, 0968mgr@follett.com.

Maintenance

The Maintenance staff is available on campus whenever classes are in session. If you have a maintenance emergency, you can contact them on ext. 8090. For non-emergencies, you can complete a maintenance ticket. The easiest access to the maintenance ticket is using the link on our website under Resources for Faculty and Staff. You will need to register using your email address and create a password of your choice. Please note that your initial email from SchoolDude may go into spam. Please whitelist the sender. When prompted for the internal code, please use: **fixit**.

Campus Vending Machines

Vending machines that dispense drinks and snacks are located outside of the cafeteria in the back of the Student Center and are available for use anytime the café is closed. Hours of operation for the café are located on MCC's website. There are additional vending machines located on the lower floor in the lobby of B building. Methods of payment include bills, coins and debit or credit cards.

Student Information System (SIS)

General Information

Go to MCC's web site using this link: [MCC Website](#), click on For Faculty & Staff, and then log onto the [Apps Portal](#).

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

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

For Roster Verification

See the instructions on page 10 of this handbook.

Appendix A: Academic Calendar

Please find the up-to-date **Academic Calendar on the MCC website**, or use the following link: [MCC Academic Calendar](#).

Appendix B: Library Resources

The MCC Library provides a variety of print and online resources, services, and spaces to support students' academic success. Visit the [Library website](#) for more details.

ONSITE RESOURCES

- Print Books: ~5,500; Media ~500 (DVDs, CDs, etc.)
- Anatomy Models: Muscles, Bones, Skeleton, etc.
- Archives: College artifacts, mementos, and yearbooks; Back issues of print journals and magazines
- Library of Things collection: Includes puzzles, board games, musical instruments, and other miscellaneous items
- Equipment: Scientific calculators, laptop computers (10 short-term loan), desktop computers (32), TV on cart, whiteboard easels, and other media equipment. Reserve equipment by emailing MCCLibrary@ccsnh.edu.
- Study spaces to accommodate diverse learning styles: group study rooms, individual study carrels, family study room, and a silent study room.
- Other communal spaces: Multicultural Center; Wellness, Multifaith, and Sensory Center.

- **Printers, Copiers & Scanner:** Printing, Copying and Scanning is available to faculty/staff. Students receive an allotment for printing each term and may also use the scanners.

ONLINE RESOURCES

1. [Library Catalog](#): Search MCC and CCSNH holdings.
2. [MCC eBooks](#): Access over 200,000 titles.
3. [Research Guides](#): Curated by librarians to support assignments and research.
4. **Research Databases:** EBSCOhost, ProQuest, JSTOR, Credo Reference, Issues & Controversies, Newsbank, Kanopy Streaming Films, and more (see [full A-Z database list](#)).

LIBRARY SERVICES

- **Information Literacy Instruction:** Workshops, tutorials, and research guides tailored to specific classes and assignments. To request a session, fill out the [library instruction request](#) form.
- **Reserve Materials:** Faculty may place materials on reserve for in-library use; textbooks are not purchased by the library. The library adheres to the college's copyright policy and requires faculty to follow the [fair use and copyright guidelines](#).
- **Research Assistance:** Available in-person, via phone (603-206-8150), email (MCCLibrary@ccsnh.edu), chat (on library website), or by appointment ([Navigate](#)).
- **InterLibrary Loan (ILL):** Request materials not in the MCC Library Collection through the [InterLibrary Loan form](#). If the item is available for ILL, items may take up to two weeks to arrive (digital items can usually be obtained in a few business days but can take longer depending on what has been requested; physical items may take longer to arrive).
- **NoLo (No-cost or Low-cost Course Materials) Support:** Assistance with finding no-cost or low-cost (under \$50) course materials, including OERs. Courses that are NoLo should be designated as such in the course catalog. Advantages of using OERs include lower course material costs for students, improved student access to learning materials, and great flexibility for instructors to customize learning materials. The MCC Librarians can help you identify these materials for your courses. Visit [CCSNH Open Sharepoint](#).

Appendix C:

Guide to No Show, Withdrawal, AF, Add/Drop

No Show

- **Definition:** A No Show is determined after the add/drop period during the roster reporting window. Students will be dropped from course and reported as a No-Show using SIS or if the rosters are locked after the reporting period it can be emailed to MCCRegistrar@ccsnh.edu.
- **Guideline:** Students should be reported as a No Show if they indicate to you that they are not planning on attending the course, if they did not submit a graded assignment, or if in the faculty's best judgement after talking to your student marking them as a no-show is in their best interest. Reminder: A student can always be added back to a course.
- **What Happens:** When a student is marked as a no-show in SIS, the student is dropped with a full refund or no charge instantly. The student will have access to Canvas until an overnight update. If a student wants to get back into course they need the instructor's permission and an Add/Drop form signed by the student. The student should send the Add/Drop Form to MCCRegistrar@ccsnh.edu or come to the Welcome Desk. The instructor should sign the Add/Drop form or email MCCRegistrar@ccsnh.edu giving permission to be added back to the course.

Add/Drop

- **Definition:** **Adding** a course is a student enrolling into a course and accepting the policies and charges associated. **Dropping** a course is when a student is taken out of the course and receives no charges or a refund. This period is any time before the semester and a small window of time into the semester. Please consult the Academic Calendar on the website or in the catalog.
- **Guideline:** Students can add/drop courses through SIS, Navigate and the Registrar's Office. Students are added to a course on Canvas with an overnight update. They will need to pay for the course before the semester starts. *See Add/Drop Deadlines.*

Withdrawing

- **Definition:** Withdrawing is when a student has decided to no longer take the course and is past the add/drop and no-show window. The withdraw period is based on the Financial Aid guideline for 60% of time in course. After the 60% window students there are two (2) other types of withdrawal, withdrawal while passing and withdrawal while failing. A student initiates the withdrawal and needs to sign an Add/Drop Form.

- **Guideline:** If a student is not passing a course it may be best to talk to them about their options and inform a Department Chair.
- **What Happens:** This could impact their Financial Aid, school payment sponsor agreements or VA benefits.

W - Withdrawal: Student-initiated withdrawal from a course at any time prior to the drop deadline (60% of the course). Does not affect GPA.

WP - Withdraw/Pass: Student-initiated withdrawal from a course after the drop deadline (60% of the course) when the student has a passing grade at time of drop, as determined by the instructor. Does not affect GPA. Instructor must sign off.

WF - Withdraw/Fail: Student-initiated withdrawal from a course after the drop deadline (60% of the course) when the student has a failing grade at time of drop, as determined by the instructor. The WF grade is calculated in the GPA as an "F". Instructor must sign off.

Administrative Failure

- **Definition:** In accordance with policy stated in the Student Handbook and Academic Catalog, an instructor or administrator may initiate a student's withdrawal for reasons other than poor grade performance: e.g., failure to meet attendance requirements as published in the instructor's syllabus, violation of the Student Code of Conduct, and disruptive behavior. An Administrative Withdrawal may also be issued if a student registered in a clinic, practicum, internship or lab is deemed unsafe or performing in an unsatisfactory manner as determined by an evaluation by a faculty member/agency supervisor in accordance with department criteria and procedure. AF is calculated in the GPA as an "F."
- **Guideline:** The AF grade should only be used after the reporting period for rosters until the last day to withdraw from the course (60% window). An AF cannot be used as a final grade. Faculty administering an AF, need to Submit an Administrative Failure Form (Forms Drive). If there is a violation during the Add/Drop period, the student should be reported as a No Show. An AF should not be administered after the withdrawal window (60% of the course). Students should receive an F not an AF after this window.
- **What happens:** the faculty member submits the AF form to the Registrar's Office. The Registrar's Office enters the AF grade for the student record. The student and the instructor receive a copy of the form. The student is told to reach out to the instructor for any questions or concerns. An AF is calculated in the GPA as an "F."

Appendix D:

Quick Reference Guide by Question

COMMON QUESTIONS

Academic Advising-matriculated
Academic Advising Center
Adding / Dropping a Class
Canvas Support
Transfer to 4-year College
Challenge Exams
Change of Major
Faculty Name Change, Address, Phone
CLEP Examinations
Copy Machine for STUDENT use
Copy Machine for FACULTY use
Disabilities Services/Accessibility
Early College
ELL Student Support
Emergencies
Financial Assistance
Grade Disputes
Graduation
Faculty ID Cards
Life Experience Credit
Parking Stickers
Payments
Student Support/Veteran's Support
Room Requests
Student Activities/Organizations
Textbook Information
Transcript Requests - out of college
Transfer Credit - into college
Veterans Liaison / Vocational Rehab
Work Study Positions

OFFICE

Faculty Advisors
Academic Advising Center
Registrar's Office
CCSNH Academic Tech Support
Transfer Advisor
Department Chairperson
Faculty or Academic Advisor
Human Resources
Testing Center
Library
Photocopy Room- 223
Learning Commons
Early College Office
Academic Advising Center
Security
Welcome Center
Faculty Member Teaching Course
Registrar's Office
Campus Safety
Department Chairperson
Operator/Receptionist
Bursar's Office
Student Support Services
Registrar's Office
Student Life
Bookstore Customer Service
Registrar's Office
Academic Advising Center
Registrar's Office
Welcome Center

EXTENSION

Refer to Directory
206-8140
206-8120
230-3591
206-8171
Refer to Directory
206-8006
206-8145
N/A
N/A
206-8142
206-8016
206-8176
703-8487
206-8110
Refer to Directory
206-8121
703-8487
206-8010
206-8000
206-8130
206-8177
206-8120
206-8175
(800) 381-5151
206-8120
206-8140
206-8120
206-8110

Appendix E:

Campus safety emergency information

When the building alarm sounds AND/OR you are requested to evacuate the building, if it is safe to do so, perform the following:

- Shut down any experiments, procedures, etc. that should not be left unattended. Extinguish any open flames and shut off any noxious or flammable gas valves.
- Secure any valuables. Purses and wallets should be taken with you if they are nearby. DO NOT venture to another room or locker to retrieve belongings. Prior to leaving a classroom or office, quickly peek into the hallway to ensure an armed intruder is not using a fire alarm as a diversion. Close your office or room door.
- Advise those around you that may be unaware of the emergency. For the visually impaired, explain the situation, and offer assistance in walking them out. For the hearing impaired, indicate through gestures or a note what is happening and what to do. DO NOT turn the light switch on and off to gain attention if you suspect a gas line rupture!
- Leave the building via the nearest available exit as soon as possible and in an orderly fashion. DO NOT attempt to use the elevators; use a stairwell. Stand clear of the building in a (predetermined) meeting area.
- Assist those around you who may have trouble evacuating. If you are not on the ground floor, sit non-ambulatory individuals on a sturdy chair with arms and have others assist you in carrying them to safety. Always ask the individual if it is safe to move them; lifting or moving certain individuals too quickly may be dangerous to their well-being. They may need a stretcher if they cannot remain in the chair. Always consult the person as to his or her preference.
- Do not re-enter the building until advised to do so by the Manchester Fire Department or Campus Safety.

Emergency Evacuation Drills

Emergency Evacuation Drills are important because:

- They are an integral part of our Emergency Procedures Program.
- Occupants can familiarize themselves to drill procedures, location of fire exits, and the sound of the fire alarm.
- Technical problems with the fire alarm equipment can be identified.
- Assessments can be made as to whether additional equipment is necessary in certain areas of the building.

- Fire protection equipment such as fire doors can be verified for proper use.
- Critical processes can be identified in the building, such as delicate experiments and hazardous conditions.
- Evacuation times can be evaluated for each building and exits that are generally used can be identified.

The Emergency Evacuation Drills are timed and monitored for effectiveness. We understand that it is an inconvenience for some occupants, but life safety is a critical issue. We appreciate your understanding and cooperation.

It is the responsibility of the Department Heads in the affected building to ascertain if any important meetings or tests will be in progress during the proposed drill date and to notify the Director of Campus Safety if there is a conflict. The director of Campus Safety will attempt to schedule the drill around important campus activities. Drills are normally held on weekdays and during daytime hours.

Departments who wish to have Fire Extinguisher Training should contact the Campus Safety Department.

Fire Alarms

- When the evacuation alarm sounds, you must leave the building. It is a violation of New Hampshire State Law to fail to leave a building when a fire alarm is sounding. Please, always assume it is a real emergency and leave the building.
- It is unlawful for any person to prevent another person from leaving a building when the alarm is sounding. Faculty members are not permitted to keep classes in session during such emergency conditions.

If you get trapped...

Keep the Doors Closed

If possible, seal cracks and vents if smoke comes through. If you are trapped in a room with a window, attempt to open the window to let in fresh air and expel smoke. Stay close to the floor to prevent smoke inhalation. Lightly cover the nose and mouth with a wet cloth to help filter the smoke.

Signal for Help

Hang an object out the window (tablecloth, jacket, etc.) to attract attention. If there is a phone in the room, dial 911 and report that you are trapped. Be sure to give the room number and location as well as the number of people trapped with you.

False Alarm and Criminal Activity

It is against the law to falsely activate a building's alarm system, discharge a fire extinguisher, set a fire, or vandalize fire equipment. Anyone found doing any of these activities will be disciplined through the college's disciplinary procedures and could face criminal charges.

Any information regarding participation in these activities should be directed to the Office of Campus Safety.

Prepare for Emergencies

A fire or other emergency can strike quickly and without warning. For your safety, it is important for you to be prepared. Take the time to familiarize yourself with your building and the emergency equipment it contains.

- **Prepare an escape plan**
- **Be familiar with emergency equipment**

Know at least two escape routes Standard Response Protocol: In 2019 the college adopted the Standard Response Protocol (SRP). Created by the "I Love You Guys" Foundation with significant input from first responders and schools. SRP is a method for responding to various forms of emergencies.

1. **HOLD, "In your room, clear the halls":** Used when hallways need to be kept clear of students and staff.

2. **SECURE, "Secure the perimeter":** Return to buildings or stay inside, secure doors and go about normal business.

3. **LOCKDOWN: "Locks, Lights, Out of Sight":** Students and staff are instructed to secure individual rooms and keep quiet, out of sight, and in place.

4. **EVACUATION, "To another location,"** Used to move students and staff from one location to a different location in or out of the building.

5. **SHELTER, For hazard using a safety strategy:** each type and method is unique and is the protocol for group and self-protection.

More information can be found on the "I Love You Guys" Foundation website at iloveguys

FIRST AID

AED's and first aid kits are located throughout the campus. Additionally, Bleeding Control Kits are located in the Student Center and on the first floor near room 120.

Frequently Asked Questions

Q: A student reported that he cut his arm in the lab. He wants to go to the emergency room.

Will a Campus Safety Officer drive him there?

A: No. College employees are not authorized to transport anyone to the emergency room for treatment. Faculty should call 911 and ask EMS to respond. You should also notify Campus Safety and/or your department chairperson. After EMS evaluates the student, they can either agree to further medical services or refuse medical services. EMS will keep treatment refusal documentation. Campus Safety will document the incident in an incident report.

Q: A student reported that she is having an allergic reaction and difficulty breathing after conducting a lab experiment. What should I do?

A: Call 911 and follow the first aid protocol associated with your lab experiment. Notify the Campus Safety Department and your department chairperson.

Q: A student is having a seizure, what should I do?

A: Call 911.

Q: I have a headache. Does Campus Safety have any pain relievers?

A: No. Employees are not authorized to distribute over-the-counter medication.

Q: If I have a minor cut, can I get a bandage from Campus Safety?

A: Yes. The Campus Safety Department maintains first aid supplies for minor injuries. Additionally, first aid boxes are located in all Labs and shop areas.

