

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.**
 - Have a coherent crash policy.
 - 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.**
 - Put copies of your textbooks on reserve at the Library.
 - Call Joann Coston, x6854.
- **You need to take a sick day.**
 - If possible, send out an e-mail to your students.
 - Call your Division Office and follow their absence procedure.
 - 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.
 - **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.**
 - Notify students and the Division as far in advance as possible.
 - Make sure you mark the right kind of absence on your time sheet.
 - All absences must be reported to the Division Office.
- **You get called for jury duty.**
 - Look at the faculty contract, Article V, Section 3.12.
 - Call your Division Office and your Department Chair.
- **You lock yourself out of your office.**
 - Call Security at 722-6399 and request that someone come and unlock your office.
 - Make friends with your hallmates while you wait.

- **You have a student (adult) who is a victim of sexual or domestic violence.**
 - Unless you are a trained counselor, do not counsel them.
 - Call Student Health Services, x6683.
 - Help them get to the people who are trained to help them. (BIT: Behavioral Intervention Team)
 - 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.***
 - Call Mark Bryant, VP of HR, who is trained to assess and deal with the situation. x6588.
 - Child abuse reporting forms are available in the Antelope Valley College Police Department located in T-800.
 - Contact your Dean and let them know the situation.
 - Keep good records, and communicate fully.
 - 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.**
 - Call the Office of the VP Student Services: x6303. (BIT: Behavioral Intervention Team)
 - Contact your Dean and let them know the situation.
 - 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).
 - Keep good records, document everything every time, and communicate fully.

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

- **You suspect a student has a disability, but they have not mentioned it.**
 - Call OSD (Office for Students with Disabilities) at x6360.
 - 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.**
 - Call the VP of Student Services at x6303.
 - Contact your Dean and let them know the situation.
 - Keep good records, and communicate fully.

- **A student tells you that they are on your waitlist, but they are not.**
 - 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.**
 - Call the Coach of the student's team or the Athletic Counselor.
 - Keep good records.

- **A fight breaks out in class.**
 - 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.
 - Do not intervene. Keep others out of the way. Be a good witness.
 - Keep good records, and communicate fully.

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

- **You have a classroom facility failure that makes the room immediately non-functional for teaching.**
 - Call Security at x6399. They will call the proper Facilities arm.
 - Call your Division Office to see if there is a nearby classroom to shift to.
 - 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.**
 - 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.**
 - 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.**
 - 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.**
 - Call the Administrative Assistant in your Division and have him or her call the relevant repair service.
 - If the problem is in BE 124 (Adjunct Faculty Workroom), please call x6197. A repair request will be submitted.
 - Do not fiddle with it yourself.