

Faculty Handbook

Revised: May 2025

Please report any errors,
mistakes, changes, or
suggestions for
improvement to the
[Faculty Handbook Form](#)

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ABOUT CLACKAMAS COMMUNITY COLLEGE

Welcome to Clackamas Community College!

Thank you for joining in the critical mission of our college. Associate faculty play a key role in providing instruction to our students – and community college students face challenges and barriers that are greater than other students in higher education. The education that we provide can often transform the life of a student and that student's family.

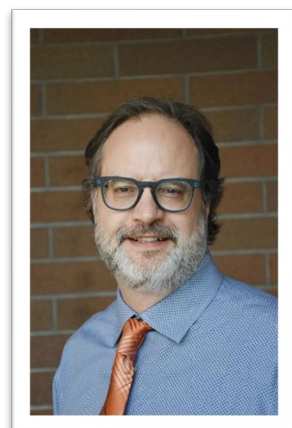
I value your expertise, wisdom, curiosity and compassion. Facilitating a great learning environment is an exciting and complex task. Every day, it seems, we are confronted with new knowledge about how people learn and new methods and technologies to help the learning process. The college wants to support you in cultivating an engaging teaching practice - and you will find in this handbook resources that are available to that end.

One of our key values at CCC is **Belonging**: “At CCC, individuals are celebrated for their experience and expertise, validated for their unique perspectives, and engaged in ways that reflect their needs and interests.”

I want you and our students to feel that sense of connection to the college community when entering campuses, classrooms or courserooms. CCC is an open access institution, and our mission is to make sure the college is “student-ready,” that is, ready to welcome students where they are and help them to reach their goals.

I want you to feel connected as well. You will have opportunities to participate in the work of your department and to share your views and perspectives in a variety of ways. I also invite you to celebrate with us at college events like Inservice or the Commencement ceremony. Please let us know if there are ways we can increase your sense of belonging as a CCC faculty member.

Again, I am grateful for the gifts you bring to the college community.



All the best,

A handwritten signature in black ink, appearing to read 'D. Plotkin', with a long horizontal flourish extending to the right.

David C. Plotkin Ph.D.
Vice President of Instruction and Student Services

Pronouns: “He, Him, His”

david.plotkin@clackamas.edu

CCC 101

Clackamas Community College (CCC) was established in 1966, as a publicly funded, comprehensive community college. The college is governed by a seven-member Board of Education elected by constituents of its service district. The board is a policy board, delegating operational authority for the management of the college to the administration. The college's primary financial resources come from state funds, local property taxes, and student tuition and fees. Additional resource development activities include seeking state and federal grants and foundation support.

Located near Portland — the largest metropolitan area in Oregon — Clackamas County is one of the largest counties in the state, covering 1,893 square miles and extending to the base of Mt. Hood. The CCC service district covers all of Clackamas County except Lake Oswego, Sandy, Damascus, and Boring — a total service area of approximately 1,850 square miles. As of the 2020 census, the county population was 421,401, making it the third-largest county in Oregon by population. Clackamas County is about 5% urban, 38% rural, and 57% suburban — resulting in diverse needs, interests, and skill levels among the communities. The small urban portion of the county is home to about 80% of the total population, and 90% of the total job base.

Clackamas County has a diverse economic base that influences the college's programs and services. For more than 150 years, agriculture, timber, manufacturing, and commerce have been Clackamas County's principal activities. More recently, the county has seen a stronger focus on metals, machinery, health care, high tech, logistics, forestry, food and beverage processing, renewable energy, nursery/agriculture, tourism, and software development.

[Additional information about Clackamas Community College](#)

CCC's vision, mission, and values

VISION

Empowering individuals, strengthening communities.

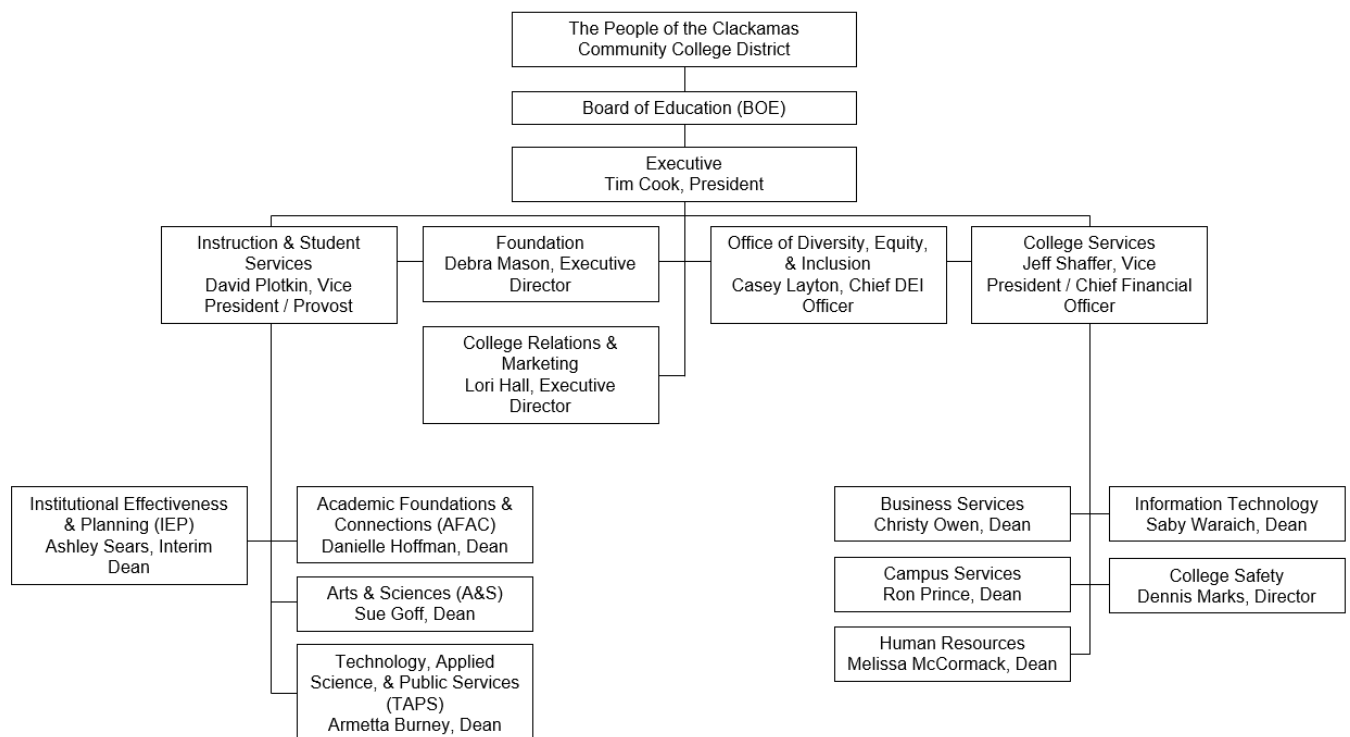
MISSION

As our community's college, we cultivate equitable, innovative, and responsive education.

VALUES

- Learning
- Equity
- Student success
- Community
- Belonging

Organizational chart



About our three campuses

CCC has three centers of operation — the Oregon City campus, the Harmony Community Campus in Milwaukie, and the Wilsonville campus. Although CCC commonly refers to Harmony and Wilsonville as campuses, they are more formally designated as “centers” per Northwest Commission on Colleges and Universities guidelines.

The Oregon City campus occupies a 165-acre site that includes 26 buildings (plus additional maintenance and storage facilities). The campus is characterized by strong career and technical, liberal arts and sciences, fine and performing arts, and athletics programs. The physical beauty of the campus is a draw for many community members who use the various walking paths for recreation. In fall 2022, about 51% of all CCC students were enrolled in at least one class offered at the Oregon City campus (in person or hybrid). Of note, 28% of CCC students remain fully online for courses as of fall 2022.

CCC's Harmony Community Campus in Milwaukie opened in 1988. A new building, Harmony West, was completed in 2017. Harmony West is three floors and totals 43,634 square feet, featuring classrooms, labs, community event space, a student resource center, and a free food pantry. The Harmony campus houses the health sciences and criminal justice programs and a variety of student services and programs including courses toward an Oregon transfer degree, General Education Development (GED), English for Speakers of Other Languages (ESOL), community education, and the Small Business Development Center (SBDC). In fall 2022, about 18% of CCC students were enrolled in at least one class offered at the Harmony campus.

The college community broke ground on the Wilsonville campus in 1991 and opened the building in 1992. Wilsonville was originally home to the college's high-tech manufacturing programs before partnering with PGE and Pacific Corp in 2001 and becoming the premiere location for utility-based training in the area. This campus offers a variety of apprenticeships, technical training, and general education courses tailored toward an Associates of Arts Oregon Transfer Degree (AAOT). Wilsonville also offers a variety of student services including advising, registration, and testing services. Approximately 8% of students are enrolled in at least one class offered at the Wilsonville campus.

[Information on our three campuses \(Oregon City, Harmony, and Wilsonville\)](#)

[Oregon City campus map](#)

[Harmony campus map](#)

[Wilsonville campus map](#)

[Information about transportation to our various campus locations](#)

About our students

CCC serves about 18,500 students a year (approximately 4,500 full-time equivalent (FTE). While 60% of our student population comes from inside our service area, 96% of our students are Oregon residents. Our students come here for a variety of reasons:

- 46% are lower-division transfer students
- 15% are career technical education (CTE) students
- 2% are pre-college/developmental education students
- 37% are non-credit students

Our student body is diverse; here are some things to consider as you prepare and teach your courses:

- 30 is the average age of a CCC student
- 15% are full-time students
- 33% are students of color
- 13.8% are first-generation college students
- 21% are [Pell Grant recipients](#)

This data reflects student demographics as of October 2024.

[Learn more about our student demographics, enrollment, and student outcomes](#) or check out [the state's snapshot of CCC for information on enrollment, affordability, and outcomes](#).

Strategic Plan

Clackamas Community College engaged in an inclusive and comprehensive process of revising its institutional strategic plan starting on Feb. 12, 2020, culminating in approval by the board on June 30, 2021. The five-year strategic plan (and related documentation/communication) can be found on the college's [strategic planning website](#).

The college has established a Mission Fulfillment Committee (MFC) that is ultimately responsible for the implementation of the strategic plan. MFC includes representatives from five subcommittees – one for each of the [college's strategic priorities](#). In addition, key college leaders are standing members of the MFC to ensure any issues raised in that setting get appropriate attention and support (e.g., college president, college vice presidents, director of institutional research, director of grants development). MFC is chaired by the college's Dean of Institutional Effectiveness and Planning, who serves as the overall strategic plan manager.

Mission Fulfillment subcommittees are also called "implementation teams." Their membership meets separately from MFC to identify and execute project plans in support of the actions described in the strategic plan. Each implementation team has a chair or co-chair drawn from the college's employee groups, with representation from full-time and associate faculty (a CCC term for adjunct faculty), classified staff, and admin/professional groups. In addition, each

implementation team has one or more executive sponsors, drawn from the college's Executive Team, who serve in supporting roles specific to each team (e.g., coach, barrier buster, advocate, strategist).

As a faculty member, you may have opportunities to participate and interact with the strategic plan by joining a Strategic Plan Implementation Team or related workgroup. Since many of our strategic priorities relate directly to your work as a faculty member (Excellence in Teaching and Learning, Holistic Student Support, and Diversity, Equity and Inclusion, in particular), look for invitations and opportunities to participate in professional development, community learning, and workgroups that reflect and support meeting our goals around the priorities.

Shared Governance

At CCC, we use the term Shared Governance to describe a structure for participatory decision-making regarding policies, procedures, and the strategic direction of the College. In addition, it is a set of values that we expect ourselves to live up to when engaging in (and supporting the sustainability of) that structure and moving the mission of the College forward.

[Shared Governance Handbook](#)

Diversity, equity, and inclusion

In October 2017, the college embarked on a formal journey to create a welcoming environment for students, employees, and community members with the establishment of the Diversity, Equity, and Inclusion Committee. The Diversity, Equity, and Inclusion (DEI) Committee is a collegewide committee with diverse representation from across the institution.

The purpose of the DEI Committee is to guide and hold the institution accountable for the integration of diversity, equity, and inclusion into all aspects of the work at Clackamas Community College. Since the founding of the DEI Committee, CCC has developed and is currently implementing a [DEI Strategic Plan](#) and has adopted an [Interim Equitable Decision-Making Framework](#) that we use to ensure decisions reflect and support our DEI mission, values, and work. In 2021, CCC welcomed its first Chief Diversity, Equity, and Inclusion Officer.

As a faculty member, you will have opportunities to participate in CCC's DEI work by joining the DEI Committee or associated workgroups, participating in professional development to improve equity and inclusion in your classes, and getting involved in a variety of community events and activities.

[Learn more about CCC's DEI work.](#)

Educational Focus Areas (EFAs)

In 2018, CCC began the process of adopting a guided pathways model to organize our programs and curricula into Educational Focus Areas (EFAs) that provide educational pathways that help students find and get on their paths, stay on their paths, learn on their paths, and complete their paths. Guided pathways helps reduce equity gaps and improve completion rates.

[Read more about our guided pathways work.](#)

The college has eight EFA pathways for students:

- Business
- Creative Arts, Communication, and Humanities (CACH)
- Health Professions
- Industrial Technology and Automotive
- Natural Resources
- Science, Technology, Engineering, and Math (STEM)
- Social Sciences, Human Services, and Criminal Justice
- Teaching and Education

[Learn more about the EFAs at CCC.](#) including what programs are in each EFA and which advisors are assigned to each EFA. Please check with your department chair for information on your EFA.

ABOUT THE DEPARTMENT

[Note: Departments will add this content for their specific areas]

Welcome to the department letter

Department org chart, staff roster and contact info

Department values and norms

Office supplies/materials

Communication and office space

Here are a few of the communication tools and resources we use at CCC:

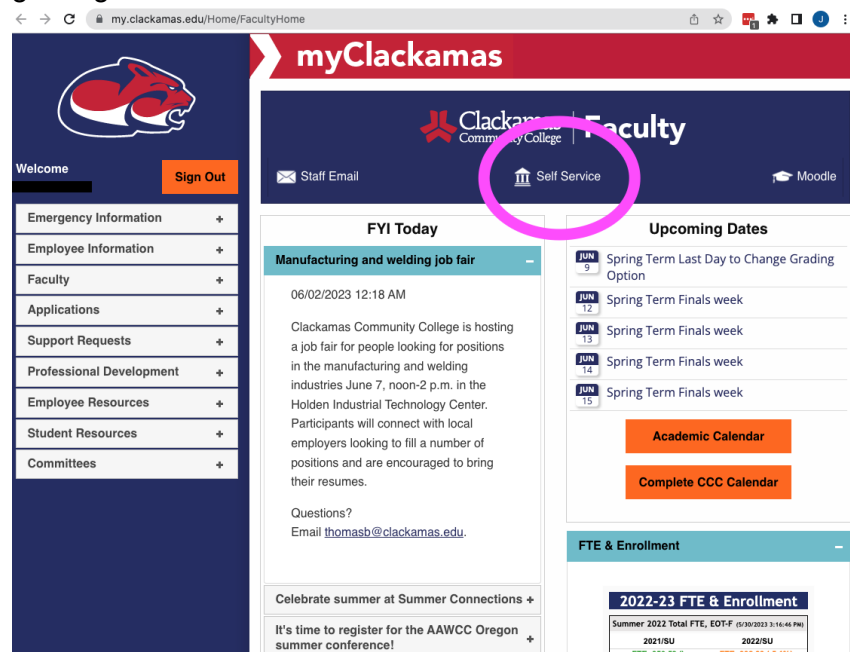
- **myClackamas:** You will use the my.Clackamas.edu [CCC intranet portal](#) to access class rosters, grading, stipends, general announcements, email access, and more. Familiarize yourself with the information contained within this site.
- **Staff ID:** Cards are available on the Oregon City Campus at the Wacheno Welcome Center desk, the Student Services office at Harmony Campus and the Student Services office at Wilsonville Campus. You will need a staff ID card to use the copiers/printers around campus. You will also need a staff ID card for the Dye Learning Center Library and Randall weight room. Your employee ID number is listed on your staff ID card.
- **Office space:** [The Associate Faculty Collective Bargaining Agreement](#) specifies that you have access to office space. Contact your department chair to learn about office availability and/or access.
- **Email:** The email software used across our campuses is Outlook. You can access this via the web from your myClackamas page or you can use Outlook installed on your local computer to manage your email. You will be provided with your email address upon hiring. For issues with your email, contact the [IT Help Desk](#).
Please remember that all communication from the college will be sent to your Clackamas email. Please check your CCC email regularly.
NOTE: Please only email students at their student.clackamas.edu assigned email addresses. You should also only communicate with students using your clackamas.edu email address. All inter-college email conversations should only be sent to CCC emails (per [FERPA](#)).
- **Outlook Calendar:** The college uses Outlook for keeping calendars. Keeping your calendar up to date is important so we can see your schedule when scheduling meetings or to see if you are on campus. Please make sure your calendar is kept current and that it includes the classes you are teaching. If you are unfamiliar with using the Outlook Calendar, your administrative assistant can help you.
- **Technology Needs:** Please check with the administrative assistant and department chair.

Department meetings

TEACHING A CLASS

How to use Self-Service for class rosters, other information

- To check your official class roster for a course you are teaching, you will need to use [Self-Service](#). You can also take attendance and access the waitlist. This is where you submit final grades as well.
 - Go to my.clackamas.edu.
 - On the left-side navigation expand the Faculty link and select “Course Management”
 - Log in using your Clackamas email address and password.
 - This will bring up a list of the courses you are teaching.
 - Click on the course name and section you are interested in. This will bring up a list of students with their email information and student IDs. You will also see how many students are waitlisted, and a navigation bar that includes attendance and grading.



Registration, add, drop, withdrawal information

Students can register for classes online (through Self-Service), via mail/fax, or in person. If a class is full, a student can be placed on a waitlist. You can learn more about our [Registration Process](#) and [Registration/Late Registration Policy](#), but here are some key things to know:

- You will receive an email from CCC's registrar at the beginning of each term with important dates and policy reminders regarding all things related to registration. You will also receive one at the end of the term with registration reminders and information about

grading. Keep an eye out for these emails and keep them for reference throughout the term.

Waitlists

- The waitlist is open when registration begins until the Friday before the start of the term.
- Students can add themselves to the waitlist if the course is full when they attempt to register.
- When a spot opens up, the student will receive an email in their student email account and have 48 hours to register.
- If a student doesn't respond in the 48-hour window they are dropped from the list and the next student receives an invite. A student can always be re-added to a waitlist.
- Registration cannot process requests to move students into a waitlisted course when the waitlist is active. The waitlist stops running the Wednesday before the start of the term, faculty can then allow students to register with permission beginning the Friday before the start of the term.

If you need to add a student to a class

- Once classes begin, instructor consent is required for a student to register. The best way to provide this is:
 - Option 1: Send the student an email that they can forward to the [registration staff](#) for processing (putting a deadline on the approval is a good idea).
 - Include the specific course and section number you are providing approval for.
 - Option 2: Send an email to registration@clackamas.edu with a request to register a student.
 - Please cc the student so they are aware and include the student ID number along with the course and section number.
 - Option 3: Online via Self-Service.

Withdrawing/dropping a student from a class

- [CCC's Administrative Withdrawal Policy](#) details when an instructor can request that a student be withdrawn from a course. There are many reasons this may happen, but the most common is that a student doesn't attend class/is a no-show.
 - The deadline for a refund/administrative withdrawal deadline is Sunday of week two of the term.
 - If a student has not attended your class by this deadline, please submit an Administrative Withdrawal so the student won't be charged for the class. Options for submitting an Administrative Withdrawal include:

- Use the Navigate process/tool that is emailed to instructors at the beginning of the term. You only need to note if someone hasn't attended or has stopped attending; or
 - Email registration@clackamas.edu with which students need to be withdrawn (name and ID) and the course/section they should be withdrawn from.
 - It can take three-four days for students to be withdrawn after your request is made, but ALL requests will be completed first thing on the morning of the financial aid census date.
- If a student drops between the start of week three and end of week eight, they receive a "W" automatically.
 - After this date, an instructor must assign a grade (could be a "W," if appropriate). This is needed for financial aid purposes.

Verifying your class roster

- You should verify that your official roster (in the Self-Service tab in myClackamas) has everyone on it. Many times, students are added to a Moodle shell of a class, but never officially registered and they don't receive credit for the class. If a student is missing from your roster, see instructions above for adding a student.

Miscellaneous registration information

- Students can change grading options until the Friday before finals week.
- Students must pay their balances in full by the end of week six or they will receive a \$100 non-payment fee and a hold to prevent registration for future terms.

Academic calendar/important dates

CCC is on the quarter system (summer, fall, winter, and spring terms). Terms are 11 weeks (10 weeks plus a "final" week), and most classes run the entire term unless otherwise noted in your contract and in the course schedule. For summer term, many departments run courses for less time than 11 weeks; please contact your department for information on summer term scheduling. CCC publishes an [academic calendar](#), which lists the start and end date of terms, along with key holidays and closure dates.

Final week schedule

You are expected to meet with students during the final week in order to meet the required hours/credit for a course. Consult the final week schedule to locate the date and time of your final class meeting: Visit the [Academic Calendar webpage](#) and click on the section titled "Final

Week Schedule” for details on the final week and the final week schedule. Instructors should follow the final week schedule to avoid conflicts for students.

Instructional Standards and Procedures (ISP) and Access Retention and Completion (ARC) Policies

The college maintains official college [policies and procedures](#) for instruction (ISP) and student services (ARC). Faculty are responsible for following ISP practices and procedures and knowing where to find relevant policies. These standards are informed by [district policies](#) set by the [Clackamas Community College Board of Education](#). Board-level policies apply to the entire college and can be found in the [Clackamas Community College Online Policy Manual](#). Some particularly relevant policies and procedures for faculty include:

- The [Course Outline and Course Syllabus Information \(ISP 160\)](#) and [Course Syllabus Information and Format \(ISP 160A\)](#) detail how syllabi are used and what you should include in them.
- The [Academic Accommodations Policy \(ARC-ISP 640\)](#) and [Procedure \(ARC-ISP 640P\)](#) establish the standards and procedures for reasonable academic accommodations to ensure all students have access to post-secondary education that is free of barriers.
- The [Academic Honesty Policy/Procedure \(ISP 190\)](#) defines academic honesty and lists options for instructors to consider when violations occur.
- The [Textbook and Instructional Materials Adoption \(ISP 170\)](#) and [Procedure \(ISP 170P\)](#) detail standards and procedures for textbooks (see [Materials and Textbooks section](#) of this handbook for more information).
- The [Grading Policy \(ISP 280\)](#) and [Procedure \(280A\)](#) and [Grade Appeal Policy \(ISP 281\)](#) and [Procedures \(281P\)](#) are detailed in the [Grading Policies/Procedures section of this handbook](#). Student grades are needed for state reporting that happens at the end of every quarter.
- The [Service Animal Policy \(ARC 641\)](#) and [Procedure \(ARC 641P\)](#) explain the standards and procedures for service animals on campus.
- The [Use of Student Legal Name and Chosen Name Policy \(ARC 407\)](#) and [Procedure \(ARC 407P\)](#) which helps students change the name that appears on their CCC materials.
- [Underage Enrollment – Students 17 and Younger \(ISP 460\)](#) is explained more in the [High School/Under 18 Students section of this handbook](#).

Family Education Rights and Privacy Act (FERPA)

FERPA is a federal privacy law, and you should review [CCC's FERPA policy](#). Here are some key things you should know in your faculty role:

- FERPA requires student consent to release anything beyond directory information (see policy for what is considered directory information). This includes not releasing or discussing information with law enforcement or parents/family members. All students, including minors, are protected by FERPA.
- Maintaining confidentiality with student grades is part of FERPA compliance. This means you shouldn't leave graded assignments, tests, or assessments out for students to "pick up" or in a place where people other than the recipient of the grade can see it.

Grading policies/procedures

CCC has grading ([ISP 280](#) and [280A](#)) and grade appeal ([ISP 281](#) and [281P](#)) policies and procedures. Some highlights are:

- Grades are due by noon on the Monday after the term has ended. It's vital that you get your grades in by this date because:
 - Missing grades can jeopardize financial aid for students.
 - Missing grades can jeopardize academic standing for students.
 - Students often request transcripts when a term is over and missing grades will appear on them.
- Grades are entered in the Self-Service tab in [myClackamas](#).

Types of grades

- CCC uses the letter grades A, B, C, D, and F (*no pluses or minuses*), along with P/NP (pass/no pass), X (audit), I (incomplete), Y (never attended), W (withdrawal), and UG (unreported). [ISP 280 details what each of these grades means and when they should be issued.](#)
 - If you submit an incomplete, you will see an I/letter grade (for example I/B). The letter after the I is the grade a student will automatically receive should the student not complete the requirements by the deadline you have provided. An I/A grade tells the student they do not need to do anything else to receive an A in the class after the incomplete deadline you have set.
 - If you submit a grade of F, N, or W, you must also submit a last date of academically relevant activity (or last date of attendance).

Materials and textbooks

CCC is committed to ensuring students have access to high-quality, inclusive, relevant, current, and affordable materials and texts for their learning experiences. The process of selecting materials and textbooks for courses you teach varies by department. Please check with your administrative assistant or department chair for specific guidance on selecting materials and departments.

- The [CCC Library](#) offers support and services for course materials, including:
 - **Guidance on high-quality course materials:** [Choosing Course Materials](#).
 - **Course Reserves**
Course Reserves is a collection in the library that provides free access to required course materials for students. ISP170 requires that hard copies of all chosen material, including online resources, Open Educational Resources (OER), Inclusive Access/First Day™, and eBooks, be placed in the library or in the department for student access. Materials placed on Course Reserves in the library are provided by the department or faculty, and will be returned when they are no longer needed for the class.
 - [ISP 170 Textbook and Instructional Materials Adoption](#)
 - [ISP170P Textbook and Instructional Materials Adoption Procedure](#)
 - Information for faculty about Course Reserves
(<https://libguides.clackamas.edu/facultyandstaffresources/coursereserves>) includes:
 - How to submit Course Reserves to the library
 - Language for your syllabus to support students accessing course reserves
 - Information for students about Course Reserves
(<https://libguides.clackamas.edu/about/coursereserves>) includes:
 - Help searching for Course Reserves in the library
 - Other ways to access textbooks
 - **Textbook affordability and Open Education Resources (OER)**
 - The Textbook Affordability Librarian, Justine Munds (justine.munds@clackamas.edu), is available to support affordable textbook adoption and work with you on creative solutions to support students' access to materials.
 - [Textbook Affordability Plan](#): In accordance with House Bill 2213, CCC created a Textbook Affordability Plan in 2020-21. Questions about the plan can be directed to Justine Munds, Textbook Affordability Librarian (justine.munds@clackamas.edu).
 - Textbook affordability and OER library page
(<https://libguides.clackamas.edu/oer>) include:
 - Finding, adapting, and adopting OER and other affordable textbooks
 - Workshops and contact information to get support with textbook adoption

- **Copyright**
 - Resources from the library (<https://libguides.clackamas.edu/copyright>) include:
 - Information on fair use and copyright
 - Creative Commons designations
 - Plagiarism resources
 - CCC's [Board of Education has a copyright policy \(EGAAA\)](#) that details definitions of fair use.
- **The bookstore**
 - [Textbook submission](#)
 - Clackamas Community College currently works with Follet to request and order textbooks. Generally, responsibility for textbook decisions varies by department. Check with your department chair for specific policies. In some cases, you may be asked to choose your own textbook material.
 - [ISP 170 Textbook and Instructional Materials Adoption](#)
 - [ISP170P Textbook and Instructional Materials Adoption Procedure](#)
 - Guidelines on submitting textbook requests
 - Textbook requests are due to the bookstore by the Friday of week four or five of the term before the class is taught. Department administrative assistants will need them earlier.
 - Bookstore Schedule:
 - Summer term—Friday, Week 4 of the preceding Spring term
 - Fall term—Friday, Week 5 of the preceding Spring term
 - Winter term—Friday, Week 4 of the preceding Fall term
 - Spring term—Friday, Week 4 of the preceding Winter term
 - Textbook Adoption Form
 - Submit textbook requests to your department's administrative assistant
 - Textbook request format
 - ISBN, International Standard Book Number
 - ISBN, Title, Publisher, Edition, Year
 - How to check the textbook status of your courses
 - Sign in as an instructor
 - [Bookstore website](#)

Using the Classroom Technology/Podiums

Many classrooms across the CCC campuses are equipped with podiums that house computers, projectors, document cameras and other technology to help you in teaching your class. Consult the [Instructions for Podium Use ITS Knowledge Base article](#) or your administrative assistant to learn how to use this equipment.

Understanding the Moodle Learning Management System (LMS)

The Online Learning and Educational Technology (OLET) Department provides ongoing support for Moodle (whether courses are held in-person, online, hybrid, or remote) with its comprehensive Knowledge Base articles, such as Start of Term and End of Term checklists, etc.

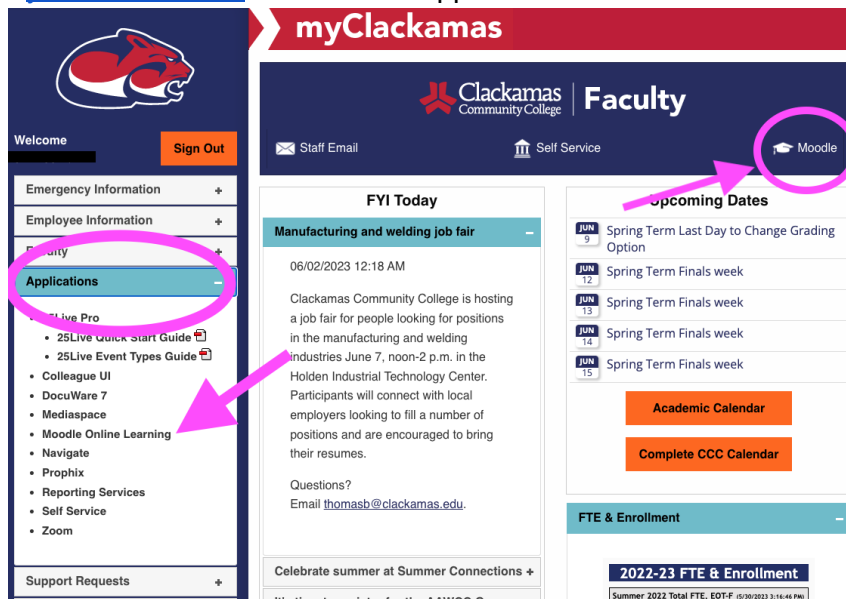
The Moodle Learning Management System (LMS) is an accessible, feature-rich learning platform that saves you time and provides more active learning experiences for your students. The Moodle LMS has a huge range of resources and activities to engage and accommodate different learning styles, including the ability to:

- Deliver content and tasks in a range of formats for different learning styles
- Keep learners updated on course requirements and deadlines
- Teach and learn on the go with the Moodle app
- Measure and manage student progress

Where to access Moodle

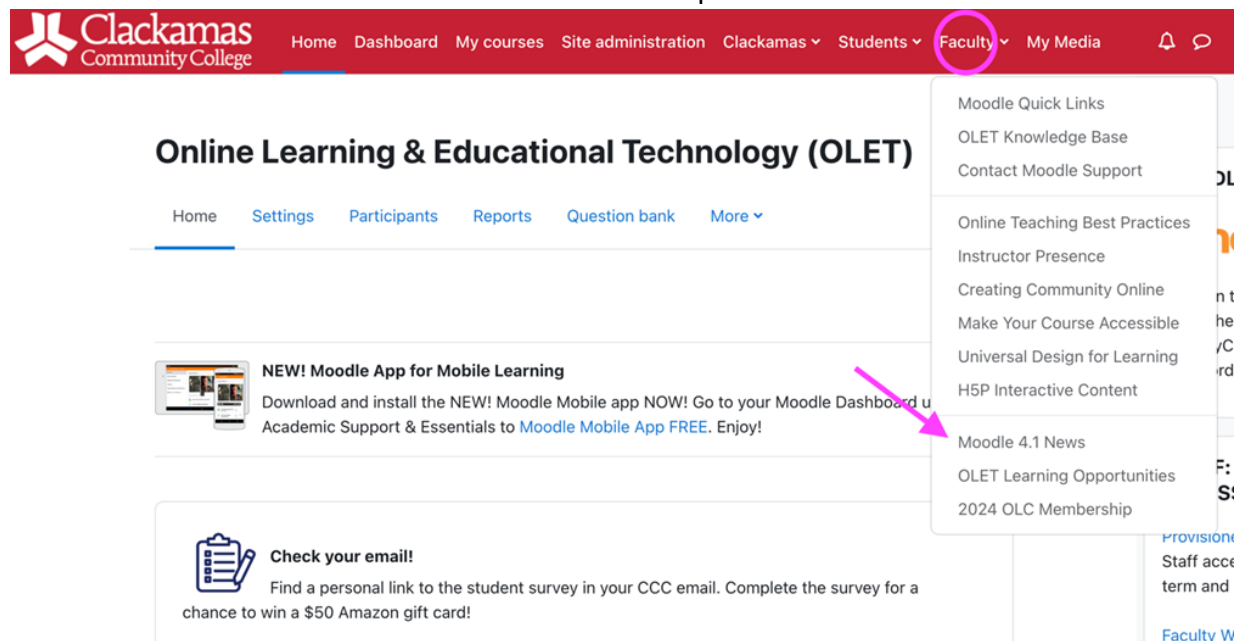
All CCC staff and faculty may activate their Moodle account by logging in for the first time at any of the three following entry points:

- clackamas.edu > Moodle
- online.clackamas.edu > (Login)
- my.clackamas.edu > Moodle or Applications > Moodle Online Learning



Where to start and learn more about Moodle

OLET maintains a variety of tools, guides, and resources to support you in using Moodle. Visit the “Faculty” menu in the red bar at the top of the [Online Learning](#) page (or anywhere you see the red bar) to explore these resources. You can also direct your students to the “Students” menu in the red bar for help with Moodle.



- If you are new to Moodle, start with the [Moodle News](#).
- Enroll yourself in and complete the [Moodle 101 self-guided orientation](#).
- Become familiar with the [Start of Term](#) and [End of Term](#) checklists for Moodle.
- [Contact Moodle Support](#) via ticket, Zoom, phone or the [Extended Support Team](#) for after hours, weekends, and bilingual help and support.
-
- Join one of OLET’s many free [professional development and training](#) opportunities.
- You may submit a service ticket to OLET [here](#).

Center for Teaching and Learning

The Center for Teaching and Learning supports faculty in their work of improving student learning and outcomes through teaching, learning, and assessment. The Center for Teaching and Learning offers workshops, learning communities, material and resources, individual and department consultation and coaching, and a disco ball to dance under in their office (in McLoughlin Hall, room 125, on the Oregon City campus). You can explore [Teaching, Learning,](#)

[and Assessment Resources](#) or contact [Jil Freeman](#) (for teaching and learning help) or [Elizabeth Carney](#) (for assessment help) to make an appointment.

Tutoring services – Dye Learning Center

CCC offers students a wide variety of tutoring services. These services are available in the Dye Learning Center and online. The Learning Center provides one-on-one and small-group tutoring in various subjects. [Learn more about the Learning Center and tutoring services.](#)

Library – Dye Learning Center

Librarians are here to partner with you on research assignment development, teaching research skills and critical thinking, course material adoption, and building a collection that supports the needs of our community. CCC Library supports students and faculty through instruction and research help, collection development and textbook affordability, and study spaces. Get help in person, on Zoom, or online 24/7 using chat. Course Reserves is our most-used collection and supports students' access to free course materials. Our general collection includes a variety of physical and electronic information resources for academic and personal growth, as well as easy access to materials from our 35+ partner libraries in the Orbis Cascade Alliance. Learn more about our services, including how to access *The New York Times* and *Chronicle of Higher Education* for free, on our [faculty support pages](#). Email reference@clackamas.edu for more information, or visit the website at library.clackamas.edu.

Disability Resource Center

The Disability Resource Center supports students with disabilities by providing equal access to college activities, courses, and programs. The Disability Resource Center also supports faculty and staff in helping to deliver services to those needing accommodations. Documentation from the Disability Resource Center will be provided to instructors and accommodations for qualified students MUST be made. Students and staff can drop by the Disability Resource Center in the Wachenow Welcome Center, email them at drc@clackamas.edu, or call 503-594-6357. [Learn more about the Disability Resource Center.](#)

Testing and Placement Services

Testing and Placement Services provides placement testing/advising, proctoring services, state exams, corporate-sponsored assessments, and classroom-related tests. The Testing Center is also available for individual make-up and accommodation needs testing. There is a testing center on all three campuses. [Learn more about Testing and Placement Services.](#)

Class cancellations, requesting substitutes, taking sick leave

- **Canceling a class session**
 - Notify both Department Chair/Supervisor and Department Administrative Assistant.
 - Notify students through Moodle and/or email.
 - In the case of day-of cancellation or delays, contact the Administrative Assistant to request a notice posted on the classroom door.
- **Substitutes**
 - Faculty should seek out a substitute on their own if possible.
 - Faculty should then work with substitutes to coordinate content and lesson plans for the class(es) to be covered.
 - If faculty cannot find a substitute, they may contact their Department Chair for help in finding a substitute.
 - Faculty and substitutes should contact the Department Administrative Assistant after class to submit the substitute teaching hours for payment.
- **Sick Leave and Leave Requests**
 - Sick leave and other types of leave are requested through my.clackamas.edu
Click on Employee Information → Leave requests and time entry (works best with Chrome and Internet Explorer) From there log into Cougar Trax (in the upper right corner) → Clackamas Leave Request
 - Select type of Leave Plan (Part Time Faculty Leave)
 - Enter Request Begin Date
 - Enter Request End Date
 - Enter Total Hours Requested (*Requested time should include all time that would be spent on the course that day. If someone is not reporting for work for the entire day, 8 hours should be submitted)
 - Enter Reason for Request: This field should be completed, but can be generic, such as: Appointment/Personal/Sick
 - Press Submit
 - The request will go to your supervisor, who will review and approve your request.
 - Confirm with Admin Asst to ensure FAC is updated

High school/under 18 students:

Through our [High School Connections Program](#), CCC partners with community high schools to offer dual credit and advanced college credit opportunities. It is not uncommon to have students who are minors (under age 18) in your class. You can find more information about underage students in [ISP 460 Underage Enrollment: Students Under 18](#), but here are some highlights:

- Underage students taking dual credit courses for all purposes are protected by FERPA regarding their privacy. If parents express interest in accessing their student records, grades, etc., their student MUST sign a [FERPA release](#) to allow information to be shared.

- If a signed FERPA release is not on file (check with registration to confirm), CCC staff/faculty are unable to and should not disclose information to parents. Many parents of our underage students struggle with this because they do not have the same rights to educational records as they do at the high school, even with their students technically still in high school.
- In regard to the question around student enrollment in courses, if students are participating in one of the OEP 4 HSC programs, they can bypass some of the college's policies/procedures around students participating in courses who are underage (that is 17 or younger).
- Students are able to take college courses as a non-High School Connections student, however, the student and parent/guardian must complete and sign an [Enrollment Consent form](#). This form is required for each term in which a student under the age of 16 is registered at CCC. Students participating in High School Connections programs are not required to complete the Enrollment Consent form because students participating in our programs receive support.
- These students need their grade at mid-term which they (the student) provide to the Office of Education Partnerships advisor for their program. This is one of the processes put in place to allow these students to bypass the typical underage student processes.
- Lastly, all of our underage students have access to all the student resources and should be treated as traditional college students; this includes the process for reporting students of concern, referrals to counseling, etc.

WORKING WITH STUDENTS

Student handbook

The student handbook provides general information to help orient students to college life. The student handbook sections linked below are relevant for instructors to be aware of.

- [Student Freedom and Rights](#), which details the on-campus, off-campus, and student record rights for students. The Higher Education Opportunity Act of 2008 (HEOA) requires that post-secondary institutions participating in federal student aid programs make certain disclosures to students. The information at this link is disclosed to our students at CCC in compliance with federal law. For additional information, including requesting a paper copy of any materials, call the appropriate office.
- All students are expected to comply with the [Student Code of Conduct](#). These rules support the college's mission and help achieve its educational purpose. It's a good idea to reference these in your course syllabus; especially information regarding academic misconduct such as plagiarism or cheating. The Student Code of Conduct describes the grounds for disciplinary action, including:
 - Academic misconduct/academic honesty, which is detailed in [ISP 190 Academic Honesty](#)
 - Behaviors that may be disruptive, distracting, or disorderly

- If you need assistance with students who may have violated the Student Code of Conduct, submit a [CARE Team referral](#) or send an email to care@clackamas.edu.
- [Title IX and Sexual Respect](#)
 - If you need assistance with or have questions or concerns about Title IX, contact the Title IX Coordinators, [John Ginsburg](#) or [Melissa McCormack](#).

CARE Team/Who to contact when you need help managing a student issue or supporting a student experiencing difficulty

Instructors are often in settings where they observe or learn that a student is distressed, disruptive, threatening, or needing additional support. The CARE (Coordinates, Assesses, Responds, and Engages) Team provides wraparound support to students needing extra care and attention including connections with counseling, tutoring, financial assistance, community resources, and assistance navigating college systems.

- **CARE Team process:** If you need support managing a student issue or supporting a student who is experiencing difficulty, you can submit a [CARE Team referral form](#), and the associate dean for your division or their designee will follow up with all parties and seek the best path toward providing additional support. This form will be automatically sent to the associate dean of Academic Foundations and Connections for case management with the CARE Team during the next available work day. You can also contact the [CARE Team directly](#).
- **Note:** If you need immediate assistance, call 911 or College Safety at 503-594-6650. Concerns can include but aren't limited to, signs of emotional or academic distress or behavior/actions that are disruptive or dangerous.

Coordinated Student Resource Team

Instructors are often in settings where they observe or learn that a student is experiencing housing and food insecurity, struggling with child care needs, technology to complete classes, or has experienced an emergency requiring financial or community support that is beyond paying for tuition and books for school. The Coordinated Student Resource Team (CSRT) triages funding resources and community agency support requests for students in need. Instructors can bookmark the [student resources and funding page](#) to see a list of the funding resources that are available to students. You can encourage students to complete the [Student Resource Request Form](#) to be considered for resources based on the student's situation. After reviewing this form, a CSRTstaff member will contact the student for a one-on-one consultation to discuss the resources and benefits available and connect them with the appropriate support.

Helping students resolve problems at the college

- The [Problem Resolution Form](#) should be used by students in resolving problems with a CCC policy, staff, or faculty member. Refer to the current [Student Handbook](#) for detailed [Problem Resolution Procedures](#). This form should be returned to the appropriate department supervisor or to [Jennifer Anderson](#), associate dean of Academic Foundations and Connections.
- The college's [Feedback Page](#) also details ways students and community members can communicate with CCC. You may want to share this resource with students.

Being a mandatory reporter

In accordance with Oregon's Mandatory Reporting law (ORS 419B.005), as an employee of a higher educational institution, faculty are obligated to report any abuse of a minor (individual under 18 years of age) which is witnessed by, or disclosed to, the faculty member, whether the abuse is current or happened in the past. This also includes elder abuse (anyone 65 and older), adults aged 18 or older with disabilities, adults aged 18 and older with mental illness, and nursing facility residents. These do not have to be students in their classes; we must report any suspected abuse, so that would include anything that a student mentions that may apply to any of these groups. If you have questions about your role as a mandatory reporter, contact [Human Resources](#).

NAVIGATING THE COLLEGE

How to place support requests

(Ticketing system for Human Resources, Information Technology Services, Institutional Research, Online Learning & Educational Technology, etc.)

CCC uses a ticketing system to submit requests for support. The kind of support you might request includes any questions you have related to human resources, technical support for your office or classroom, and support you might need from the Online Learning Education and Technology Department (e.g., Moodle). There are two ways to access the ticketing system:

- Access at <https://clackamas.teamdynamix.com/TDClient/1853/Portal/Home/>
- On your myClackamas page click on "Support Requests"

For some items you may want to check in with your supervisor (department chair) or administrative assistant first (i.e., classroom needs a light bulb).

College safety/emergency information

Our campuses have professional, certified College Safety officers who provide a safe environment for members of the campus community. College Safety will escort students and staff to their cars as requested. They can be reached on a campus phone at x6650 or you can call them at 503-594-6650. On the Oregon City campus, College Safety is located in McLoughlin Hall, room 114. Learn more about [College Safety](#).

If you or a student is in an emergency situation, call 911. They will contact College Safety as part of their response. There are safety handbooks in each classroom that have helpful information in case of an emergency.

Inclement weather policy and notification

If bad weather is in the forecast, Campus Services will check road conditions and campus conditions, determine what local school districts are doing, as well as check with ODOT. Around 5 a.m., leaders at the college will determine to remain open, start late, or close our campuses.

If a closure or late start is determined, the information will be shared via:

- Rave Alert messages will be sent via email, text, and phone.
 - Students and faculty are automatically enrolled in Rave, but you can also change your [Rave Alert](#) preferences.
- Social media
 - [Facebook](#)
- College switchboard: 503-594-6000
- [CCC Website](#)
- **Campus closure**
 - If all campuses are closed, all classes (including remote and online classes), athletics, and events are canceled. Child care services may also close.
- **Late start**
 - If the college issues a late start, all classes, events, and activities are canceled until the time specified in the closure announcement.
- **Evening closure**
 - Should inclement weather hit in the afternoon or evening, a closure will be determined by 3 p.m. when possible. In the event of an evening closure, the college will close at 5 p.m. and all classes beginning at or after 4 p.m. will be canceled.
- **Resources**
 - If there are resources you use on campus and may need during inclement weather, the [Clackamas County website](#) has a number of resources you may be able to access.

Making copies/Duplication Services

If you need paper copies of something, there are two options: Our in-house Duplication Services and using the copier in your department/area.

Whenever possible, use Duplication Services to fulfill your copy needs. In addition to having more services and options for your printing needs, using Duplication Services costs less than using the copier in your department.

Duplication requests can be done electronically. In myClackamas, Support Requests, [Duplication Services](#). Use the email and password you use for myClackamas. Contact your administrative assistant for the correct account number.

Occasionally you may need to make copies of something on the machine located in your area. You will need a staff ID card or login and be added to the copier by the administrative assistant for this use.

Key/building access

If you need a key and/or access to a building, contact your department chair. For building or classroom keys, your administrative assistant will complete a form to obtain keys on your behalf. Once your key(s) are available, you will receive an email from Campus Services to pick up your keys.

Access cards and keys can be used to enter some buildings at any time, other buildings on campus will have certain hours for which it is accessible and unlocked. If you believe you need to access your office outside of typical use hours or on weekends, contact College Safety (503-594-6650) to request they meet you outside the building to gain access. If you believe you need an access card for ongoing access, you must request this through your department chair who will forward it to the dean.

INFORMATION FOR ASSOCIATE FACULTY

Associate faculty professional development policy/procedure

CCC values learning and development for our faculty and allocates dedicated resources to support you in your growth as an instructor and CCC community member. These resources include internal professional development workshops, learning communities, materials, and events for CCC staff and faculty and funding for external professional development opportunities. Please see Article 19 in the AF Collective Bargaining Agreement for more information on Professional Development.

- Location and funding sources for EXTERNAL professional development
 - The CCC Associate Faculty Association (CCC AF) has professional development funding to support your professional development (PD) (i.e, conference attendance, courses or workshops, purchasing PD materials, etc.). You should contact the Associate Faculty Association to begin the process. Requests for these PD funds are considered and approved by the CCC AF PD Committee.
- Location and funding sources for INTERNAL professional development
 - For department sponsored PD, check with your Department Chair about available compensation
 - Non departmental training (i.e moodle, Center for Teaching and Learning offerings, college-wide events) are approved by the Vice President of Instruction

Associate faculty evaluation process

All faculty at the college participate in a regular and reflective evaluation process with their supervisor or designated evaluator. (for Associate Faculty this is often the Department Chair or Division Associate Dean). Materials for evaluation include student evaluations, peer observation and feedback, and a self-evaluation. Instructors in their first three (3) terms of employment in a department will have student evaluations completed in at least one (1) class per term and results submitted each term to their Dean or Department Chair. Associate Faculty will have an administrative evaluation upon reaching Level 2. Thereafter, instructors will have an administrative evaluation at least every three years. You will be notified of your evaluation no less than 10 working days before the end of the term prior to your evaluation. For additional information and details, refer to Article 13 of the [Associate Faculty Collective Bargaining Agreement](#).

How classes are assigned

1. Associate faculty contract guidelines need to be consulted and followed.
2. Associate faculty and department chair consult.
3. Associate faculty contract provided by department for approval.

HELPFUL CONTACT INFORMATION AND RESOURCES

Common resources you may need:

- [Forms and Documents](#) houses commonly used forms, including FERPA, registration and records, and general use documents.
- [CCC's intranet](#) houses links to the webpages for internal CCC departments.
- The [Student Resources page](#) has contact information and current hours/locations for all student-facing services at CCC.

Contact	Services provided	Contact information	Location	Additional information
CCC RESOURCES & SERVICES				
COLLEGE SAFETY	Access to buildings/rooms Escorts to/from class Emergency or safety concerns	503-594-6650 Call 911 for emergencies College Safety webpage	McLoughlin 114 (OC campus)	Emergency Safety Guide
HUMAN RESOURCES	Payroll and Benefits Employment Workplace Help	503-594-3300 hr@clackamas.edu Human Resources webpage	Barlow Hall 204 (OC campus)	Submit a Human Resources Service Request (help ticket)
INFORMATION TECHNOLOGY SERVICES (ITS)	Computer help Classroom technology (podium) help	503-594-3500 its@clackamas.edu	Barlow Hall 104 (OC campus)	Submit an Information Technology

	Email and website help			Service Request (help ticket)
FACULTY RESOURCES & SERVICES				
ONLINE LEARNING & EDUCATIONAL TECHNOLOGY (OLET)	Moodle help Online course development	503-594-6618 online@clackamas.edu OLET webpage	Streeter Hall 143 (OC campus)	Submit a OLET Service Request (help ticket) After hours Moodle support Moodle help site
CENTER FOR TEACHING & LEARNING	Help and support for: Teaching and learning Assessment Course/curriculum design Classroom management Faculty consultation and professional development	ctl@clackamas.edu CTL Resource Library	McLoughlin 125 (OC campus)	
LIBRARY	Course Reserves and Materials Student and faculty research help Low Cost/Open Education Resources (OER)	503-594-6042 reference@clackamas.edu Library Website	Dye Learning Center (OC Campus)	
BOOKSTORE	Order and buy course materials	503-594-6500 Bookstore Website	McLoughlin 106	

TESTING & PLACEMENT CENTER	College placement Testing services Test proctoring	503-594-3283 testing@clackamas.edu (OC Campus) 503-594-0636 testing.harmony@clackamas.edu (Harmony) 503-594-0940 testing.wilsonville@clackamas.edu (Wilsonville) Testing & Placement Services Website	Wacheno Welcome Center 240 (Oregon City Campus) Harmony East 180 Wilsonville (front desk check in)	Proctor Request Form for Instructors
CARE TEAM	Reporting students who are distressed or exhibiting inappropriate behavior	CARE@clackamas.edu		Submit a Student of Concern Form
COORDINATED STUDENT RESOURCE TEAM (CSRT)	Helps students find support and funding to support their goals	studentresources@clackamas.edu		Students can request assistance through the CSRT Form
ACADEMIC RESOURCES & SERVICES FOR STUDENTS				
ACADEMIC ADVISING	Helps students plan and reach their academic and career goals Helps students with selecting and enrolling in classes	503-594-3475 advising@clackamas.edu (OC Campus) 503-594-0623 phlr@clackamas.edu (Harmony Campus)	Wacheno Welcome Center (OC Campus) Harmony West (Harmony Campus)	

		503-594-0959 apprenticeship.advising@clackamas.edu (Wilsonville Campus) Advising Website	Remote (Wilsonville Campus) Online/remote services available	
CAREER CENTER		503-594-6001 careercenter@clackamas.edu Career Center Website	Wacheno Welcome Center 150 (OC Campus)	
COUGAR CONNECT (STUDENT INFORMATION & MOODLE HELPDESK)	General questions and information Moodle and technology help for students	503-594-6632 cougarconnect@clackamas.edu Cougar Connect Website	Dye Learning Center (OC Campus)	This is a good one-stop spot for students to get help
COUNSELING SERVICES	Free help for students with mental health concerns, stress, difficulty in classes, resources and referrals, crisis help, etc.	503-594-3176 counseling@clackamas.edu Counseling Website	Wacheno Welcome Center 201-210 (OC campus)	Faculty and staff who would like to refer a student to counseling can do so on myClackamas under Student Resources
DISABILITY RESOURCE CENTER (DRC)	Accommodations Accessibility and assistive technology services	503-594-6357 drc@clackamas.edu DRC webpage	Wacheno Welcome Center 180 (OC campus)	

	Resources and consultation			
LIBRARY	Course reserves and materials Research help Low-cost/Open Education Resources (OER)	503-594-6042 reference@clackamas.edu Library website	Dye Learning Center (OC campus)	
BOOKSTORE	Buy course materials	503-594-6500 Bookstore website	McLoughlin 106 (OC campus)	
TESTING & PLACEMENT CENTER	College placement Testing services Test proctoring	503-594-3283 testing@clackamas.edu (OC campus) 503-594-0636 testing.harmony@clackamas.edu (Harmony) 503-594-0940 testing.wilsonville@clackamas.edu (Wilsonville) Testing & Placement Services webpage	Wacheno Welcome Center 240 (Oregon City campus) Harmony East 180 Wilsonville (front desk check-in)	Proctor Request Form for instructors
TUTORING SERVICES	Academic computer labs Academic tutoring services Online tutoring services Study skills Writing Center	503-594-6191 tutoring@clackamas.edu Tutoring Services webpage	Dye Learning Center (OC campus) Online/remote services	

STUDENT LIFE RESOURCES & SERVICES				
ASSOCIATED STUDENT GOVERNMENT (ASG)	Student representation Grants Campus programming Clubs and organizations Compensated student leadership opportunities Tech loans	503-594-3040 asgfrontdesk@clackamas.edu Associated Student Government (ASG) webpage	Wacheno Welcome Center 160 (OC campus)	
FREE FOOD PANTRIES	Free food Free personal hygiene items	503-594-3040 asgfrontdesk@clackamas.edu Free Food Pantry Website	Wacheno Welcome Center 160 (OC campus) Harmony West 140 (Harmony campus) Main lobby (Wilsonville campus)	
MULTICULTURAL CENTER	Service and support for underrepresented populations DEI programming and student engagement Safe space	503-594-3923 mcambassadors@clackamas.edu Multicultural Center webpage	Wacheno Welcome Center 161 (OC campus)	
TRANSPORTATION	Transit information	503-594-3040	Wacheno	

OFFICE	Free or reduced cost transit passes	transportation@clackamas.edu Transportation webpage	Welcome Center 158 (OC campus)	
VETERANS EDUCATION & TRAINING (VET) CENTER	VA benefits Services and resources for veterans	503-594-3438 vetinfo@clackamas.edu Veterans Center webpage	Wacheno Welcome Center 170 (OC campus) Online/remote services available	

Please report any errors, mistakes, changes, or suggestions for improvement to the [Faculty Handbook Form](#)