

**ACADEMIC, STUDENT, AND CAMPUS REFERRAL GUIDE**

<p>1. Student concerns WILL BE RESOLVED AT THE CAMPUS LEVEL. Students will be referred to the Department Chair, Assistant Department Chair, Dean or Campus Administrator as appropriate. Decisions involving developmental students in Developmental Communications will be made by the appropriate Department Chair, or campus DVR or DVW Assistant Department Chair.</p> <p>2. NOTE: Numbers indicate the order in which to address concerns.</p> <p>3. The "one college concept" requires the following district-wide responsibilities be assigned to Department Chairs: a) staffing of adjuncts; b) development of class schedules; c) evaluation of faculty; d) curriculum development; e) program review; f) textbook selection; g) participation in faculty hiring; h) administration of the adjunct faculty eligibility list system.</p> <p>* When a Department Chair or Dean is not on campus, Assistant Deans may assist in facilitating resolution of concerns.</p>																				
	<b>Counselors</b>																			
	<b>Faculty</b>																			
			<b>Department Chair</b>																	
				<b>Instructional Task Force</b>																
					<b>Instructional Deans</b>															
						<b>Assistant Dean*</b>														
							<b>VP of Instruction</b>													
								<b>AVP Instructional Resources &amp; Technology</b>												
									<b>Dean of Student Services</b>											
										<b>Executive Director, School Relations</b>										
											<b>Campus Administrative Office</b>									
<b>Adjunct Faculty</b>																				
Academic issues (curriculum)				1		2		3												
Academic integrity (disciplinary)		1		2		3														
Compensation/Placement										Human Resources Compensation Section										
Complaint re: student (disciplinary)																	1			
Complaint re: supervisor				1		2		3												
Contract preparation/input and approval (eStaffing)				1		2		3												
Course assignments/workload monitoring				1		2		3												
Curriculum Development				1		2		3												
Distance education faculty approval				1		2														
Eligibility status				1																
Equipment requests				1		2		3												
Evaluation (adjunct faculty)				1		2		3												
Evaluation improvement follow-up				1		2		3												
Instructional supplies				1		2														3
Interviews (Hiring)				1		2		3												
Office hours - setting/review		1		2		3														
Overload teaching assignments - approval				1		2		3												
Paycheck questions						1														
Professional development requests				1		2		3												
Scholastic Dishonesty (disciplinary)		1		1		2														
Stipend approval										1										
Stipend payment						1		2												
Substitute instructors (arrange)			1		2		3													
Supervision of adjuncts				1		2		3												
Technology (requests)				1		2		3												
Travel approval/reimbursement				1		2														
When student learning is at risk	2		1																	
<b>Full-Time Faculty</b>																				
Academic issues (curriculum)				1		2		3												
Academic integrity (disciplinary)		1		2		3														

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Compensation/Placement																				
	Human Resources Compensation Section																			
Complaint re: student (disciplinary)																				1
Complaint re: supervisor				1																
Contract preparation/input and approval								1												2
Course assignments/workload monitoring				1																3
Curriculum & Programs Committee - agenda schedule presentations				1																3
Curriculum Development				1																3
Distance education faculty approval				1																2
Equipment requests (faculty office)				1																3
Evaluation (FT faculty)				1																3
Evaluation improvement follow-up				1																3
Evaluation of site-based support staff				1																2
GIPWE guidelines - monitor compliance				1																3
Hiring new FT faculty (recommendations up to President)				1																3
Institutional effectiveness criteria - monitor					2															4
Interview committee for full-time faculty - chair appointment																				2
New faculty position requests					2															4
Office hours - setting/review				1																
Overload assignments - approval					1															3
Paycheck questions																				1
Planning for instructional programs (Master Plan)																				4
Professional development requests					1															3
Scholastic Dishonesty (disciplinary)				1																2
Program/curriculum revisions - monitor implementation					2															4
Stipend approval																				1
Stipend payment																				2
Substitute instructors (arrange)				1																3
Supervision of full-time faculty					1															3
Technology (requests) (faculty office)					1															3
Travel approval/reimbursement																				1
When student learning is at risk	2			1																

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<b>Campus Administrative Office</b>																					
<b>Academic Operations</b>																					
Articulation agreements with other institutions			1		2		3														
Cancelled class decisions			1		2		3														
Catalog Revisions			1		2		3														
Course challenge examinations approval			1		2	*															
Course schedule development			2	1	3		4													5	
Course syllabi consistency			2	1	3																
Curriculum (New/Deleted Certificates and Programs)			2	1	3		4														
Early College Start - course scheduling			2		3															1	
Early College Start - ISD contacts																				1	
Internship/practicum - students			1		2		3														
Lab assistants-Hire/Supervise			1		2		3														
Student outcomes/learning goals established			2	1	3		4														
Unit plan development (OIE)			2	1	3		4														
<b>Students</b>																					
Admissions & Records																					
Advising - discipline specific (Faculty) Discipline Specific; Counselors-general/undeclared	2	1	3		4	*															
Assessment																				1	
Challenge examinations approval			1		2																
Class load limit - requests to exceed			1		2	*														3	
Complaint re: instructor			1		2	*	3														
Counseling	1																				
Course substitutions/waivers			1		2		3														
Course Load request to exceed limits																				1	
Developmental education placement decision oversight																					
Students with disabilities	2																			1	
Evaluations of FT and adjunct faculty			1		2		3														
Financial Aid																					
Internship/practicum - students			1		2		3														
Learning difficulties	2	1																			

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Registration issues	Campus A&R Office										
Student Life/Activities	Campus Student Life Office										
Technology	Campus Computer or Media Center										
Transcript Evaluations	Campus A&R Office										
Transfer Information	1									2	
Transfers (unofficial class transfers)			1		2	*	4				3
Veterans Affairs	Financial Aid Office										
<b>Textbooks</b>											
Input/order textbook			1		2						
Textbook list - approve/distribute			1		2						
Textbook selection			2	1							
<b>Grades</b>											
Grade change approvals		1	2		3						
Incomplete grade processing		1	2		3						
<b>Campus/Facility Related</b>											
Instructional technology support/problem reporting	Campus Computer or Media Center										
Custodial											1
Emergencies - reporting											1
Equipment Problems - reporting											1
First Aid (minor)											1
ID card - issue to faculty	Human Resources Employment										
ID card - replacement	Campus A&R office										
Learning Lab											1
Library Services	Campus Head Librarian										
Building Maintenance/repairs											1
Office assignment											1
Parking permit											1
Room assignment											1
Supplies			1		2						3
Testing Center									1		1
Vending machines											1