

# Community Resource Handbook for Faculty & Staff



The information included in the Community Resource Handbook was revised as of March 2017.

*Disclaimer*

The information in this *Community Resource Handbook* is provided for the convenience of members of the GRCC community. While the information contained here covers a wide range of topics, note that many important policies specific to the College's programs, departments, and other operating units may not be represented. Please consult the appropriate area, as needed. Also note that, while every effort is made to keep this material current and up to date, as a part of the College's continual improvement processes additions, revisions, and amendments are likely. Please refer to the website and appropriate offices or departments to ensure that you have the most recent version of official policies.

This *Community Resource Handbook* is not intended to address all circumstances related to an employee's role in the College nor is the information contained in the Handbook intended to constitute an express or implied contract of employment with GRCC.

We welcome your comments, suggestions, corrections, and questions regarding this Handbook and any suggestions for other areas that might be addressed appropriately in this Handbook.

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REVISION HISTORY

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<i>Jan. 2013</i>	<i>J. Berens/Human Resources</i>
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<i>April 2017</i>	<i>J. Berens/Human Resources</i>

# Welcome

This ***Community Resource Handbook*** provides current, new, and prospective faculty and staff with a convenient source of information about the College and its policies and services, links to and contact information for key community members, as well as description of the expectations and responsibilities of its members.

Each member of the GRCC community plays an important role in enhancing the daily operations and contributing to the long-term success of the College. We rely on each other to keep our workplace safe and vibrant. The policies, practices, and support services described in this Handbook reflect the institution's commitment to maintaining this vitality.

The information contained in this ***Community Resource Handbook*** is updated regularly to reflect current practices and policies at GRCC and any actions by the state, federal, and local governments that may affect our operations.

## **NOTE:**

While this ***Community Resource Handbook*** is intended to provide direct links to information housed on the official GRCC website and intranet, in the case of any discrepancies between the two, the content on the GRCC website/intranet is considered to be the most accurate. This Handbook also does not create an express or implied contract nor guarantee employment.

For questions about the content of this Handbook, please contact the Human Resources Department.

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# Vision, Mission, Values, and Ends

You've heard the words that describe GRCC: affordable, accessible, excellence in academics and faculty, pillar of the city, community resource, familiar place, and partnerships. Advertising and marketing people would call these our Core Characteristics. Our key attribute — distinctive to GRCC among all other area colleges and universities — is that our door is open to everyone who seeks higher education. We prepare people for their next steps.

GRCC Works: This tagline aligns all of the college's promotional strategies and communication so that GRCC holds a clear position in the minds of the public. All of our programs and services fall under the "GRCC works!" branding.

While the college's brand is the face it presents to the surrounding community and world, within the GRCC community, we also hold to these broader Vision, Mission, Values, and Ends that underlie our institutional decisions, our policies, and our everyday practices.

## VISION

As a college of distinction, GRCC inspires students to meet the needs of the community and the world.

## MISSION

GRCC is an open access college that prepares individuals to attain their goals and contribute to the community.

## VALUES

**Excellence** — We commit to the highest standards in our learning and working environment as we strive for distinction in all aspects of our work.

**Diversity** — We create an inclusive learning and working environment that recognizes the value and dignity of each person.

**Responsiveness** — We anticipate and address the needs of students, colleagues, and community.

**Innovation** — We seek creative solutions to problems through experimentation and adaptation.

**Accountability** — We set benchmarks and outcomes to frame our decision-making, measure our performance, and evaluate our results.

**Sustainability** — We use resources in responsible ways to achieve balance among our social, economic, and environmental practices and policies.

**Respect** — We treat others with courtesy, consideration and civility.

**Integrity** — We commit to GRCC values and take personal responsibility for our words and actions.

## ENDS

In all instances, the work to achieve these Ends will reflect our core values.

- Student Success Pathways – A student-centered experience will ensure opportunities for students to learn the skills necessary to achieve their educational goals.
- Workforce Pathways – GRCC will prepare students for the workforce in our community and the world.
- Transfer Pathways – GRCC prepares students to transfer to the college or university of their choice.

For more information about the vision, mission, values, and ends, visit GRCC's website (About us): <http://www.grcc.edu/aboutus/missionvisionvaluesandends>

## ACCREDITATION

Since 1917, the Commission on Institutions of Higher Education of the North Central Association of Colleges and Schools (HLC) has continuously accredited GRCC. In 1999, GRCC was admitted into the Academic Quality Improvement Program (AQIP) for re-accreditation and currently are one of seven colleges participating in the HLC's Baldrige Pilot Project whereby development of a Baldrige or state award application can be used for reaccreditation purposes. In the past we have submitted five Michigan Quality Leadership Award (MQLA) applications and one Baldrige application, resulting in two MQLA site visits and designation as a MQLA recipient in 2007. In all, GRCC is accredited by 15 different agencies. Visit [www.grcc.edu/accreditation](http://www.grcc.edu/accreditation) for additional information.

## INSTITUTIONAL LEARNING OUTCOMES (ILO's)

- Communication Skills – Students will effectively express and exchange ideas through listening, speaking, reading, writing, and other modes of interpersonal expression
- Critical Thinking Skills – Students will be able to gather and synthesize relevant information, evaluation alternatives, and implement creative and effective solutions
- Social Responsibility Skills – Students will be prepared to practice community engagement that addresses environmental responsibility, social justice, and cultural diversity
- Personal Responsibility Skills – Students will become independent learners who understand and express the lifelong skills necessary for physical, social, economic, mental, and emotional health

## GRCC GOVERNANCE SYSTEM

Grand Rapids Community College's organizational structure and governance system promote leadership accountability, collaboration in executing the mission, decision making at the point of service, a focus on the future, and high performance. The key leadership teams that comprise the governance system are:

**Board of Trustees (Board)** – the Board is a community-based group of seven independently elected members that provides governance oversight for the College. The President participates, facilitates, and collaborates with the Board in an ex-officio capacity and provides the link to the College administrative team and all College operations. The President reports to the Board, which assures management and fiscal accountability for the organization's actions through a Policy Governance approach that includes Executive Limitations, a Governance Process, and Board - President Relations.

**President's Leadership Team (PLT)** – PLT is a team consisting of the President and Vice Presidents. The PLT meets weekly the first three weeks of each month in conjunction with Cabinet to provide a free flow of ideas pertaining to College performance, policy, and improvement priorities. The PLT meets separately the last week of the month to discuss strategic institutional decisions and to monitor and serve as a resource on personnel and compensation issues, including contract negotiations.

**President's Cabinet (Cabinet)** – Cabinet is comprised of administrative leaders from both the academic and operational sides of the College. Cabinet meets weekly the first three weeks of each month focusing on the development and on-going management of operations, including review of Ends monitoring reports and budgeting.

**Strategic Leadership Team (SLT)** – SLT guides the development and on-going implementation of the strategic plan, reviews performance relative to the plan, assesses budget realities, and recommends budget priorities. It is comprised of 80 people representing a broad spectrum of the College community, including the Board and students.

**Academic Governing Council (AGC)** – AGC is made up of faculty members - Department leaders, program directors, and departmental members at large - and administrative leaders. This group meets once per month during the academic year and focuses on the development of policies and procedures concerning academic and professional matters. AGC has further established a network of cross-functional teams or committees including: Ethics, Sabbatical, Instructional Improvement and Professional Development.

# Safety and Security

## INTRODUCTION

The safety of our students and staff is central to many of the College's key policies and procedures. The policies and procedures summarized here include the following:

- Crisis communication and response methods
- Emergency weather procedures, including tornado and severe weather warnings
- Inclement weather policy
- Emergency preparedness policies
- Environmental Health
- Violent and threatening behavior policies
- Parking and traffic policies
- GRCC police
- Solicitation on GRCC Property
- Clery Act & Crime Statistics
- Title IX

All campus policies, procedures, and documents related to Safety Issues are available here:  
<http://www.grcc.edu/campuspolice/policies>

## CRISIS COMMUNICATION AND RESPONSE METHODS

GRCC has an extensive plan for communicating crisis situations quickly and efficiently across the campus community. The following list summarizes the key components and their use.



### Emergency Phone Alert System (EPAS)

- Allows us to use the GRCC campus phone system as a public address system
- All classroom phones are equipped with this functionality
- Most office areas are equipped; an equipped phone is in the proximity of all locations.
- The message is heard over the speaker and is one-way communication
- In the event the phones are in-operable, information will be distributed via a "fan out" process where messages are manually delivered by the CRT

### "Code 2" Emergency Phone Features

- Caller initiated - One-touch dial feature on GRCC phones to automatically connect caller with Campus Police Dispatch, who can immediately determine location of call.
- Automated emergency notification feature - All phones are monitored for "active" status.
- A phone off the hook will trigger a Code 2 call directly to Campus Police for investigation.

### Emergency Call Boxes

- The emergency call boxes and pedestals connect directly to Campus Police (GRPD after hours)

### Text Messaging, E-Mail & Web

- Staff and students receive text messages regarding crisis situations via Blackboard
- Messages will be the same as sent out over the EPAS
- Emergency message information will be posted on the GRCC web page as appropriate

### Auto-alert Messaging

- Alerts Campus Police and CMT members of power outages via text messages sent to their cell phones

### Outdoor Public Address System

- Emergency pedestals function as outdoor PA system

### Video Surveillance Cameras

- Installed in multiple locations
- Campus Police is assessing the entire campus to determine appropriate locations for additional cameras (such as Emergency Call Box locations, cash exchange areas, etc.)

### Manual "Sneaker-net" Distribution System

- In the event that our technology dependent systems are inoperable, messages will be hand-distributed by Administrative Building Managers and Crisis Response Team personnel

## EMERGENCY WEATHER PROCEDURES

In West Michigan, the most common weather events that require emergency procedures are severe thunderstorms, tornados, and winter snowstorms. In all cases of severe weather, the College follows the standard crisis communication procedures detailed in the previous section.

Evacuation procedures for severe storms and tornados are included here. For additional information about College emergency procedures, see the Campus Police website:

<http://www.grcc.edu/campuspolice/resources/grccemergencyclosingprocedures>

### Tornado evacuation procedures

A **Tornado Warning** is when a tornado is actually spotted in the area.

A **Tornado Watch** is when conditions may result in a tornado.

- In the case of a tornado incident, the goal of Grand Rapids Community College employees is to minimize physical injury and increase the possibility of survival. By becoming familiar with the Tornado Evacuation Procedures, we can meet this goal.
- Moving persons from higher floors to lower, windowless areas of GRCC buildings enhance our chances for survival. Wheelchair users should immediately report to designated alternative shelter areas, avoiding the use of the elevators.

#### Designated Alternative Shelters:

- Small, interior and windowless rooms such as restrooms or corridor areas may be used.
- Avoid windows, parking ramps, catwalks, or pedestrian walkways.
- The Kent County Civil Defense sirens will provide the primary warning of a tornado. Sirens are tested at 12 noon on the first Friday of each month.
- Faculty members should inform students of the tornado warning, turn off the lights, take class roster books with them, direct students to the appropriate shelter area and close the doors.

## INCLEMENT WEATHER POLICY

Grand Rapids Community College rarely closes because of winter weather conditions. If and when the College does **close**, students and employees need not report. Employees will be paid for their regularly scheduled work hours.

The complete inclement weather policy is available from the Campus Police website:

<http://www.grcc.edu/campuspolice/resources/grccemergencyclosingprocedures>

The procedure that GRCC follows to determine if the College should be closed is as follows:

- GRCC Police and Facilities personnel assess campus and road conditions, including additional information from city, county, and state resources as needed.
- The GRCC Chief of Police (or designee) contacts the College President (or designee) and a decision is made.
- If the decision to delay or close is made, the Communications Department is notified and communication procedures are implemented.
- Note: Whenever bad weather seems imminent, the above listed areas will decide who the appointed contact people will be, in advance, to avoid confusion and duplication of efforts.

#### Communicating a decision to close

- The decision to delay or close GRCC (or specific locations) will be made by 5:30 AM and will be communicated through various communication methods.
- If the College does not close in the morning, and weather conditions and circumstances worsen throughout the day, a determination to close for evening activities will occur as soon as possible.
- Communications Office staff will notify the media as early as possible; however, they do not control what time the information will be broadcast. The Communications Office will notify employees directly if the college closes during the day.
- Employees need not report to work, with the exception of designated personnel necessary to keep the College operational and secure.
- If a particular campus is closed, all activities on that campus are cancelled. Please read the specifics from the weather policy.

For more information about GRCC's severe weather policies as well as other severe weather resources, see the Campus Police website:

<http://www.grcc.edu/campuspolice/resources/grccemergencyclosingprocedures>

## EMERGENCY PREPAREDNESS

GRCC takes proactive steps to keep its community members safe and secure. In addition to the procedures described previously in this section, the College provides additional services with the goal to provide a safe, secure environment for anyone on its campuses.

### Emergency Notification System:

GRCC offers a text message service to notify students and employees in the event of emergency situations or other important notifications. Here are some examples of messages that you may receive:

- Classes cancelled due to inclement weather
- Buildings closed due power outage
- Emergency on campus – related directions

This service is optional. You may opt-in or opt-out at any time. You will not be spammed, and you will only receive information pertaining to emergency communication tests, campus closings or other crisis or critical service announcements. The service is free, though charges from your mobile phone service carrier may apply where applicable.

If you're a student or employee of GRCC, login to Blackboard at <http://bb.grcc.edu/> and select *Mobile Phone Preferences* from the *Tools* Menu.

If not a student or employee, interested individuals can still register to for these alerts by creating a free account at GRCC's Rave site at <https://www.getrave.com/login/grcc>.

### Automated External Defibrillators (AEDs)

The GRCC campus has Automated External Defibrillators (AEDs) available in many locations across the campus, including the following (a complete list is available on the Campus Police website:<http://www.grcc.edu/campuspolice/resources/automatedexternaldefibrillatorsaeds>)

An AED analyzes the heart's rhythm for any abnormalities and, if necessary, directs the rescuer to deliver an electrical shock to the victim. This shock, called defibrillation, may help the heart to reestablish an effective rhythm of its own.

On GRCC property, every Campus Police officer is trained to provide emergency first aid, CPR, and use the AED. For the safety of the injured party, please do not provide emergency care unless you are qualified to do so.

## ENVIRONMENTAL HEALTH

GRCC participates in the Hazardous Communication/Right-to-Know Program, developed to meet the requirements of the Federal Hazard Communication Standard and the State of Michigan Right-to-Know Law, Act. No. 154 of the Public Acts of 1974 as amended and Act No. 368 of the Public Acts of 1978 as amended. This program ensures that all employees of Grand Rapids Community College are made aware of any hazard from chemical use in their work environment.

Each year, the program is updated and updated forms and Safety Data Sheets (SDS) are submitted and maintained. Details about the program and copies of SDS (sorted alphabetically by department and by material) for the entire college are contained here: <http://www.grcc.edu/msds>

## VIOLENT / THREATENING BEHAVIOR

If you feel threatened by any member of the GRCC community, immediately contact the Campus Police or the Grand Rapids Police by dialing 911.

### Violent or threatening students

Accepted student behavior is defined in the Student Code of Conduct, which sets forth expectations for individuals who choose to become part of the College community. These standards cover both classroom and non-classroom behavior, including the following:

- Causing physical or other harm to any person
- Disorderly conduct and disruptive behavior
- Safety violations
- Harassment
- Indecent or obscene behavior
- Rioting
- Sexual assault and sexual misconduct
- Stalking
- Threatening behavior

### Consequences of Non-Classroom and General Misconduct at GRCC for Students:

The College may impose the following sanctions for any violation for non-classroom and general misconduct (see the complete *Student Code of Conduct* for additional definitions and descriptions: <http://grcc.edu/studentconduct>)

1. Verbal reprimand by College official of violation and possible consequences if misconduct continues.

2. Written reprimand from authorized College official.
3. Disciplinary probation – A period of observation and review of conduct during which the student or recognized Student Organization must demonstrate compliance with College standards. Terms of this probationary period will be determined at the time probation is imposed.
4. Disciplinary suspension – The student or recognized Student Organization has temporary loss of student status for a specified length of time while an investigation is conducted.
5. Permanent Expulsion – Is an act of terminating a student’s enrollment at GRCC. This means the student may no longer participate in any GRCC activity or be on GRCC property for any purpose.
6. Other sanctions – Other sanctions may be imposed instead of, or in addition to, specific sanctions listed in this section. These may include, but are not limited to: recommendations for counseling, establishment of mandatory behavior conditions/contract signing stating agreed-upon behavior expectations for continued enrollment or reenrollment; loss of access to college computers and/or network; a specific project designed to assist the student in better understanding the overall impact of his or her behavioral infraction; a contract of terms for restitution of damages/stolen property before enrollment is continued and/or records are released.
7. Withdrawal Agreement – In certain cases where a student’s behavior and continued enrollment may adversely affect his or her well-being, the College and the student may agree to discontinue the student’s attendance at GRCC for a specified amount of time and agree to conditions for re-admittance to the College. In such instances, both the designated official and the student will sign a written Withdrawal Agreement.
8. Loss of Recognition – GRCC student organizations may lose recognition and will be deprived of the use of College resources, the use of the College’s name, and the right to participate in campus-sponsored activities. This loss of recognition may be for a specific period of time or for an indefinite period of time until stated all conditions are met.

### Violent or threatening staff members

Accepted behavior for GRCC faculty and staff members is defined by the GRCC Ethics Protocol (<http://www.grcc.edu/generalcounsel/ethicsmonitoringsystem>), which includes this Ethics Statement: “The personal integrity of each employee coupled with GRCC’s institutional commitment to the highest standards of professional conduct is the foundation of GRCC’s culture.”

GRCC supports this statement with a clear Ethics Monitoring System (also outlined in the Ethics protocol cited above) that provides students, staff, and members of the community with multiple means of reporting concerns regarding possible ethics violations.

Ethics violations that may appear threatening or violent include the following:

- Violation of any GRCC policies regarding professional conduct, such as the harassment policy and Faculty Code of Ethics
- Sexual harassment
- Intimidation
- Misuse of college resources

Every person has a responsibility to report facts giving rise to possible ethics violations to enable the college to conduct a prompt investigation and implement a timely and appropriate response. This system has been designed to ensure that reporting ethics concerns can be done easily and with assurance of confidentiality to the extent allowable under the law.

### Reporting ethics violations (anonymously):

- Contact the GRCC Ethics Hotline at 616-234-3169
- Send the information to a staff member of the Human Resources Department. (x3972)
- Report the incident to Campus Police (x4010)

- Report incidents regarding students to any of the above or the Director of Student Life and Conduct (x3924)
- Send a written statement of facts to the Office of General Counsel (please note on envelope: Ethics Officer)
- Contact the Equal Employment Opportunity Office (x4176)

## PARKING AND TRAFFIC POLICIES

New employees for the Grand Rapids campus will receive a parking assignment from the Police Department. Before the assignment can be made, the employee must complete the parking request form.

Once a background check has been completed and the appropriate forms have been received by the Police Department, a parking assignment will be determined by availability in the ramps.

New employees must obtain a Raider Card from the Student Life Office. This card will act as both staff ID and parking card. The Campus Police office will provide a hanging tag, for the vehicle's rearview mirror, along with an explanation of the parking assignment.

### Downtown Campus parking

As a downtown urban campus the GRCC Downtown Campus has limited parking on site. During peak times (Monday–Thursday, 8:00 a.m.–1:00 p.m.) on-campus parking is at capacity.

#### Downtown Campus Parking

- The Bostwick Ramp, entrances on Bostwick and Ransom Streets NE
- The Lyon Parking Ramp, entrance on Bostwick Street NE

#### DeVos Campus and Sneden Hall parking

- The main entrance/exit for student parking is on Fountain Street.
- There is a FREE shuttle service between the DeVos Campus and the Downtown Campus. [Click here for shuttle route and schedule.](#)

#### Parking Hours

GRCC parking ramps are normally open 24 hours a day 7 days a week for vehicular use, however during some holidays and college shut down periods the ramps may be closed.

### Parking at the Lakeshore Campus and Regional Sites

Parking is free at all Lakeshore Campus facilities. However, if you are taking courses at our Main Campus you may want to visit [Parking](#) to learn more.

## GRCC CAMPUS POLICE

The mission of the GRCC Campus Police is to serve and protect the students, faculty, staff, and visitors of the Grand Rapids Community College. We also endeavor to further the academic pursuits of GRCC students by keeping you and your property safe and helping to create an atmosphere where everyone feels secure in their learning environment.

On the GRCC campus, the Campus Police provide many services, including the following:

- Emergency assistance in the case of injury or severe illness.
- Protection of persons and property – Officers on foot patrol, police bicycles and the use of fully marked and unmarked police cars allow flexibility and mobility in patrolling the campus area.
- Motorist Assists – open locked vehicles, jump start dead batteries
- Crime prevention and reporting
- Parking and traffic enforcement
- Escort Service to your car, or from building to building
- Maintain the College's lost and found service
- Make emergency notifications
- Enforce City, State and Federal laws and local ordinances

The campus police office is located in the Lyon Street Parking Ramp, 25 Lyon Street, NE.

For information about security resources, crime prevention tips, Campus Police operations, and procedures, see the Campus Police website: <http://grcc.edu/campus-police/services>

## SOLICITATION ON GRCC PROPERTY

GRCC protects its community members from unwanted solicitation or selling of items on College property. The Campus Police warns its members to be cautious about potentially illegal and unwanted efforts to sell goods or gain information from you. If you are approached by anyone on GRCC property who attempts to solicit, or if you receive any solicitation requests through your campus email, contact the Campus Police immediately.

### Phone solicitation

Be cautious of anyone calling and asking personal information over the phone or via email. If you have any reservations, or feel it is suspicious do not answer the questions until you are 100% sure the business is legitimate.

### Charities

Many charities request donations, especially around the holidays or after crisis events. Before you donate any monies, check to be sure the contributions you are giving are going to a legitimate charitable agency. Don't be afraid to ask questions. If you can't seem to get answers then they are probably not legitimate.

### Identity Theft

Identity theft is becoming more common as our personal information becomes more and more public. Identity theft occurs when someone uses your personal information (such as your name, Social Security number, credit card numbers) to commit fraud, purchase unwanted items, or commit other crimes. To protect yourself, consider taking these precautions:

- You may wish to have a reputable credit bureau run a credit report each year (offered free by many). Be sure to check your credit report to be sure no one has opened an account in your name.
- Do not carry your PIN number in your wallet next to your debit card.

- When buying things off the Internet, be sure you are using a secure internet site. Also, when shopping on the Internet, be sure to read buyer's feedback to check for legitimacy.
- Be diligent in checking your monthly statements to be sure there have not been any unauthorized charges.

## CLERY ACT AND CRIME STATISTICS

In 1990, the U.S. Congress enacted the Crime Awareness and Campus Security Act (Title II of Public Law 101-542), which amended the Higher Education Act of 1965. This same act has since been amended in 1992, 1998, 2000, and 2010. The 1998 amendments renamed the law the *Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act*.

Grand Rapids Community College prepares its Annual Security Report in order to comply with the Clery Act. This report not only lists statistics on certain crimes that are reported on campus, but also reports on security policies the college maintains. GRCC's [Annual Security Report](#) includes the previous three years and contains crime data that occurred on-campus, off-campus, buildings or property owned or controlled by GRCC; and on public property within, or immediately adjacent to and accessible from, the campus.

For a copy of the report and additional information on GRCC's crime statistics:

Visit: <http://www.grcc.edu/campuspolice/cleryactandcrimestatistics>

Contact: [police@grcc.edu](mailto:police@grcc.edu)

Phone: (616) 234-4010

## TITLE IX

Title IX of the Education Amendments of 1972 requires that all entities in receipt of any federal funds or financial assistance must prohibit sex discrimination in their education programs and activities. Sexual harassment is a form of prohibited sex discrimination. The Title IX Coordinator, Deborah Sanders, is the individual responsible for ensuring compliance with the law in this area.

Title IX requirements apply to all aspects of education programs and activities at GRCC, including student admissions, financial assistance, access to academic offerings, and athletics. The law also applies to all aspects of GRCC's employment process, including hiring, tenure, compensation, and training.

GRCC is obligated to:

1. Provide assurances that all education programs and activities are in compliance with Title IX
2. Designate a Title IX Coordinator to oversee compliance efforts
3. Establish procedures to resolve student and employee Title IX complaints
4. Provide notification to students and employees that sex discrimination is prohibited within its programs
5. Ensure that all administrators, managers, deans, and program directors, familiarize themselves with, and implement Title IX provisions

For more information:

Visit: [www.grcc.edu/sexualmisconduct](http://www.grcc.edu/sexualmisconduct)

Phone: (616) 234-2120



# Health and Wellness

At Grand Rapids Community College, we value and support the health and wellbeing of our faculty, staff, and students.

This section provides an overview to the following GRCC services and policies:

- Tobacco-free campus policies
- Medical care and emergency services
- Counseling and mental health services
- Physical fitness facilities: Health Club
- Health and medical benefit options
- Family Medical Leave Act (FMLA)

## TOBACCO/E-CIGARETTE FREE CAMPUS POLICIES

Grand Rapids Community College is committed to protecting the health of students, staff, faculty and guests by prohibiting the use and/or sale of tobacco products, medical marijuana, and electronic cigarettes (e-cigarettes) at any time or in any place on GRCC properties, including sidewalks within the boundaries of any GRCC campus. This policy shall extend to all properties owned, operated, leased or maintained by GRCC, including all Regional Sites, MTEC properties and Learning Corner properties and the McCabe-Marlowe House.

Employees shall not use, chew, smoke or sell tobacco products, e-cigarettes and medical marijuana, during their paid work time. Students shall not use, chew, smoke or sell tobacco products, e-cigarettes and medical marijuana, at any time while subject to the jurisdiction of the GRCC Student Code of Conduct.

For more information please go to: [http://www.grcc.edu/sites/default/files/docs/policies/3-5\\_tobacco\\_free\\_environment\\_policy.pdf](http://www.grcc.edu/sites/default/files/docs/policies/3-5_tobacco_free_environment_policy.pdf)

## DRUG AND ALCOHOL AWARENESS AND PREVENTION

GRCC prohibits the use of alcohol and drugs on campus. The links below contain the College's Drug and Alcohol Policy and Drug and Alcohol Abuse Prevention Program (DAAPP). The alcohol and drug related health risks, prevention and intervention resources, college discipline, and legal sanctions are outlined in these documents.

For information on GRCC's Drug and Alcohol Policy or DAAPP please go to: <http://www.grcc.edu/humanresources/drugandalcoholabuseresources>

## MEDICAL CARE AND EMERGENCY SERVICES

While GRCC does not have an on-site Health Center or provide health services, faculty and staff are must report all injuries to their supervisor and to the GRCC Police Department (or the appropriate police and safety officials at other campus locations).

The Police Department will provide the necessary human resource and insurance forms to be completed at the time of injury. These forms are necessary to seek medical treatment due to a work-related injury.

Contact (616) 234-4010 to report a medical emergency. You may also call extension 4911 from any campus phone to report the emergency. Medical reports are confidential.

For medical emergencies or injuries at the Lakeshore campus: Notify the local sheriff or EMS departments. All incidents are reported back to Campus Police.

## COUNSELING CENTER

GRCC's professionally trained and licensed counselors who staff the Counseling and Career Center can help you identify appropriate resources for any personal or family mental health issues. They can also assist with referrals to college and community resources when needed. Employees participating in health coverage can also contact their carrier for a listing of resources.

For more information:

Contact: [counseling@grcc.edu](mailto:counseling@grcc.edu)

Phone: (616) 234-3900

Location: 327 Student Community Center

For a list of community mental health resources, visit the Counseling and Career Center website: <http://www.grcc.edu/counselingandcareercenter>

## PHYSICAL FITNESS FACILITIES: HEALTH CLUB

The Ford Fieldhouse is home to GRCC's Health Club, a complete exercise and wellness facility that is available to the community at a very competitive price. We offer a variety of memberships to suit the needs of all members of our community.

All memberships include access to all our facilities, including:

- Fitness room
- Free weight room
- Basketball Courts
- Indoor Track
- Pool

Membership benefits also include discounted parking in GRCC Ramps and Body Mass Index testing.

For more information about costs and services:

Visit the Health Club website: <http://grcc.edu/ford-fieldhouse/health-club>

Location: Ford Fieldhouse, 111 Lyon Street, NE

## HEALTH AND MEDICAL BENEFIT OPTIONS

GRCC employees have several health and medical benefit options. The Human Resources Office maintains a complete, regularly updated website of resources related to employee health benefits. The website also provides comparisons of insurance, health plan, and benefit options available for each employee group.

To access documents related to our healthcare consortium group, Open Enrollment information, and premium contribution information, visit: <http://grcc.edu/humanresources/employeebenefits>

## FAMILY MEDICAL LEAVE ACT (FMLA)

The Federal Family Medical Leave Act of 1993 (FMLA) requires Grand Rapids Community College to provide eligible employees up to 12 weeks of unpaid leave in a year. If a serious family or personal medical problem occurs, or when a new child joins the family, eligible employees do not have to choose between taking time off for such critical events, or loss of employment and health insurance coverage.

### Military Leave

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies.

Visit the Human Resources website for additional information and FMLA application forms:

<http://www.grcc.edu/humanresources/familymedicalleaveact>

# Professional Development and Recognition

## INTRODUCTION

Staff Development facilitates continuous improvement at GRCC by supporting professional development, promoting employee enrichment, and enhancing work-group effectiveness.

Visit the Staff Development website for more information, including dates and locations for Current Learning Opportunities: <http://grcc.edu/staffdevelopment>

## NEW EMPLOYEE ON-BOARDING PROCESSES

GRCC provides a wide range of information, training, and activities to assist new employees with their first experiences working for the college.

The New Employee Orientation website was designed to help acclimate new employees to our organization and culture as easily and quickly as possible. This site provides new employees with a single site for information and resources.

Visit the site at: <http://grcc.edu/humanresources/staffdevelopment/newemployeeorientation>

For additional information, email [staffdevelopment@grcc.edu](mailto:staffdevelopment@grcc.edu)

## OPENING DAY ACTIVITIES

GRCC begins each fall and winter semester with an All Staff Opening Meeting, which is followed by either a combined School meeting (Arts & Sciences, Workforce Development and Student Affairs) or individual school meetings. The opening meeting is a chance for the President to update staff and faculty members on a variety of issues that are facing the College and to reflect on the accomplishments of the College. The school meetings are a time for the Deans to update on current topics and provide opportunities for faculty/staff interaction.

## CENTER FOR TEACHING EXCELLENCE

The Center for Teaching Excellence is the primary source of faculty professional development at Grand Rapids Community College. The purpose of the Center is to promote student learning and success by providing faculty with learning opportunities, support and resources designed to assist them in reaching their full potential as faculty members at Grand Rapids Community College. In order to do that, we offer a wide range of programming that includes:

- Providing resources on teaching and learning
- Offering facilitated workshops and learning opportunities
- Sponsoring community-building events
- Offering one-on-one consultations
- Hosting special events such as Faculty Learning Day
- Coordinating and administering the New Faculty Program

For more information visit: <http://www.grcc.edu/centerforteachingexcellence>

Phone: 616-234-2278

Location: 308 Main

Contact: [cte@grcc.edu](mailto:cte@grcc.edu)

## ADJUNCT ON-BOARDING

GRCC currently hosts an adjunct on-boarding event at the beginning of each fall and winter semester. All adjuncts (new and returning) are required to attend the on-boarding followed by an adjunct dinner and department meetings. During the on-boarding event, adjuncts have an opportunity to turn in new hire forms, ask questions regarding benefits, obtain their Raider Card, receive technical support from IT, learn about professional development opportunities, obtain their parking assignment, hang tags, office and classroom keys. This event was designed to improve the adjunct on-boarding experience before the start of a new semester. For questions contact HR Coordinator for Adjunct Faculty and FMLA at 616-234-3904.

## INSTRUCTIONAL SUPPORT

### Vision

Our system for curriculum development transforms the learning experience for students and distinguishes GRCC as a leader in innovative education.

### Purpose Statement

Instructional Support creates and sustains systems that support innovative curriculum and teaching/learning practices leading to student success.

For more information, visit the website: <http://www.grcc.edu/instructionalsupport>

### Contact:

Phone: 616-234-4289

Location: 423 Main

## USING IT AND INSTRUCTIONAL TECHNOLOGIES

### IT Customer Support

The GRCC Information Technology group is available to help the community understand and use the technology at GRCC. Many resources are available, including:

- Public Knowledge Base
- How-to Videos: topics include, Help Desk Labs, Blackboard, Staff Development
- Blackboard Tip Sheet

For more information:

Visit: <http://cms.grcc.edu/itsupport/staff-and-faculty>

Also: <http://cms.grcc.edu/itsupport>

Contact: [ithelp@grcc.edu](mailto:ithelp@grcc.edu)

Phone: 616-234-HELP

Location: Sneden Hall

### Media Technologies

Media Technologies offers a wide array of services to support student learning and promote college goals. The department provides solutions to media-related issues throughout the college.

Media Technologies also creates video productions, event broadcasting, and multimedia training for faculty. One-on-one training is available in the latest multimedia classroom innovations. Topics covered include:

- Powering the system up
- Video projectors
- Audio and Video settings
- Using wireless and other devices into the system
- Checking out extra equipment from Media Technologies
- Turningpoint Audience Response System
- Camtasia presentation recording

For more information:

Visit: <http://cms.grcc.edu/mediaform>

Contact: [media@grcc.edu](mailto:media@grcc.edu)

Phone: 616-234-3830

Location: Learning Resource Center, 140 Ransom Ave NE

### Distance Learning and Instructional Technologies (DLIT)

Collaborating with a wide array of campus departments such as Information Technology and the Center for Teaching Excellence, the Distance Learning and Instructional Technologies (DLIT) Department leads, administers, coordinates, supports and creates opportunities for our academic community to leverage technology in teaching and learning.

For more information visit: <http://www.grcc.edu/distancelearningandinstructionaltechnologies>

Contact: [dlit@grcc.edu](mailto:dlit@grcc.edu)

Phone: (616) 234-3205

Location: 316 Main Building

### Acceptable Use Policy

The GRCC policy regarding appropriate use of college computer resources is described in the Acceptable Use Agreement (AUA), located on the IT website: <http://grcc.edu/aua>. All GRCC community members are bound by the details of this agreement, including use of GRCC computer equipment, and policies related to use of GRCC userID and passwords, electronic mail, social networking, and network security.

## LEADERSHIP TRAINING

The purpose of the GRCC Leadership Institute is to shorten the learning curve of employees in new assignments, accelerate development for high potentials, and to foster a uniform understanding about Grand Rapids Community College. To achieve this objective, programs are offered for seasoned leaders, developing leaders, and new employees to develop and hone individual leadership skills. In addition, participants in the Institute will become a network of leaders. The GRCC Leadership Institute is the result of a 2009 College Action Project (i.e., Develop leadership across the College) and supports GRCC's involvement in the Baldrige National Quality Program.

Visit the Leadership Institute website for more information, including the program brochures and application forms: <http://grcc.edu/leadershipinstitute>

## FACULTY AND STAFF RECOGNITION

The Employee Recognition System reinforces GRCC's culture and supports its objectives. This system promotes and perpetuates our shared values of excellence, diversity, responsiveness, innovation, accountability, sustainability, integrity, and respect through the recognition of faculty and staff in meeting the mission of GRCC.

These awards and celebrations provide the College and employees with opportunities to recognize and celebrate the commitment and contributions of GRCC employees.

For more information on the Rewards and Recognition program, visit the website: <http://www.grcc.edu/staffdevelopment/employeerewardsrecognitionssystem>



Three awards are presented annually to recognize excellence in teaching at GRCC:

#### Excellence in Education Award

The Excellence in Education Award honors one faculty member and one staff member for his or her contributions to the College, higher education and the community.

#### Emeritus Scholar Award

This award recognizes and confers emeritus status to a retired faculty member or administrator.

#### Excellence in Teaching by Adjunct Faculty Award

To recognize and honor one adjunct faculty for excellence in teaching.

Several awards are presented annually to recognize contributions by GRCC staff, including these:

#### Salute to Women Award

The Salute to Women Award honors GRCC women who are exemplary in their roles as professionals, volunteers or agents of change, celebrates the diversity of the accomplishments of women throughout the College and encourages young women to pursue pathways to achievement

#### Jerry Benham Award

The Jerry Benham Award honors an employee who has demonstrated outstanding involvement in student activities on campus.

#### Raider Salute

Give your coworker a pat on the back for a job well done. Let them know they are valued. Use the Raider Salute as a way to "thank" colleagues for going the extra mile.

#### Years of Service Recognition

This program recognizes employees for their years of service to GRCC.

#### Retirement Recognition

This recognition honors employees who have retired or will be retiring from GRCC.

## DEVELOPMENT OPPORTUNITIES FOR STAFF

Staff Development is a department within Human Resources. Our team provides training, development, organizational effectiveness consulting, and other services:

- To help individual employees meet their educational and professional development goals and needs,
- To assist departments in achieving team effectiveness and communication, and
- To identify, and facilitate the meeting of, institutional training and development needs
- To track participation in professional development opportunities for your Professional Development Report

The team offers training sessions each year on a wide range of topics. Training professionals also partner with individual departments in the development of customized programs to meet specific needs, and collaborate with other training and development units in the design and offering of programs.

For additional information:

Visit the website: <http://grcc.edu/staff-development/professional-development>

Contact: [staffdevelopment@grcc.edu](mailto:staffdevelopment@grcc.edu)

Phone: 616.234.4285

Location: 2<sup>nd</sup> Floor, Administration Building, 415 E. Fulton

# Working with GRCC Students: How to Help...

## STUDENT SUCCESS AND RETENTION

At GRCC we strive to make higher education accessible to everyone who wishes to achieve their academic as well as their personal goals. In Student Success and Retention, we primarily focus on two of GRCC's five values: Access and Student Success.

**Vision:** Student Success and Retention inspires and empowers students to be life-long learners who meet the demands of the statewide and global community.

**Mission:** Student Success and Retention provides transformative opportunities for all learners to attain their personal, academic, and career goals.

Student Success and Retention is comprised of a variety of offices, programs, and courses. These include:

- Academic Advising and Transfer Center
- Academic Foundations Program (AFP)
- College Success Center
- Counseling and Career Development
- Disability Support Services
- Early Alert
- Library
- Occupational Support Services
- Open Computer Labs
- Testing Center
- TRIO/Student Support Services
- Tutoring (Academic Support and Tutoring Services)
- Woodrick Center for Equity and Inclusion

Visit the Student Success and Retention

<http://www.grcc.edu/studentsuccessandretentionservicesofficeofthedeans>

For Additional Information:

Dean's Office

Phone: 616/234-3673

Location: 313 Student Center (SCC)

Associate Dean's Office

Phone: 616/234-4839

Location: 347 Student Center (SCC)

## ACADEMIC ADVISING AND TRANSFER CENTER

The Academic Advising and Transfer Center is designed to assist students in achieving academic and personal success through informed decision making. All current students are invited to use the Academic Advising and Transfer Center to help develop their academic path to graduation and comprehensive transfer planning.

Students seeking assistance from the Academic Advising and Transfer Center will either need to call to schedule an appointment or determine the availability of Open Advising for quick advising questions.

For additional information:

Contact: [counseling@grcc.edu](mailto:counseling@grcc.edu)  
Website: <http://www.grcc.edu/counselingandcareercenter>  
Phone: (616) 234-3900  
Location: 327 Student Center (SCC)

## ACADEMIC FOUNDATIONS PROGRAM (AFP)

The Academic Foundations Program (AFP) helps students learn how to learn in a college environment. Students in the AFP program have been identified by GRCC testing as having the potential to be successful in college and beyond, yet they need further work with reading, writing and mathematics to be fully college-ready. AFP gives under-prepared students the competitive edge they need to handle hard classes and earn their degree. The AFP program includes the following courses:

- English 097
- Math 095, 096, 097, 098
- Psychology 100
- Reading 097, 098

For additional information:

Contact: Vikki Cooper, Director of Developmental Curriculum and Instruction  
Website: <http://www.grcc.edu/studentssuccessandretentionservicesofficeofthedean/academicfoundationsprogram>  
Phone: (616) 234-4291  
Location: 313 Student Center (SCC)

## COLLEGE SUCCESS CENTER

The College Success Center provides services to prospective students who took placement testing, as well as current students in Academic Foundation courses (English 097; Reading 097 and 098; Math 095, 096, 097 and 098; and Psychology 100).

It offers customized interventions, advising appointments, college resource referrals, individual coaching with an assigned success coach, and student progress monitoring. It is the Center's goal to ensure that students have the necessary support to stay in college, graduate or transfer to other institutions of higher learning.

For additional information:

Contact: [collegesuccess@grcc.edu](mailto:collegesuccess@grcc.edu)  
Website: <http://www.grcc.edu/collegesuccesscenter>  
Phone: (616) 234-2312  
Location: 113 Sneden Hall (DeVos Campus)

## COUNSELING AND CAREER DEVELOPMENT

Services provided by the Counseling and Career Development counselors are confidential and free of charge. Our professionally trained and licensed counselors help students clarify values and interests related to career direction, and discuss any personal counseling needs. Counselors inform and help students to understand college expectations and procedures and make referrals to college and community resources when needed.

For additional information:

Contact: [counseling@grcc.edu](mailto:counseling@grcc.edu)

Website: <http://www.grcc.edu/counselingandcareercenter>

Phone: (616) 234-4130

Location: 327 Student Center (SCC)

## DISABILITY SUPPORT SERVICES

The mission of Disability Support Services (DSS) is to ensure equal access for students with disabilities to all curricular and co-curricular opportunities offered by the institution.

GRCC is committed to the inclusion and access for all students. DSS is the department designated to determine and provide access to classes, course materials, activities, and programs at GRCC. Through an interactive discussion with students, counselors/advisors facilitate access either through helping to remove campus barriers or coordinate reasonable accommodations.

Students who wish to receive accommodations at GRCC need to identify themselves as a person with a disability by following the Steps to Register (info provided on DSS web page).

Each student is assigned to a counselor/advisor who oversees the provision of reasonable accommodation. Any student who is using accommodations receives an Accommodation Agreement which verifies his/her registration with our office, and notes which accommodations are appropriate.

Ongoing communication between faculty and Disability Services Office is a key factor in ensuring that students with disabilities are effectively accommodated. Therefore, we would like to share the following information.

It is the student's responsibility to talk with you specifically about his/her need for accommodation. Some students may disclose the nature of their disability, while others may choose to indicate only that they need a specific accommodation. Our office is happy to discuss with you how to best accommodate a particular student. We are not at liberty to discuss the nature of the disability without the permission of the student.

Some commonly requested accommodations include: notetaking (copy of a classmate's notes) textbooks in audio format, sign language interpreting, audio recording of lectures, and testing accommodations.

If a student discloses for instance, that he/she has a learning disability which affects his/her ability to write, he/she may ask for a hard copy of any material you present using an overhead projector or PowerPoint. If you wish to call our office to ask if a specific accommodation of this nature is warranted, please do so. It is certainly acceptable to exceed the minimum standards set by the law, as long as the student being accommodated is not being given an unfair advantage.

We encourage you to include a brief note on your syllabus indicating that if a student requires accommodations, he/she is welcome to contact you to discuss his/her needs. Such a statement may significantly increase a student's comfort level.

Please contact our office if you have any questions regarding Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act of 1990 as they pertain to our legal obligation to provide accommodation.

For additional information:

Contact: [disability@grcc.edu](mailto:disability@grcc.edu)  
Website: <http://www.grcc.edu/disabilitysupportservices>  
Phone: (616) 234-4140  
Location: 327 Student Center (SCC)

## EARLY ALERT

Early Alert + Early Intervention = Increased Student Success and Retention!

Increasing student success and improving retention is a priority and common goal that is shared across the institution at GRCC. Advisors, counselors, professors, staff, and the students themselves all play a role in GRCC's vision of contributing to enriching people's lives and contributing to the vitality of the community.

In this work, the College has selected SARS EARLY ALERT to provide the ability for professors to raise flags (concerns) for students that are at risk. In addition, automated flags can be raised based on data in Blackboard such as missing assignments, grades, or course activity. These flags can be raised by faculty for a wide array of factors that can affect a student's retention and success.

Why do we need an Early Alert system?

- At-risk students often need help from day one!
- Students receive early and individualized feedback and contact from retention, student conduct and academic support staff.
- Early Alert + Early Intervention = Increased Student Success and Retention
- Improve crisis prevention and risk management.
- Early Alert is a key tool in the student retention arsenal.
- It costs more to recruit a student than it does to retain a student.

The Coordinator of Retention works to learn how individual faculty members, academic advisors, counselors, and other educators can support at-risk students — in addition to examining which existing departments need to collaborate effectively in order to increase the achievement and success of at-risk students.

At-risk cohorts covered in these sessions include:

- Adult/Reentry
- First Generation/Low SES
- Students of Color/Multicultural Students
- Students with Disabilities
- Student Athletes
- First-Year Students
- LGBT Students
- Transfer Students

How does the Early Alert System work?

1. Early Alert is accessed through Blackboard by clicking on the "Early Alert" tab.
2. Students that are at risk are identified by faculty by the raising of a "academic performance," "attendance," "conduct/behavior," or "last login" flag. The "last login" flag is automated and used in all online courses at GRCC.
3. Depending on the flag that is raised, the coordinator of retention, a counselor, academic support, tutor, or student conduct staff member is notified.

4. Action is taken by the coordinator of retention to contact the student if necessary.
5. Based on the flag, the student is referred or consulted with the purpose of providing assistance and support to the student to help them be successful.
6. Faculty may be contacted for follow-up or be notified when the flag is lowered.

For additional information:

Contact: [csain@grcc.edu](mailto:csain@grcc.edu)  
Website: <http://www.grcc.edu/studentsuccessretentionservices/coordinatorofretention>  
Phone: (616) 234-3428  
Location: 347 Student Center (SCC)

## LIBRARY AND LEARNING COMMONS

The Library and Learning Commons welcomes GRCC students, faculty, staff, and community guests to use our collections and facilities. The Library offers materials for checkout as well as reference and instruction services for research, interlibrary loans, archives, reserves, faculty periodical routing service, librarian liaisons, embedded librarian support in Blackboard, OER support and more. Spanning two floors, the Library is a pleasant and welcoming environment conducive to learning. Its collection features more than 55,000 print books and media, 147,000 e-books, millions of full-text articles from over 25,000 e-journals, 100 databases, and thousands of full-length streaming video titles. During the semester, the Library is open 75 hours each week and provides plenty of computers, study tables and carrels, casual seating, white boards, some textbooks, and charging stations.

For additional information:

Contact: [library@grcc.edu](mailto:library@grcc.edu)  
Website: <http://www.grcc.edu/librarylearningcommons>  
Phone: (616) 234-3868  
Location: 140 Ransom Street (Library and Learning Commons)

## OCCUPATIONAL SUPPORT SERVICES

This advising program is designed to support occupational students who are in certificates or Associates degrees that are leading directly to employment after graduation. The goal of this program is to serve students in career focused academic programs who may need support in non-academic areas in order to reach their educational goals. Occupational Support aims to intentionally support students with concerns that they may have with learning, transportation, housing, finances, employment, medical concerns, food, or study skills.

Program components may include:

- Long-term advising
- MyDegreePath and online Student Center education
- Career planning and research
- Research of internship, job shadowing, and volunteer opportunities
- Financial services
- Child care services
- Transition to employment services
- Connection to community resources

For additional information:

Contact: [occupationalsupport@grcc.edu](mailto:occupationalsupport@grcc.edu)  
Website: <http://www.grcc.edu/occupationalsupport>  
Phone: (616) 234-4155  
Location: 327 Student Center (SCC)

## TESTING CENTER

Academic Testing Services provides testing services for GRCC students, proctoring test for a variety of circumstances including online and hybrid classes, make-up testing, College Level Examination Programs (CLEP) and Challenge exams for college credit. We also offer special proctored exams for students from other colleges and professional certification exams for the community at large.

Students will need to present a picture ID for all tests.

For additional information:

Contact: [testing@grcc.edu](mailto:testing@grcc.edu)  
Website: <http://www.grcc.edu/testing>  
Phone: (616) 234-3413  
Location: 325 Student Center (SCC)

## TRIO/STUDENT SUPPORT SERVICES

TRIO/Student Support Services is a program funded by the US Department of Education and designed to work with students who are first generation college students and who meet federal income guidelines. Our goal is to help support student success at GRCC and transfer to the college/university of their choice. The program has been serving students at GRCC for over 30 years.

For additional information:

Contact: [trioss@grcc.edu](mailto:trioss@grcc.edu)  
Website: <http://www.grcc.edu/triostudentsupportservices>  
Phone: (616) 234-4150  
Location: 332 Student Center (SCC)

## TUTORING (ACADEMIC SUPPORT AND TUTORING SERVICES)

Academic Support and Tutoring Services (ASTS) at GRCC is the first point of contact if you have students who need help with their academic coursework. Enthusiastic and encouraging tutors will provide students with academic support. All current GRCC students are welcome, and all of the services are free. We offer a variety of tutorial support to help students achieve their academic and personal goals at GRCC.

Services include:

- Subject-centered tutorial labs which are available on a walk-in basis in the following areas: Biology; Mathematics; Health; Advanced Math, Physics, and Chemistry; Writing and Language; Business and Accounting; Computers; and Auto CAD/Pro-E/Mechanical Desktop. Locations of the various labs are listed on our website. In addition to tutoring and support, all the tutorial labs offer open computing for all GRCC students.
- Appointment-based tutoring allows students to receive tutoring through individual and group appointments. Once scheduled, they will meet with the same tutor every week for the remainder of the semester. To request a tutor, students need to complete a tutoring request form which is available in the ASTS office. Subjects offered are limited.
- Study skills mentoring is also offered through ASTS. Please check with the office for more information.

For additional information:

Contact: [tutoring@grcc.edu](mailto:tutoring@grcc.edu)  
Website: <http://www.grcc.edu/tutoring>  
Phone: (616) 234-4145  
Location: 232 Learning Center (140 Ransom Street)



## WOODRICK CENTER FOR EQUITY AND INCLUSION

It is the mission of The Bob and Aleicia Woodrick Center for Equity and Inclusion to embrace and promote the celebration and respect of human differences. We do this through programs and activities that support social justice and equity among all people.

The center serves as a resource to the College and the community. We collaborate with faculty, staff, students, and community members to provide community-based events such as our Diversity Lecture Series, GIANTS, Latino Youth Conference, etc. and student success initiatives such as Alpha Beta Omega (ABO) and Women Empowering Leadership and Learning (The WELL) programs and educational opportunities such as inclusion trainings and workshops.

For additional information:

Contact: [woodrickcenter@grcc.edu](mailto:woodrickcenter@grcc.edu)

Website: <http://www.grcc.edu/thebobandaleiciawoodrickcenterforequityandinclusion>

Phone: (616) 234-3390

Location: 119 Library & Learning Commons (140 Ransom Street)

## STUDENTS WITH DIFFICULTIES

The Behavioral Intervention Team provides preventative measures on campus to reduce the risk of student or employee incident. Members intake and assess information, take action when necessary and track details about behavior concerns noted on campus.

The team protocol document and the threat assessment tool used by the team (posted with permission from NaBITA) are available at the BIT website (link below).

Reasons for a BIT Referral:

1. Person states intent to harm self;
2. Person states intent to harm others;
3. Student demonstrates erratic behaviors that significantly disrupt the learning/work environment.

Examples could include, but are not limited to:

- Displaced anger
- Discussion of weapon/bomb collection, use, etc.
- Sudden change in demeanor

Concerns are reviewed during normal business hours, when GRCC is open. If your concern involves an immediate safety risk to self or others, please stop and call campus police at 616-234-4911 or 911 immediately.

For more information:

Visit the BIT website: <http://www.grcc.edu/studentlife/studentconduct/behavioralinterventionteam>

Contact: [studentlife@grcc.edu](mailto:studentlife@grcc.edu)

Phone: 616-234-4160

Location: Room 02 Student Community Center (SCC)

# Institutional Policies

## INTRODUCTION

Grand Rapids Community College has established a series of accepted policies to protect the health, safety, and interests of everyone who is a part of its educational community. These policies affect employees, students, and visitors to the campus.

The General Counsel's office maintains the current, updated copies of all approved college policies at this website: <http://www.grcc.edu/generalcounsel/policies>

The following categories of policies are available:

- College Operations
- Formulation of Policies
- Human Resources
- Instruction
- Students
- College Relations
- Tuitions, Fees, Scholarships, and Loans
- Business Functions
- Building and Sites
- Risk Management
- Information Technology

This section will describe which policies are available in each category. See the website (or contact the General Counsel's office) for the complete policy description. All policies included in this section are revised and updated regularly as part of the college's continual improvement processes. Please refer to the website and appropriate offices/departments to ensure that you have the most recent version.

## POLICIES RELATED TO COLLEGE OPERATIONS

The policies in this section include:

- 3.0 Copyright
- 3.1 Institutional Review Board
- 3.2 Non-Discrimination on the Basis of Disability
- 3.5 Tobacco/E-Cigarette Free Environment
- 3.6 Records Management
- 3.7 Contracting Authority
- 3.8 Audiovisual Captioning

## POLICIES RELATED TO FORMULATION OF POLICIES

The policies in this section include:

- 4.1 Formulation & Issuance of College Admin. Policies
  - Directions for completing Policy Draft Templates

## POLICIES RELATED TO HUMAN RESOURCES

The policies in this section include:

- 6.1 Transgender Equal Opportunity
- 6.2 Equal Employment Opportunity and Non-Discrimination
- 6.3 Harassment Policy
- 6.4 Sexual Harassment Policy
- 6.6 Title IV Loan School Code of Conduct
- 6.7 Conflict of Interest

- 6.14 Family Medical Leave Act
- 6.18 Acceptable Use of Technology Policy
  - Acceptable Use Agreement
- 6.19 Freedom of Information Act (FOIA)
- 6.20 Criminal Background Checks
- 6.21 Administrator Ethics Code
- 6.22 Educational Support Professionals' Code of Ethics
- 6.23 Misconduct Policy
- 6.24 Drug and Alcohol Abuse and Prevention Policy
- 6.25 Utilizing the Freedom of Information Act on Behalf of the College

## POLICIES RELATED TO INSTRUCTION

The policies related to instruction include:

- 7.1 Instruction
- 7.3 Textbooks
- 7.10 Grading
- 7.11 Acceptance of C- Grades
- 7.12 Faculty Ethics Policy
- 7.13 Course Credit Hour Definition
- 7.14 Seminar Course Definition
- 7.15 Prior Learning Assessment
- 7.16 Common Syllabus Components
- 7.17 Library Collection Development
- 7.18 Curriculum Model Policy
- 7.19 Course Substitutions and Course Waiver

## POLICIES RELATED TO STUDENTS

The policies related to students include:

- 8.1 Dual Enrollment
- 8.2 Mandatory Placement
- 8.3 College Sponsored Student Travel
- 8.5 Catalog Policy
- 8.6 FERPA
- 8.8.B Attendance
- 8.17 Academic Standing
- 8.18 Children in the Classroom and on Campus
- 8.19 No Show Notation Policy
- 8.20 Admission Application Cut-Off Date
- 8.21 Blocking Late Enrollment
- 8.22 Maximum Student Credit Hour Load
- 8.23 Student Medical Withdrawal
- 8.24 Generated Graduation
- 8.25 Mandatory First Year Experience
- 8.26 Multiple Associate Degrees
- 8.27 ACT Cut Score Policy
- 8.28 Mandatory Student Orientation Policy
- 8.29 Transfer Policy
- 8.30 Student Code of Conduct Policy

## POLICIES RELATED TO COLLEGE RELATIONS

The college policies related to college relations include:

- 9.3 Grand Rapids Community College Foundation
- 9.5 Use of College Name, Seal, and Emblem/Logo
- 9.9 Naming Opportunities
- 9.10 Contributions to the College

## **POLICIES RELATED TO TUITION, FEES, SCHOLARSHIPS, AND LOANS**

The GRCC policies related to tuition, fees, scholarships, and loans include:

- 10.1 Tuition and Fees
- 10.5 Student Refunds

## **POLICIES RELATED TO BUSINESS FUNCTIONS**

The GRCC policies related to business functions include:

- 11.1 Employee Reimbursement Policy
- 11.1a Food and Beverage Policy
- 11.2 Grants Policy
- 11.3 Professional and Institutional Memberships
- 11.4 Travel Policy
- 11.6 Loan of College Equipment
  - Equipment Release Form
- 11.7 Disposal of Surplus, Used or Obsolete Furniture & Equipment
- 11.8 Investment
- 11.9 Energy Conservation
- 11.15 Purchasing Policy
  - Purchasing Policy Attachment A - GRCC Logo Apparel
  - Purchasing Policy Attachment B - MLBE
- 11.16 Tax Sheltered Annuities
- 11.19 Lobbying
- 11.20 Supplanting of Federal Funds
- 11.22 Economic Development Participation Policy
  - Document Management Needs Assessment

## **POLICIES RELATED TO BUILDING AND SITES**

The college policies related to building and sites include:

- 12.8 Events on Campus and Amplified Sound
- 12.9 Facility Use

## **POLICIES RELATED TO RISK MANAGEMENT**

The policies related to Risk Management issues include:

- 14.1 Risk Management
- 14.2 Firearms, Explosives or Weapons
- 14.3 Complaints Regarding Violations of Privacy and Confidentiality (HIPAA)
  - Notice of Privacy Practice
  - Complaint Form
- 14.5 Campus Closing Due to Severe Weather Conditions
- 14.6 Hazard Communication
- 14.7 Use of College Vehicles
  - College Vehicles Forms
- 14.8 Blood Borne Pathogens Policy and Plan
- 14.10 Service Animals
- 14.11 Chemical Hygiene Plan

- 14.12 Open Flames
- 14.13 Communicable Diseases
- 14.14 Building Access Raider Card
  - o Key Raider Card Agreement
- 14.15 Reporting Child Abuse and Neglect

## POLICIES RELATED TO INFORMATION TECHNOLOGY

- 15.1 Personally Identifiable Information
- 15.2 Web Accessibility

## ACADEMIC POLICIES RELATED TO INSTRUCTION AND THE CLASSROOM

The following academic policies related to instruction are also outlined in the handbook for faculty, *Essential Classroom Information for Faculty* (<http://cms.grcc.edu/provost/faculty-resources>):

Academic Information, including:

- Credit hour definition
- Office hours
- Syllabus requirements

Academic policies and procedures, including

- Changing classrooms
- Developing course packs
- Reporting absences
- Requesting a leave of absence
- Posting office hours
- Using Blackboard in teaching and learning

Reminder: All policies included in this section are revised and updated regularly as part of the college's continual improvement processes. Please refer to the website and appropriate offices/departments to ensure that you have the most recent version.

Academic Policies Related to Using Blackboard:

To ensure effective online and mixed delivery course instruction, the GRCC community has accepted the following policies and practices. These policies were developed and approved by the Academic Governing Counsel (AGC).

**Faculty Commitment:** By no later than the second semester of teaching, each faculty member will, at a minimum, use the Blackboard Course Management System to provide students with the course syllabus and faculty contact information. Use of the Blackboard Grade Center to provide regular feedback (where appropriate) is strongly encouraged. **Institutional Commitment:** To support this Faculty Commitment, GRCC will provide each teaching faculty member with access to appropriate technology, training for its use, adequate system capacity, and timely technical trouble-shooting.

Academic Standards for GRCC Faculty:

I. Maintains current content knowledge.

1. Demonstrates current knowledge and practice in the discipline.
2. Shares knowledge to help students anticipate future trends

II. Promotes an environment conducive to learning.

1. Uses the learning environment to promote faculty-student and student-student interaction.
2. Adapts the environment to meet the needs of the course.
3. Maintains an environment that cultivates respect, care, and rapport among students.
4. Creates an environment in which students are comfortable asking questions, stating opinions, challenging ideas/content.
5. Understands their student's background, culture, needs, aspirations, and goals.
6. Manages conflict and differences of opinions.

III. Designs courses to promote learning and success for students.

1. Incorporate available information about student's initial knowledge and needs into the course.
2. Clearly defines the course objectives and expectations for both faculty member and students.
3. Teaches to course objectives.
4. Assesses student achievement of outcomes and/or experience.
5. Provides timely feedback to students.
6. Provides opportunities for student feedback to faculty member.
7. Considers teaching practices in light of current research and best practices.

IV. Establishes a professional relationship with students and between students.

1. Demonstrates authenticity in his/her interactions with students.
2. Encourages students to be authentic and able to express themselves.
3. Demonstrates compassion and encourages students to demonstrate compassion.
4. Accepts others and their viewpoints and lifestyles in the learning environment.
5. Knows his/her own strengths and areas for improvement.
6. Encourages students to recognize their own strengths and areas for improvement.
7. Recognizes strengths of students and helps them capitalize on them.
8. Cares about students and their success in the classroom and in life.

V. Creates and maintains a community of learners.

1. Supports colleagues in his/her own Department or Program.
2. Communicates and interacts constructively with those in other Departments and Programs.
3. Values contributions of all College staff.
4. Shares expertise and resources with colleagues.
5. Takes responsibility for the whole; supports consensus decisions and actions.
6. Collaborates with community partners to enhance learning experiences.

For additional information on these policies, see the Provost's website, Faculty Resources page:  
<http://cms.grcc.edu/provost/faculty-resources>

For more information on the Academic Governing Council, see: <http://cms.grcc.edu/agc>

## **INSTITUTIONAL REVIEW BOARD**

### **Institutional Review Board for Research at GRCC**

GRCC staff, faculty, and students are increasingly being asked to participate in research projects. In addition, in the course of pursuing advanced degrees, some staff members are using GRCC as the site for research projects to fulfill course requirements. To monitor the research conducted at the College, to ensure that College students and personnel are treated with the respect and care outlined by the American Psychological Association guidelines for research with human subjects, and to maintain the integrity of the institution, proposals for all research projects conducted on the GRCC campus involving its students, faculty or staff must be submitted to and approved by the GRCC Institutional Review Board for Research at GRCC. For more information, contact Institutional Research & Planning at (616) 234-4040 or visit the website at <http://cms.grcc.edu/irb>

# Employee Group Overview/ Employment Policies and Practices

## INTRODUCTION

Grand Rapids Community College values our Faculty and Staff and recognizes that because of their efforts we can provide excellent service to our students and community. The employee contracts for our union employee groups and handbook for our non-union employee group identify employment policies and practices, wage, benefits, and other items to help guide them in their employment with the College.

Employees at GRCC are classified by their job category. In most cases, these job categories reflect the bargaining unit that represents their group in workplace issues. Because most of these groups have a contract that provide specific guidelines and policies, the information provided in this section is for quick, easy reference. Refer to your unit's contract for the official policies. Links to the agreements are contained in the table below.

GRCC job categories, definitions, and union groups/agreements that pertain to them:

<b>EMPLOYEE GROUPS</b>	<b>CONTRACT / AGREEMENT</b>
Administrative	Meet & Confer (non-union)
Administrative support	Meet & Confer (non-union)
Campus Police	Campus Police contract
Faculty: full-time	Faculty agreement
Faculty: adjunct	Faculty agreement
Contingency/temporary employees	(non-union)
Alliance of Professional Support Staff	APSS contract
College Employees Benefit Association (CEBA)	CEBA contract
Training Solutions and Workforce Training	Meet & Confer (non-union)
Technical and Professional Services	Meet & Confer (non-union)

Definition and contract/handbook information: <http://www.grcc.edu/humanresources/employeegroups>

This section will provide overviews to the following topics:

- Employment policies and procedures
- PeopleSoft
- Payroll and benefits
- Health benefits
- Payroll policies and procedures
- Overview to the GRCC unit contracts and policies

## EMPLOYMENT POLICIES AND PROCEDURES

GRCC is committed to a diverse and inclusive work and learning environment. The Human Resources, Payroll and Benefits department provides leadership and services to GRCC students, employees and community. Our primary purposes are to attract, develop and engage people who are competent, committed and dedicated to the success of our students. We are committed to maintaining standards that comply with state and federal guidelines and as outlined within our collective bargaining agreements and handbooks.

The services provided by the department include:

- Employment activities including recruiting, hiring, training, performance management, and separations with all employee groups and supervisors
- Maintain and report data regarding our applicants, hiring processes and our employees
- Provide guidance, leadership and administration of College policy, procedures, handbook and collective bargaining agreements
- Affirmative action plan compliance
- Assist current and new employees to help them develop successful GRCC employment relationships
- Develop and deliver appropriate Human Resources training for GRCC staff.

The previous section in this Handbook, Institutional Policies, includes a list of all employment policies and procedures. For a list of these specific GRCC policies, see the section *"Policies related to human resources."*

For additional information about any HR issues:

Visit: <http://cms.grcc.edu/humanresources>

Contact: [hr@grcc.edu](mailto:hr@grcc.edu)

Phone: (616) 234-3972

Location: 2nd Floor Administration Bldg, 415 Fulton NE

## PEOPLESOFT

GRCC uses Oracle's "PeopleSoft" application for its Human Resource Management processes, including all financial services, payroll, and benefits processes. If you need assistance with any budget or purchase transactions, contact the Finance and Administration office.

## PAYROLL AND BENEFITS

GRCC's Payroll and Benefits Staff are responsible for:

- Processing and distributing accurate employee paychecks
- Administering employee benefit programs according to union and meet & confer agreements
- Ensuring that processes are in compliance with State and Federal laws



Services include:

- Staff Payroll
- Unemployment Insurance
- Dental & Vision Reimbursement
- Health Administration
- STD, LTD, AFLAC (option plans)
- Life Insurance/Death Benefits
- Worker's Compensation
- COBRA/HIPAA Administration
- Student Payroll
- Retirement-MPSERS & ORP
- FMLA Tracking
- Identity Theft Information

For more information:

Visit: <http://www.grcc.edu/humanresources/payroll>

Phone: (616) 234-4038

Location: Admin. Bldg., DeVos Campus, 415 E. Fulton

## HEALTH BENEFITS

Payroll and Benefits maintains a complete, regularly updated website of resources related to employee health benefits.

To access documents related to our healthcare consortium group, Open Enrollment information, and premium contribution information, visit: <http://cms.grcc.edu/humanresources/healthbenefits>

## PAYROLL POLICIES AND PROCEDURES

The Human Resources department also maintains a regularly updated website including the appropriate Payroll Schedule for the current academic year.

Visit: <http://cms.grcc.edu/humanresources/payroll/payrollschedule20162017>

For questions related to payroll issues:

Phone: (616) 234-4038

Location: Admin. Bldg., DeVos Campus; 415 E. Fulton

## EMPLOYMENT CONTRACTS AND POLICIES

Each employment group at GRCC has well defined rights and responsibilities, many of which are delineated in bargaining unit agreements. For complete information about these agreements, see the Human Resources website: <http://cms.grcc.edu/humanresources/employeegroups>

A brief description of each of these groups is included here.

### Meet and Confer

The Board of Trustees of Grand Rapids Community College recognizes the employees on the following list as Meet and Confer operating under the employment terms and conditions provided in the Employee Handbook: non-union employees including Administrative and Administrative Support, Training Solutions, Workforce Training, Technical and Professional Services.

### Alliance of Professional Support Staff (APSS)

Alliance of Professional Support Staff (APSS) wage and benefits agreement covers any employee whose principal functions, duties, or responsibilities are office procedural such as, secretary, clerk, receptionist, typist, data input operator, and any other regularly paid support professionals including part-time employees.

### Faculty Contract

The Faculty Association agreement covers all GRCC faculty, including all classroom faculty, counselors, librarians, program directors, and department heads.

### College Employees Benefit Association (CEBA) Contract

The College Employees Benefit Association (CEBA) wage and benefits agreement covers employees in “non-supervisory” positions in the following departments:

- Operations
- Maintenance, Print Solutions/Mail, Shipping Receiving

### Campus Police (Police Officers Labor Council) Contract

The wage and benefits agreement between GRCC and the Campus Police — Police Officers Labor Council covers any employee in the following categories:

- All full-time Police Sergeants certified by MCOLES
- All full-time Police Officers certified by MCOLES
- All full-time Dispatchers

The agreement excludes the Police Chief, Lieutenant, and any future Command Officers.

### Other employee groups

The following are additional employee groups recognized by GRCC. The following list provides website resource information for each of these groups:

Adjunct Faculty	Hiring information and procedures: <a href="http://www.grcc.edu/humanresources/employeegroups/adjunctfaculty">http://www.grcc.edu/humanresources/employeegroups/adjunctfaculty</a>
Contingent Employees	Hiring information and procedures: <a href="http://www.grcc.edu/humanresources/employeegroups/contingentemployees">http://www.grcc.edu/humanresources/employeegroups/contingentemployees</a>
Non-paid GRCC employees	Definition: <a href="http://cms.grcc.edu/humanresources/employeegroups/nonpaidgrccemployee">http://cms.grcc.edu/humanresources/employeegroups/nonpaidgrccemployee</a>
Golden Raiders (retirees)	Handbook: <a href="http://cms.grcc.edu/humanresources/employeegroups/goldenraiders">http://cms.grcc.edu/humanresources/employeegroups/goldenraiders</a>

# Important Contacts

## Academic and Student Affairs Directory:

For a complete list of contact information for academic and student affairs departments please click on the following link: <http://www.grcc.edu/sites/default/files/attachments/ASA%20directory%20F'16.pdf>

## President and College Advancement Directory:

Departments	Contact information	
Communications	234-3535	Administration Building (DeVos Campus)
Foundation	234-3939	College Park Plaza (Main Campus)
General Counsel	234-4953	DeVos Campus

## Finance & Administration Directory:

Departments	Contact information	
Operational Planning	234-3565	Administration Building (DeVos Campus)
Purchasing	234-3850	Administration Building (DeVos Campus)
Cashiers	234-4020	Main Building (Main Campus)
Finance and Administration	234-2177	Administration Building (DeVos Campus)
Ford Fieldhouse	234-3990	Ford Fieldhouse
Human Resources	234-3972	Administration Building (DeVos Campus)
Facilities	234-4057	Lyon Street Parking Ramp, 25 Lyon Street NE
Campus Police	234-4010	Lyon Street Parking Ramp, 25 Lyon Street NE

## Information Technology Directory:

Departments	Contact information	
Customer Support	234-4357	Snedden Hall (DeVos Campus)
IT Security	234-4045	Snedden Hall (DeVos Campus)
Infrastructure	234-4045	Snedden Hall (DeVos Campus)
Media	234-3830	Learning Center
Enterprise Applications	234-4045	Snedden Hall (DeVos Campus)



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