Who to Call and What to Do

What do we mean by “keep good records” and “communicate fully?”

1. Keep a record of times, dates, and details of incidents related to the issue at hand.
2. Keep a file of all documents related to the issue at hand, including your records, as well as printed copies of emails and memos regarding the issue.
3. Inform your Dean as soon as possible, and make sure they have copies of everything in your file.
4. Contact the Union if you are concerned about your own position in any way.

• The waitlist is full, but a student wants to crash your class.
  o Have a coherent crash policy.
  o Call your Department Chair to find out what your department and division do about crashers.

• A student informs you that there are no more copies of your textbook in the bookstore.
  o Put copies of your textbooks on reserve at the Library.
  o Call Joann Coston, x6854.

• You need to take a sick day.
  o If possible, send out an e-mail to your students.
  o Call your Division Office and follow their absence procedure.
  o Assigning an out-of-class assignment is not a substitute for your presence. If you will not be in class, you must let your Division Office know. If you do not, you are in violation of the contract.
  o Students will not receive unit credit for a class that has been cancelled too many times. If you have to be absent more than twice, CONTACT YOUR DEAN so that a substitute can be provided. People have lost their jobs as a result of not following this policy.

• You need to take a personal day.
  o Notify students and the Division as far in advance as possible.
  o Make sure you mark the right kind of absence on your time sheet.
  o All absences must be reported to the Division Office.

• You get called for jury duty.
  o Look at the faculty contract, Article V, Section 3.12.
  o Call your Division Office and your Department Chair.

• You lock yourself out of your office.
  o Call Security at 722-6399 and request that someone come and unlock your office.
  o Make friends with your hallmates while you wait.
• You have a student (adult) who is a victim of sexual or domestic violence.
  o Unless you are a trained counselor, do not counsel them.
  o Call Student Health Services, x6683.
  o Help them get to the people who are trained to help them. (BIT: Behavioral Intervention Team)
  o Contact your Dean and let them know the situation.

• You have reasonable suspicion that a minor ("minor" is anyone under age 18 or younger - perhaps a SOAR student) may be the victim of physical abuse, neglect or sexual abuse and/or emotional maltreatment. This situation makes you a “Mandated Reporter,” and there are important things you must do, according to State and Federal Law.
  o Call Mark Bryant, VP of HR, who is trained to assess and deal with the situation. x6588.
  o Child abuse reporting forms are available in the Antelope Valley College Police Department located in T-800.
  o Contact your Dean and let them know the situation.
  o Keep good records, and communicate fully.
  o AVC’s Administrative Procedure (AP 3518) gives the proper procedures to follow since mandated reporters encompass faculty, educational administrators and classified staff.

• A student consistently misbehaves in class.
  o Call the Office of the VP Student Services: x6303. (BIT: Behavioral Intervention Team)
  o Contact your Dean and let them know the situation.
  o According to Education Code 76032, you have the right to suspend the student from class for the day and the next class (see the college catalog).
  o Keep good records, and communicate fully.

• A student claims that they have a disability and that they get an accommodation
  o Ask for the Accommodation Form from OSD (Office for Students with Disabilities). Keep a copy for your records.
  o Call OSD at x6360 if you have any questions.
  o Do not take the student’s word for it.

• You suspect a student has a disability, but they have not mentioned it.
  o Call OSD (Office for Students with Disabilities) at x6360.
  o DO NOT ask the student what disability they have. This is confidential information, and it is their right to tell you or not.

• You catch a student cheating or plagiarizing.
  o Call the VP of Student Services at x6303.
  o Contact your Dean and let them know the situation.
  o Keep good records, and communicate fully.

• A student tells you that they are on your waitlist, but they are not.
  o Call the Office of Enrollment Services at x6504 to find out what happened.
- A student athlete is struggling, or is having behavioral issues, or claims that s/he won’t be in class because of an athletic event.
  o Call the Coach of the student’s team or the Athletic Counselor.
  o Keep good records.

- A fight breaks out in class.
  o You or a student call Security: 722-4444 on your cell phone, or x4444 on the classroom phone. Stay on the line until officers arrive on scene.
  o Do not intervene. Keep others out of the way. Be a good witness.
  o Keep good records, and communicate fully.

- You find a student threatening to yourself or others.
  o Do not worry about making a mountain out of a molehill.
  o Call Security at x6399.
  o Contact your Dean and let them know the situation.
  o Keep good records, and communicate fully.

- You have a classroom facility failure that makes the room immediately non-functional for teaching.
  o Call Security at x6399. They will call the proper Facilities arm.
  o Call your Division Office to see if there is a nearby classroom to shift to.
  o Move students out of the classroom.

- You have a classroom facility problem that is a nuisance, such as a light fixture out or a temperature problem.
  o Call your Division Office. They will contact the Facilities Office.

- You have a problem with classroom IT equipment, such as a projector or a computer that makes a serious dent in your ability to teach.
  o Call IT Help Desk at x6535, and request immediate assistance. Request that someone come to your classroom.

- You have a problem with IT equipment that makes you have a headache.
  o Call IT Help Desk at x6535, and ask them to put in a repair request.

- You have a problem with the copier in your work area.
  o Call the Administrative Assistant in your Division and have him or her call the relevant repair service.
  o If the problem is in BE 124 (Adjunct Faculty Workroom), please call x6197. A repair request will be submitted.
  o Do not fiddle with it yourself.

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