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INSTRUCTIONAL SUPPORT

Administrative Services

Bookstore: Textbooks, Instructional Packages, and Text Requisitions

Faculty need to order textbooks and instructional materials packages published by the Bookstore, through the Division Chair. Use the Mission College Course Book Information Request, available from the Bookstore or a Senior Office Coordinator (SOC), for this process.

Book orders or Textbook Requisitions for hard copy books, or electronic rentals may also be submitted at the Bookstore website: <http://mc.bkstore.com> under the Faculty Services tab.

Text Requisitions are due in the Bookstore **approximately six (6) weeks** before the end of the current semester. A requisition must be submitted for each scheduled course. A copy of the requisition should be kept in the Division office.

Faculty who need to have simple (stapled, 3-hole punched, plastic wrapped) instructional packages available for students to purchase in the Bookstore should:

- Contact the Bookstore Manager at ext. 5080 for planning purposes, or email to mc.bookstore@wvm.edu for planning purposes
- Provide a camera-ready master;
- Be prepared to sign a form acknowledging copyright responsibility;
- Remember to process a Text Requisition that shows the Bookstore as the publisher; and
- Allow at least six (6) weeks for publication.

Mail Procedures

Inter-Office Mail

Inter-Office mail should always be placed in Inter-Office mail envelopes available from the division Sr. Office Coordinator or the Teaching and Learning Center. Print the name, mail stop, or department and campus on the Inter-Office Envelope, along with your location.

U.S. Mail

All outgoing U.S. mail must be clearly addressed and must include the zip code. The sender's name and department must appear above the District or College address.

Special Mail

For special mail services including bulk mail, registered mail, mail to be wrapped or packaged, see your division Sr. Office Coordinator.

Foreign Mail

Please paper clip a large identification note to the front of all outgoing mail destined for foreign countries to identify it as foreign mail.

Custodial Services

Any maintenance or repair services should be reported to your division Sr. Office Coordinator (or Division/Department Chair) for entry into the District Facilities work order system. For emergencies, whether in the daytime or evening hours, call 9-911. For non-emergencies in the evening hours, feel free to contact MC Evening Supervisor line at (408-590-2657).

If you wish to move furniture/equipment, an online work order to District Facilities should be completed by the division Sr. Office Coordinator or the Division/Department Chair.

Audio-Visual Services

You will find much of what you need already in the classroom at Mission College. Most of the classrooms have been converted to multimedia or smart classrooms. Installed equipment includes a control system, LCD projector, a projector screen, a college PC, laptop input for your own devices, document camera, and a DVD/VCR player. If you need any other AV equipment, please notify AV Coordinator by E-mail (mike.fee@wvm.edu)voice mail (ext. 5135). Details should include date of request, date of event, start and finish times, and the equipment needed. If unsure or you have questions, please email for assistance. To help provide you with the best services, please notify AV of any malfunctioning equipment or other problematic issues.

The following services AV are available:

Daytime: Equipment may be checked out directly from AV Services during the hours of 7:00 a.m. to 4:00 p.m. Monday through Thursday. Previous arrangements need to be made to ensure that the equipment is ready for pick-up. Please reserve equipment at least 24 hours in advance to insure its availability. Return all equipment to AV Services as arranged.

Evening: Previously reserved equipment will be identified with your name on it. It will be located in the AV pick up room on the west side of the Telecommunications Building. Please return all equipment to that room as arranged. Contact the Evening Administrator (408-590-2657) if you do not have the key to access the equipment pick up room.

Friday: Please contact Multi Media Coordinator (x5132) at the TV studio to pick up previously reserved equipment. Please return all equipment to AV as arranged.

Saturday: Please pick up reserved equipment from the AV pick up room. Call the Saturday administrator (408-590-2657) between the hours of 7:30 a.m. to 1:00 p.m. if you do not have the key. Please return all equipment to the AV pick up room as arranged.

Portable Equipment: AV equipment including digital video cameras, laptops, Document Cameras, and LCD projectors are available by arrangement and must be picked up and returned to AV when due. Please call if you are not able to return on time or need equipment for a little longer.

Special Events: The setup for special events usually requires sound systems and other AV equipment. Please make arrangements well in advance of your event. You will need to pick up and return the equipment to AV Services. ITS will show you how to setup and operate the

equipment. Some events will require our setup of the system. Make arrangements early.

Instructional Technology Services

Mission College provides instructional technology and telecommunications services to all faculty. The instructional technology and telecommunications staff are housed in the Telecommunications Building across from the Campus Center.

The instructional technology staff provides the following services:

- Video Production
- Videoconferencing
- Distance Learning
- Lecture Capture
- Web Development
- Instructional Design

Video Production: Full production, editing, and duplication facilities are available for the production of marketing, orientation, instructional and information media. Media production equipment is available for faculty who wish to develop their own multimedia materials, under the guidance of the instructional design staff. Contact Multimedia Coordinator ext. 5132

Lecture Capture: Interactive media can be created for course materials or lecture archiving using our Lecture Capture systems. Recording devices are installed in the HM121 and HM123 classrooms, and the Television Studio. A portable unit is available for single event recording. Contact Multimedia Coordinator ext. 5132

Videoconferences: Multi-point or single interactive videoconferences are available for faculty and staff. Videoconferencing may be setup in television studio, President's conference room, TAV124 conference room, or TAV130 presentation hall. Skype or CCConfer conferences can be arranged for the TAV124 conference room. Contact Multimedia Coordinator ext. 5132

Web Development: IT&S provides the Content Management System platform for inclusion on www.missioncollege.edu; creates Content Management System user accounts and permissions, training, and new content pages for web page modification and updating by non-technical owners of missioncollege.edu web pages.

For more information, contact the Mission College Web Master at ext. 5036 or via email to ken.oda@wvm.edu.

Instructional Computers

The Instructional Technology and Services Department at Mission College manages over 1200 networked instructional computers and printers which are available for faculty and student use. These include:

- Multipurpose 'hands-on' computer labs.

- Technology Center "drop-in" computer lab for active students with appropriate identification on the second floor of the Campus Center.
- Dedicated computer classrooms/labs with 20-30 computers.
- Student service areas with 5 or more computers each.
- Multimedia Classrooms are prevalent throughout the campus. Each of these classrooms is equipped with a projector, computer (PC and/or Mac), VCR/DVD deck, a controller unit, a closed captioning unit and access to the Internet. Some multimedia classrooms include document cameras and lighting controls.
- Laptop computers and LCD projectors on carts are available for faculty use in any classroom. Please contact Mike Fee at x5135 for more information.

Copying/Duplicating Services

Quick Copying: 1 To 10 Copies

Quick "walk-up" copying machines for 10 copies or less are available in the Part-time Center (SE2-101) and in the hallways of E2-402, S2-402, N2-402 and W2-402.

You will need a magnetic key card assigned through your division Sr. Office Coordinator in order to use the walk-up copiers. Legal size paper (8-1/2" x 14") will be available in white only. The operating instructions are posted on each copy machine.

Duplicating Services (S1-601): 11 To 1,000 Copies

The Duplicating Services Center reproduces materials that are used in the instructional programs or are necessary for the operation of the college. Duplicating Services provides copies in black ink printed on 8-1/2" x 11" white paper. Specific color bond paper will be used for copies; it must be supplied by the requestor. Minimal use is recommended for ecological purposes. Your department must have adequate funds to cover the expense of duplicating.

For more than 10 copies, obtain your department's duplicating account number from the division office. Mission College's preferred method for processing orders is digital submission directly to the Duplicating Center. Faculty can supply a pdf document of the material needed copying with instructions via email, eliminating trips back and forth to the Duplicating Center. Duplicating staff can process orders more efficiently with improved copy clarity and turnaround time. The documents will be ready for your pick up according to the procedures found in this document. Alternatively, you may take your completed Duplicating Work Order to the Duplicating Services Center in S1-601. Please allow at least one (1) to two (2) days for completion. Completed work will be shelved in the Duplicating Center until picked up.

Although the normal turnaround time for Duplicating Services is one day, the size of the job affects the turnaround and instructors should allow ample time when submitting requests. Always give a specific due date for each work order. Do not use "ASAP". Time allowances for all work begins from the time the job is received at Duplicating Services to the time it is completed.

The busiest time periods for duplicating are at the beginning of the semester, mid-terms, and finals. Plan your duplicating needs as early as possible, allowing at least five (5) days

turnaround during these peak times. For emergencies, a one-hour turnaround service is sometimes available but will be limited to a total of 200 copies. An additional rush order charge is required for these circumstances. Occasionally, this service may be temporarily suspended.

Duplicating Services reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order involves violation of copyright laws. Such orders will be returned to the faculty member with an explanation of why the job was not completed. For questions regarding duplicating copyrighted material, please refer to the Copyright Handbook lines and/or check with your Division Chair, Dean or the Vice President of Instruction. All completed jobs that can be carried by hand should be picked up at Duplicating Services. For questions, please call extension 5410.

Copyright Handbook Lines

Handbook lines have been established by the U.S. Congress on permissible photocopying of copyrighted works. Observance of these handbook lines is important for both the faculty and the College. Because of potential liability, Duplicating Services has instructions to return all reproduction requests that appear to be in conflict with the congressional handbook lines. Questions regarding copyright handbook lines should be directed to a Division Chair, Dean or the Vice President, Instruction. A summary of these handbook lines is included. These are standards of educational fair use under section 107 of H.R. 223.

1. An instructor may:

- Make a single copy for use in scholarly research, in teaching, or in preparation for teaching a class, of the following:
- A chapter from a book.
- An article from a periodical or newspaper.
- A short story, short essay or short poem, whether or not from a collect work.
- A chart, diagram, drawing, cartoon or picture from a book, periodical or newspaper.
- Make multiple copies for classroom use only, not to exceed one per student in a class, of the following, provided that each copy contains a notice of copyright [This material may be protected by Copyright Law (Title 17 U.S. Code).]:
- A complete poem, if it is less than 250 words and printed on not more than two pages.
- An excerpt from a longer poem, if it is less than 250 words.
- A complete article, story, or essay, if it is less than 2,500 words.
- An excerpt from a prose work, if it is less than 1,000 words or 10 per cent of the work, whichever is less.
- One chart, graph, diagram, drawing, cartoon, or picture per book or periodical.

2. An instructor may not:

- Make multiple copies of a work for classroom use if it has been copied for another class in the same institution.
- Make multiple copies of a short poem, article, story, or essay from the same author more than once in a class term or make multiple copies from the same collective work or periodical issue more than three times in a term.

- Make multiple copies of works more than nine times in the same class term.
 - Make a copy of works to take the place of an anthology.
 - Make a copy of "consumable" materials such as workbooks
3. As per the Handbook lines for the proviso of subsection 108 (9)(2), the Library, for inter-library loan purposes, is allowed to do the following provided that each copy bears a notice of copyright:
- Make up to six copies a year of a periodical published within the last five years.
 - Make up to six copies a year of small excerpts from longer works.
 - Make copies of unpublished works for purposes of preservation and security.
 - Make copies of published works for purposes of replacement of damaged copies.

Make copies of out-of-print works that cannot be obtained at a fair price

Community Education

The Community Education Office staff is in S1-202 and can be reached at ext. 5105 or (408) 855-5105. Community Education provides classes and special events in three areas:

- Community Service Classes - These are fee-based classes as advertised via brochure mailing, online, and direct marketing flyers. Offerings range from vocational training programs (e.g., Pharmacy Technician) to mandated classes (e.g., Drug Diversion, Anger Management), to personal and professional enrichment classes (e.g., Financial Planning).
- Noncredit (Adult Education) - These are state-funded non-credit FTES courses that offer education to nontraditional, non-academic and underserved populations in areas such as health and safety, basic skills, older adult education and career technical education. Current offerings include parenting courses, courses for older adults, and basic skills.
- Grant Funded Programs - These are state-supported programs that provide life skills education to the developmentally disabled students of our community.
- Institute for International Studies (IIS) - IIS is an intensive language program for students from countries outside of the US. It prepares international students with the English language skills they will need to succeed at Mission College, West Valley College, or other colleges and universities. It is self-supporting from non-resident tuition collected from its students.

Participants may register on a first come, first served basis by mail, fax, online or in person. Discounts are available for District employees and senior citizens. Late registration at the start of class is permissible if space is available.

For those wishing to propose or teach a fee-based community service or noncredit class, please contact the Community Education Office or request a course proposal form.

Faculty participation in classes is also encouraged. The class fee usually charged to students will be waived in return for completing an evaluation of a class. The waiver will not apply when there are contractual obligations to vendors, e.g. participants must pay for any supplies, transportation cost, entry fees, or any costs beyond payment of the instructor.

More information is available at: www.missioncollege.org/community/comm_ed

Disabled Students Programs and Services (DSPS)

Disability Instructional Support Center, Room S2-201

The Disability Instructional Support Center (DISC) offers support classes under Learning Services for students with disabilities, such as vision, hearing, orthopedic, health impairments, speech/communication, and/or learning disabilities. The program provides support not only to the student, but also to the college community. For further information, please contact:

DISC office: (408) 855-5085

TTY: (408) 727-9243

FAX: (408) 855-5449

DISC Coordinator: (408) 855-5274

DISC Program Specialist: (408) 855-5086

DISC Alternate Media Instr. Lab Assistant: (408) 855-5384

Emergency Procedures: Follow the standard emergency procedures found in this handbook. In addition, medical history and medication records of the student with disabilities are on file in the Disability Instructional Support Center, Room S2-201.

General Considerations:

What Faculty Can Do In Their Classes?

1. In your course syllabus or first day handout, include a statement inviting the student to discuss their academic needs.

For example, "If you have a documented disability and wish to discuss academic accommodations, please contact me or the Disability Instructional Support Center at 855-5085 as soon as possible." Implementing this suggestion will help meet the Title 5 Section 56020 that states "each community college district...shall employ reasonable means to inform all students and staff about the support services or instruction available."

2. Provide clear and written expectations, grading, material to be covered and due dates.
3. Know about services available on campus for students with disabilities.
4. Make lectures and notes easy to understand and make assignments clear.
5. When writing on the chalkboard, turn toward the class. Students with hearing impairments will be able to see the words you speak.
6. Allow preferred seating for students with disabilities.

7. If you are going to show educational videos during the semester, make sure they are closed-captioned. If you need assistance, please contact the Program Specialist at ext.5086 or (408) 855-5086.
8. Do not remove signs reserving chairs or other furniture for students with disabilities.
9. Do not remove this furniture from the classroom. It is imperative that the furniture stay in its original placement during the semester.
10. If a student requests an accommodation without an accommodation form from DISC, refer the student to the DISC office. You are not obligated to provide any unauthorized accommodations at a student's request.
11. Be flexible with the content and format of assignments and exams (e.g., oral exam, Braille, audio taped, closed captioned).
12. Be supportive, but not overly solicitous.
13. Do not accept work of a lower quality from student with disabilities.
14. If a student has not approached you for an accommodation, call DISC for advice on whether or how to approach the student.
15. Support student interests in taking your course. If you foresee problems, discuss the issues, but let the student make up his/her own mind.

A resource handbook describing specific disabilities and suggested accommodations are available through DISC.

Instructional Services for Students

Programs and Services

Educational Television (ext. 5132)

Broadcasting College by Television classes

For broadcasting schedule, please contact Gregory Shaw, Multimedia Coordinator, at Ext. 5132.

Educational Transition (ext. 5030) Emphasizes academic skills, communication skills and advising for students re-entering college.

Tutorial Services (ext. 5085) Math (ext. 5320)

Tutoring in both academic and vocational subjects by trained tutors who have received recommendations from their faculty in their subject areas.

Angel Learning Course Management System

Who has access to Angel Learning?

Angel Learning is a district-wide course management system available to all courses for both

full and part-time faculty. This system is integrated with our registration system. That means that the teacher on record for the course automatically receives a “course shell” and students are automatically enrolled into the course shell as they enroll into a course.

Angel is the district supported system for distance learning. Faculty can use other systems as long as the system is password protected with a secured login system. If faculty choose to use a system other than Angel Learning, the faculty must know that the district and college does not offer training or support for systems other than Angel. Since students will look for their distance learning course in Angel; if a faculty chooses to use another system, they should post this information in Angel with directions on how to access any alternative system.

What is a course management system?

A course management system (CMS) sometimes referred to as a learning management system (LMS), is a suite of tools that allow faculty to post to a course shell course materials such as syllabi, schedules, announcements, lecture notes, quizzes, send group e-mail, automate grading of quizzes, and hold “real-time” online office hours or tutorials. The CMS also tracks students’ use in the system and conveniently allows faculty to see which students may require additional assistance based on teacher selected criteria such as completed homework or test results etc. Students can check their grades, conveniently communicate with their instructor and classmates, and review or preview course material if their instructor chooses to use the CMS and post documents.

How do I find out more about Angel Learning?

You can log into Angel by going to this URL: <http://wvmccd.angellearning.com/default.asp>. Your username is your 7 digit employee ID# and your password is your 6 digit birthdate in this format mmddyy. The icon that looks like a question mark provides an extensive help system for Angel. Read your e-mail to find out about training opportunities to maximize your use of Angel or contact Cindy Vinson with questions related to Angel.

Angel Learning faculty contacts are Cindy Vinson, Distance Learning Coordinator, cindy.vinson@wvm.edu (ext. 5541) and Curtis Pembroke, Instructional Designer, curtis.pembroke@wvm.edu (ext. 5275).

Library

Library Privileges are granted to any faculty member who is registered in the library’s patron database. To register, come to the library check out desk, or telephone the library @ 855-5150 and give your name and Datatel ID number. Books generally circulate for three weeks and may be renewed. Periodicals are available for a one-week loan to faculty and staff only. Reference materials and current issues of newspapers may be read in the library only. Media materials may be viewed in the library only except when they are needed for classroom showing. Online databases licensed by the library may be accessed by all registered users on or off campus on a 24/7 basis. Phone 855-5150 for more information.

Reserves: Faculty may put their own instructional materials on reserve for use by students of a particular course. The library acquires selected required textbooks for the reserve collection. Reserve items are kept behind the check-out desk and are available for use in the library only.

Faculty are asked to allow at least 48 hours for processing new reserve items. Unless specifically requested otherwise, all reserve items are removed and returned to the faculty or library collection at the end of each school year. Phone 855-5159 for more information.

LINK+: Faculty have direct borrowing privileges from over 45 California academic and public libraries through the Mission College Library's membership in the LINK+ state-wide resource sharing consortium. The LINK+ union database contains more than 15 million books and media materials, and is searchable through the library's own catalog. Faculty may also visit most LINK+ libraries and borrow materials directly as a Visiting Patron.

Lost, Damaged or Stolen Materials: Faculty are responsible for any materials checked out to them, whether from our library or another institution. Faculty are also responsible for payment of any overdue interlibrary loan charges and, if the material is lost or damaged, the replacement or repair cost. For each item overdue, lost or damaged, the faculty member will be notified, in writing, of the amount due and payable.

Library Instruction: Faculty are encouraged to provide their students with an orientation to the library, its resources and services, including on-line database and Internet research techniques. Orientation sessions are conducted by librarians and may be tailored to the specific needs of a class or group of students. Faculty may also wish to encourage students to take the Information Competency credit course to improve their research skills. To discuss specific needs with a librarian or to schedule an orientation session, phone 855-5162 or 855-5151.

Reference and Information Retrieval: These services are available through the information desk which is open during all hours the library is open. To discuss specific needs with a reference librarian, phone 855-5151.

Media Materials

Classroom Showing: A collection of course-related videocassettes, DVD's and slides, are available for use in the library. Instructors may borrow them for 24 hours in order to show them in classes. Upon faculty request, an additional six days may be added to the loan period for a total of one week. We also have a small collection of circulating videocassettes, DVD's and compact discs that may be borrowed for three weeks.

Borrowing West Valley Media Materials: Media materials, primarily 16mm films and videocassettes, may be borrowed from the West Valley College media collection. Faculty must request media materials at least two weeks in advance by contacting Pat Hernas, Room L-223, MS 24 (855-5163). Faculty will be notified as to the delivery and return dates. All material should be picked up from and returned to the library. Direct scheduling with the West Valley College library is discouraged since there is no guarantee that delivery will occur by a specific date.

Purchasing/Previewing Media Materials: The Library has a limited budget to purchase media materials and will consider all faculty requests. Media materials must be previewed before purchase. Faculty wishing to request a media item should contact Pat Hernas, MS 24 (855-5163). Faculty are required to fill out an Evaluation Card for each item previewed. Preview

periods vary anywhere from one day to four weeks and the items usually arrive at the convenience of the distributor. Media materials must be close-captioned.

Copyright Compliance: The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. The library does not accept for its collection any reproduced material from a copyrighted original without proof of copyright clearance. Faculty members wishing to place such materials in the library for use by students are responsible for securing written permission from the copyright holder and depositing a copy of the permission with the library.

For More Information: More information about the library, its resources and services or electronic resources, including licensed databases is available at the library's website <http://www.missioncollege.org/lib/default.html>

For additional information or to make comments or suggestions, contact Tim Karas, Dean of Liberal Studies and Language Arts, anytime in person in Room L-226, by phone at (408) 855-5160, or email at tim.karas@wvm.edu

Publications

Publications are produced in Office of Instruction S1-301, Mailstop 11. The staff produces informational publications such as the:

- Mission College Schedule of Classes
- Mission College Catalog
- Mission College Faculty Handbook

Graphics/Printing Requests

A Mission College Graphics/Printing Work Order form for requesting graphics or computer graphics, printing and/or bindery, business cards, etc. These forms are available from division secretaries and are to be processed through the Division Chair. A nominal amount is charged to your department for these services.

Selling Instructional Materials

Instructional material packages are published by the Mission College bookstore. Selling instructional materials and books in the classroom is prohibited. For additional information, refer to "Bookstore" in this section.

Staff Development

Staff Development Philosophy & Goals

The Mission College Staff Development Plan has been formulated in response to the ongoing need for training programs and activities to support the professional growth of the college community. It is based on the concept that faculty, classified staff, and administration — as a whole — are responsible for the delivery and maintenance of a quality collegiate program that meets the needs of all students. These needs can only be met by a staff that stays current and

demonstrates enthusiasm for the education and service of their students. Therefore, the major goals of this plan are:

- To support the instructional needs of faculty
- To enhance communication among all areas of service
- To increase job satisfaction
- To facilitate professional and personal development
- To maintain a dynamic organizational structure
- To enrich the college community
- To support the District and Colleges Strategic Planning

These goals are accomplished through a variety of activities offered by a comprehensive Staff Development program. This program is formulated and executed by the Organizational and Professional Development Committee in response to the annual needs assessment of the college community.

Technology Center

Mission College Technology Center is a state-of-the-art computer center with over 80 PCs and MAC computers. The Center is the main "drop in" computer lab on campus.

Technology Center Hours:

Please check the following website for the latest Center hours:

<http://www.missioncollege.edu/technology/techcenter/>

Location:

Campus Center 240 (above the Bookstore)

Services for Students:

- Computers loaded with all software used in classes
- Printing and scanning
- Internet access
- Group Study room
- Assistance with basic computer needs
- Disabled students stations

Services for Instructors

- Computer room to be used on occasional basis for training. Please contact the Center for room reservation.
- Tech Center orientations for your students

Vocational Education

Vocational education fulfills several functions, including:

- Representing Mission College to the state and federal governments and the local community on vocational education;

- Representing Mission College on the Bay Area Occupational Dean's Committee;
- Identifying and informing vocational faculty and staff of opportunities in vocational education grants, sponsorships, etc.;
- Monitoring state and federally-based vocational education program budgets; and,
- Presenting new programs and curricula for approval by Bay Area Occupational Committee and State Chancellor's Office.