NEW ADJUNCT ORIENTATION
FREQUENTLY ASKED QUESTIONS (FAQ)
Spring 2025

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The Office of Instruction hopes that you will find the enclosed information useful as you prepare for your classes, adjust to our college, and strive to make the best educational experiences for our students as well as for you. Below please find information on various college policies, available campus resources, as well as recommendations for your work at College of the Canyons. If you have any specific questions, always know that you can contact your department chair, full-time faculty colleagues, and/or School dean for additional information. Additional information, including a fully updated Adjunct Handbook, can be found on the Instruction website.

Nuts and Bolts

1. **Keys –** These will be ordered for you and available from your Dean's Office through the administrative assistant. Please contact your Dean and their assistant to begin processing the key request. The administrative assistant will help facilitate key requests for both campuses (Valencia and Canyon Country) and communicate with faculty concerning when and how to pick up the keys when they are ready.

2. **Campus Safety/Emergency –**The campus has uniformed, unarmed Campus Safety officers to monitor the parking lots and maintain order. Valencia Campus (661-362-3229 or 3239); Canyon Country Campus (661-362-3977). Campus Escorts are available upon request from the Campus Escort Offices, Monday - Thursday 6:30am – 10:30pm. Valencia Escort office: 661-259-7800 x 0, Canyon Country Campus Escort office: 661-362-3963. In case of an emergency either in or out of class, always dial "7" from any Valencia campus phone or "6" from any CCC phone.

3. **Mail –** Faculty members will have a mailbox (either Valencia in Canyons Hall first floor or CCC in Quad 5 (Room 502A). Mailboxes are only assigned at the Canyon Country Campus if that is the only campus you are teaching at. If you teach at both the Valencia and the Canyon Country Campus, a mailbox will be assigned to you at the Valencia Campus. You need to check your mail frequently, as this is one of our main methods of communication. Daily mail service will be provided to and from the Canyon Country Campus. In addition, certain departments may have additional modes of communication and mail storage. Please check with your department chair along with full-time faculty for more specific information.

4. **Email** – You will receive a College of the Canyons email account, which will generally take the form: first.last(names)@canyons.edu. For example, John Smith will have an email address: john.smith@canyons.edu. You should receive an email from your School Dean with an attachment to finish setting up your account. If you have completed all of your HR paperwork and have not received a message to set up your canyons.edu email addres, please contact your School Dean. Once obtained, if you are off-campus and not signed into the District server, you can access your email via owa.canyons.edu.

5. **Class Roster** – Please see the new Faculty Handbook (as of 1/9/23) provided by Admissions and Records (A&R) which outlines the new **Self Service** process. Please contact Linda De Leon (linda.deleon@canyons.edu) for log-in information at 661-362-3629.

6. **Evening Attendant** – For evening assistance, please contact the Switchboard by dialing "0"; for an emergency, please dial "7" from any Valencia campus phone or "6" from any CCC phone.

7. **Contracts** – Your assignment for the semester or term will be available through My Canyons, accessible from the college website. You should review your contract online to verify your full assignment and then click the submit button. If there is a problem with your contract, please notify your **School Dean** immediately.

8. **Parking** – Please obtain your parking pass from Campus Safety in X8 (Valencia) or Quad 7 Room 700A (CCC). For after-hour requests, simply call the Campus Safety office at 661-362-3229, give them your vehicle license plate number, make and model of car, and cell phone contact information, and they will leave your permit at Switchboard. Also note that the beginning of any semester or term will inevitably feature parking challenges as students, faculty, and staff strive to arrive to their destination in a timely manner. Please be mindful of this, especially during the first few weeks of any semester or term, as students may be tardy, trying to find parking. Faculty teaching at either campus are encouraged to arrive early.

9. **Computer Support** – For assistance with classroom technology and/or audio visual, contact the Help Desk at extension 3953 (Valencia) or extension 3533 (CCC).

Courses, SLOs, and Syllabi

1. All faculty members should have an official course outline of record (COR) for the course(s) that they are teaching. If you have not received a copy of the COR for the course(s) you are scheduled to teach, please either contact your department chair or go online via eLumen (http://canyons.elumenapp.com/public/) to download a copy. The course outline of record states what content is to be included in your course, what the instructional methodology is, what assignments are expected, evaluation methods, etc. This is the official document that the college sends to the 4-year institutions, so that our students receive credit from the transfer institution. The COR is a legally binding document between College of the Canyons and the transfer institutions. Therefore, it is imperative that you cover all the content found in the course outline as well as meet any other outlined expectations.

2. Student learning outcomes (SLOs) for all courses have been devised with regularly-occurring assessments. Please check the COR for any specific student learning outcome(s), and make sure that these are listed on your syllabus (as this is an Accreditation requirement). Your department chair along with full-time faculty members will have more specific information on specific course and program SLOs to be assessed as well as how/when, the timeline for the assessment cycle, faculty data compilation protocol, and more.

3. Length of classes - Semester-length classes meet for the entire 16-week period. College of the Canyons does not have an official final exam week. As such, all classes are expected to give lecture final exams during the last class period of the semester. Certain departments may opt to give final exams over a length of time extending beyond one class period. Please check with your department chair along with full-time faculty members for more specific information. It is important to note that classes are expected to meet the entire time throughout the semester (with the exception of official holidays as noted by the college's Board-approved calendar). It is against district policies to let classes regularly adjourn early.

4. Short-term classes (e.g., 5-week, 8-week, PAL, GO, etc.) begin and end at various times throughout the semester. Please confirm with your class roster and/or college website to ensure you are beginning and ending the semester according to the official published college schedule. Also remember that these classes have their final exams during the last class meeting and NOT during a formal finals week. Moreover, these classes are expected to meet the entire time throughout the semester as noted via the short-term date range (with the exception of official holidays as noted by the college's Board-approved calendar). Lab classes (both regular and late-start) meet until the last scheduled week, where a final exam may or may not be administered (in addition to the lecture final), depending on your department. Please check with your department chair along with full-time faculty members for more specific information.

5. Course Syllabi - In addition to the usual information regarding course, instructor, and grading, all syllabi should contain Course Objectives, Student Learning Outcomes (SLO), and a DSP&S statement indicating the procedure for students with disabilities to obtain accommodations. Check the Academic Accommodations Center website for sample statements via https://www.canyons.edu/studentservices/aac/. SLOS must be assessed based on the questions your department has crafted, and this assessment must be submitted to your department chair at the end of each semester. Department chairs and/or lead faculty and course coordinators may provide you with sample syllabi for your courses.

6. TLC—The Learning Center (TLC) can be found on both the Valencia and Canyon Country Campus. Tutoring services are also available online. Students can obtain subject specific tutoring as well as attend workshops at TLC. They also provide test proctoring services for faculty when students need to make-up an exam. For more information about hours and services, please visit www.canyons.edu/tlc.

7. Online Instruction – In order to teach distance education courses at College of the Canyons, an instructor must first become certified to do so with the College. **Please refer to the most current information posted on the Online Education website.**

Online/Hybrid Certification

In September 2006, the Academic Senate approved a set of Online Instructor Qualifications. In brief, these qualifications require that, prior to teaching online, an instructor must complete the following, or the equivalent:

1. Intro to Teaching with Canvas & Online Accessibility course
   - This training provides an overview of Canvas, including layout and settings, how to build, organize, and edit content, effective online communication tools, and Canvas assessment tools, as well as how to make web pages and electronic content compliant with state and federal laws ensuring accessibility.

- o This is an online, self-paced course.
- o Complete the [Request Form](#) found on the Online Education website to enroll in the course.
2. Introduction to Online Instruction (IOI) course
   - o This course is offered through the Center for Excellence in Teaching and Learning (CETL) and explores the application of learning theories for online learners; differences between face-to-face and online learning; resources for online teaching and learning; course management systems and online learning tools; and best practices for online learning.
   - o This is an online, facilitated course offered over 5 weeks (36 hours).

Online/Hybrid Certification Renewal

In order to continue teaching distance education classes, instructors must refresh their Online and Hybrid Instructor Qualifications **every three years** by completing a self-paced online training (approximately two hours), which includes updates on technology, regulations, accreditation requirements, best practices, and resources.

OnlineLIVE Certification

In April 2021, the Academic Senate approved training requirements to support instructors teaching synchronous, online courses, and acknowledges that such instruction is distinct from asynchronous instruction. Those requirements include:

1. Intro to Teaching with Canvas & Online Accessibility course
   - o This training provides an overview of Canvas, including layout and settings, how to build, organize, and edit content, effective online communication tools, and Canvas assessment tools, as well as how to make web pages and electronic content compliant with state and federal laws ensuring accessibility.
   - o This is an online, self-paced course (approximately 5 hours).
   - o Complete the [Request Form](#) to enroll in the course.
2. Intro to OnlineLIVE & HyFlex Instruction course
   - o This course is offered through the Center for Excellence in Teaching and Learning (CETL) and prepares instructors to lead inclusive, engaging live online instructional sessions, utilizing active learning strategies while complying with student privacy and accessibility requirements.
   - o This is an online, facilitated course with required synchronous meetings offered over 2 weeks (approximately 9 hours).

HyFlex Certification

In February 2022, the Academic Senate approved a policy defining the HyFlex modality locally and outlining required training to support pedagogically sound instruction. Those requirements include:

1. Intro to Teaching with Canvas & Online Accessibility course
   - o This training provides an overview of Canvas, including layout and settings, how to build, organize, and edit content, effective online communication tools, and Canvas assessment tools, as well as how to make web pages and electronic content compliant with state and federal laws ensuring accessibility.
   - o This is an online, self-paced course.
   - o Complete the [Request Form](#) to enroll in the course
2. Intro to OnlineLIVE & HyFlex Instruction course.

- This course is offered through the Center for Excellence in Teaching and Learning (CETL) and prepares instructors to lead inclusive, engaging live online instructional sessions, utilizing active learning strategies while complying with student privacy and accessibility requirements.
- This is an online, facilitated course with required synchronous meetings offered over 2 weeks (approximately 9 hours).

3. HyFlex Tech Training
- This technological training session prepares instructors to effectively utilize and manage the required HyFlex video and audio equipment.
- This is an in-person training with IT, lasting approximately 1 hour.

Office Hours

1. Part-time faculty members are required to maintain office hours per week, based on their teaching load. Please check the AFT contract for more information (available from the Human Resources page).

2. There are several places on both campuses where you can meet with students for office hours, including adjunct offices in BONH-312, BYKH-115, the TLC, CCC-205, CCC-507, etc. Please check with your department chair along with full-time faculty members for more suggested meeting locations. Office hours/location should be posted on your syllabus as well as submitted to your School dean.

Grading

1. Grading standards – Instructors determine the grading policies for the classes that they are teaching that are consistent with the Course Outline of Record. All grades are due 48 hours after the scheduled final examination is administered. If you are teaching multiple courses, the timeline applies to each individual course and NOT 48 hours after your last administered final exam. Once a grade is entered electronically and saved, it cannot be changed online; instead, you will need to submit a Grade Change form from Admissions & Records if you desire to change a student's grade.

2. **Instructors should not use attendance as a part of student evaluation and grade determination.** An earned grade reflects student mastery of the course objectives. A student doesn't necessarily demonstrate mastery through attendance but may demonstrate mastery through graded participation activities. Therefore, each student's grade is not a reflection of how hard they tried or their effort in the course, but rather an assessment of their mastery of content.

3. Incompletes are only assigned for emergency purposes if the student is passing the course. Please note that an incomplete can NOT be given to a student once s/he has taken the final exam. Incompletes are for students that fall seriously ill or have another emergency during the end of the term and miss a significant amount of class and graded work because of it. Students may not submit work after the term has ended (unless they have been given an incomplete). If a student is falling behind and finds that s/he cannot catch up, s/he should drop the course. To change an incomplete grade once students have completed the necessary work, faculty must complete a Grade Change form from Admissions & Records.

4. Cheating and Disruptive Behavior - If a student reports cheating by another student to you, acknowledge and thank the reporting student. However, the institution cannot support any action you take, unless you have direct knowledge of the cheating, either by witnessing it yourself or evidential (i.e., plagiarized assignment). At COC, we define plagiarism as follows: Plagiarism is the submission of someone else's work or ideas as one's own, without adequate attribution. When a student submits work for a class assignment that includes the words, ideas or data of others, without acknowledging the source of the information through complete, accurate, and specific references, plagiarism is involved. This may include dual submissions of a similar work for credit for more than one class, without the current instructor's knowledge and approval.

   If you have direct knowledge of cheating or plagiarism, please report it to studentconduct@canyons.edu, your dean and department chair, and request institutional support/intervention. If blatant cheating is observed during classroom quizzes/examinations, the instructor should tactfully and quietly handle the situation without creating disruption to the other students present.

   If you have concerns about a particular student's behavior either inside or outside of class, please contact the Student Support Team (SST) -- formerly known as the BIT (Behavior Intervention Team) -- for further assistance. They can provide support and resources for both you and the student.

   > **All matters involving the exclusion of a student from class should be referred to studentconduct@canyons.edu**

   Please feel free to contact **SST** for any questions or concerns throughout the school year. Please also note that if you have an immediate concern, you can also contact anyone on the **Student Support Team (SST),** who will be more than happy to consult with you and assist in any way we can. In addition, you can place the Suicide Hotline in your cell phone so that you have it handy in case you need it 24/7. That number is **988.**

   The following campus personnel can be contacted for a SST question or intervention:

   - **priscilla.benites@canyons.edu** – (661) 362-3145
   - **sarah.cox@canyons.edu** – (661) 362-3326
   - **mary.manuel@canyons.edu** – (661) 362-3184
   - **reinhardt.schuerger@canyons.edu** – (661) 362-3516

5. Student Absences/Attendance – It is at the discretion of the receiving instructor to allow for such make-ups. Please note the following official college attendance policy: Any student absent for any reason, for more than 10% of the class meetings, may be dropped from the class prior to 75% of the course. Exception: If a student is subpoenaed, you MUST allow the student to make-up all missed work. Currently, during the pandemic, we do not have test proctoring services in place in the TLC. This is subject to change.

Procedures and FERPA

1. Please remember that the syllabus is an official and binding contract between you and your students. All instructor expectations including grading, SLOs, classroom protocol, listing of required versus recommended materials, absence policy, lecture and lab schedules, make-up

policy, DSP&S statement indicating the procedure for students with disabilities to obtain accommodations, and appropriate student etiquette should be clearly described and outlined.

2. Adding extra students – You may provide add authorizations to students within Self Service. **Please refer to the Faculty Handbook from Admissions and Records (provided to all faculty on 8/16/21).** If you choose to add students to any closed class, you must do so in numerical order, starting at the top of the list. You may not provide an authorization based on individual student circumstances and instructor choice. Also, for any closed lab classes, please be conscious of safety protocol, fire laws, and district recommendations on class sizes. When in doubt, please check with your department chair and/or Dean.

3. Dropping students – The college catalog states, "Any student absent for any reason, for more than 10% of the class meetings, may be dropped from the class prior to 75% of the course." This is at your discretion; you do NOT have to drop a student who has missed classes or who has stopped attending. **Exception:** You should drop no-show students during the first day of class (and thus allow waitlisted students to enroll instead). You should also clear your roster of students not in regular attendance prior to Census. That is the date on which the State counts the number of students we have in class and allocates money to the college accordingly. Please check with your department chair along with course coordinators/lead faculty for more specific information.

4. Student Privacy and the Family Educational Rights and Privacy Act (FERPA) - FERPA is a Federal law that is administered by the Family Policy Compliance Office (Office) in the U.S. Department of Education. Once a student reaches 18 years of age or enters a postsecondary institution, he or she becomes an "eligible student," and all rights formerly given to parents under FERPA transfer to the student. FERPA generally prohibits the improper disclosure of personally identifiable information derived from education records to anyone other than the student.

    In the classroom setting, instructors should be careful when passing back exams, quizzes, reports, and/or any other graded assignments. Student privacy should be maintained at all times. For example, it is not appropriate to stack graded assignments and allow students to sort through the stack and obtain their graded paper(s) while simultaneously viewing other student scores. Regardless of a student's grade on a particular assignment, we have a duty to ensure that we maintain the confidentiality of these records at all times, especially in our day-to-day interactions with students.

    On occasion, a parent or other outside person may inquire about a student's progress in a class, especially if the student is under 18 years of age. Please note that you should NOT disclose any information to this parent or outside person under any circumstances; in fact, one should not even formally acknowledge that the student is enrolled at the college. Once more, the privacy and confidentiality of the student must be preserved at all times.

    If a student and accompanying parent, guardian, or outside person request a conference with the instructor (to discuss the student's grade), you must first obtain explicit permission from the student to include the accompanying parent, guardian, or outside person in the dialogue.

5. Field Trips – If you are taking your class on a field trip, please make sure to obtain the appropriate field trip forms from the college website (i.e., intranet.canyons.edu and proceed to go to Office Directory>Fiscal Services>Travel>Field Trip), allow for ample processing time for final Board approval (this may take several weeks), noting that all excursions must be Board-approved

prior to the actual event. Please check with your department chair along with course coordinators/lead faculty for more specific information.

For Guest Lecturers/Speakers, please note that the instructor of record for the class must be present at all times, and all out-of-district visitors must be Board-approved (this may take several weeks). If you are requesting for a Guest Lecturer/Speaker to visit your class, please make sure to obtain the appropriate Guest Lecturer/Speaker form from the college website (i.e., intranet.canyons.edu and proceed to go to College Forms, and under Contract Services, select "Request for Unpaid and Paid Guest Lecturer/Speaker"). Please note that in general, the college is unable to pay for Guest Lecturers.

It should also be noted that **volunteers need to be Board-approved** (not to be completed through the Guest Lecturer/Speaker form and instead through the Volunteer Bureau).

6. Textbook copies – If you require desk copies or ancillary materials for the course(s) you will be teaching, please check with your department chair along with full-time faculty members for any necessary materials. These can also be obtained directly from the Publisher. The Campus Bookstore can no longer lend faculty textbooks.

7. Reprographics – Requests can be submitted to our Reprographics center online via Repro@canyons.edu (Valencia) and/or cccrepro@canyons.edu (Canyon Country). You can also stop by the Reprographics in BONH-125 (Valencia) or the CCC Quad 5 Switchboard. Make sure not to wait until the last-minute to submit copy requests, as they take time to process. In addition, certain departments may have their own Xerox copier for small quantities.

8. Printing – Adjunct faculty can print documents at the adjunct office in BONH-312 (Valencia), CCC-205, and/or CCC-507. Large copy jobs should be sent to reprographics (see #7) and not completed in the adjunct offices or on classroom printers.

9. Instructor absences – In the event of an absence, please email your students immediately through My Canyons (**Self Service**) and notify your School Dean and your Department Chair via email. The administrative assistant will officially cancel the class session, notifying the students. However, we also urge you to contact your students as noted above. Otherwise, it is assumed that you will attend each class session during the assigned class hours in the normally assigned location as stipulated in your signed contract with the district. Upon return from your absence(s), you must fill-in the appropriate absence form and submit it to your instructional dean. S/he will sign-off on the absence(s) and submit the paperwork to Payroll for processing.

10. Substitutes – Please see Administrative Procedure 4024. If you know that you will be absent from MORE THAN one of the same classes (or laboratory sessions that only meet weekly), please request for a substitute through your department chair. Your department chair will contact the dean for the required approvals; once the dean approves, you should arrange for a substitute through your department chair. Upon return from your absence, please make sure you submit your absence form in a timely manner, so that your substitute can also be paid. The substitute should obtain a request for payment form, available from your Dean's office.

11. Evaluations – Please refer to the most recent AFT contract for more information (available from HR website, which outlines the official process for part-time faculty evaluations. Part-Time faculty members are also required to complete a self-evaluation as part of the evaluation process.

12. Room Changes – If you desire to change rooms for whatever reason during the semester, this request must be made through your department chair, who will contact the dean for approval. Faculty should not simply move students to a different room without confirming first. Please note that we have had emergencies where students needed to be located immediately, and instructors had not notified the dean of a change in venue.

13. Petition – Contract for Overlapping Classes: A Contract for Overlapping Classes is used when a student wishes to enroll in two or more classes whose class time overlaps and creates a conflict. This form is required for any overlap in time. Any contract received which has an overlap of more than five (5) minutes per class meeting, per week, will typically not be accepted and will be denied. The student will need to submit this form, signed by the instructor, along with an informal written contract between the instructor and student, as to how the missed time will be made up each week to Admissions & Records before the Add Deadline for the classes. Forms will NOT be accepted by Admissions and Records without the accompanying contract. Once received, the packet is forwarded to me for approval. As expected, this is first at the discretion of the instructor.

14. FLEX – Faculty opportunities for Professional Development through the district's FLEX activities are available throughout the year via the Professional Development office. Please refer to https://www.canyons.edu/administration/pd/index.php for the latest updates and additional information. Your AFT contract specifies the amount of paid FLEX you are eligible for each semester.

15. If you have ANY questions, please contact your Dean or Department Chair.

    a. Deans can be contacted at the following link:
       https://www.canyons.edu/administration/instruction/directory/index.php

    b. Department Chairs can be found at
       https://www.canyons.edu/administration/instruction/departmentchairs/index.php