

INSTRUCTIONAL POLICIES AND PROCEDURES

Absence of an Instructor from a Class

If an instructor must miss a class, the academic dean must be notified as far in advance as possible so that adequate instruction can be provided for the class.

Audiovisual Services

Audiovisual Equipment Services

Audiovisual equipment is available to all faculty members for college-related purposes, including speaking engagements. Requests for equipment should be presented to the campus Audiovisual Services Office at least 24 hours in advance. For equipment in high demand, requests should be made as early as possible.

Library AV Media Materials

Library AV media materials are listed in the online Library catalog Aleph (www.tcc.edu/lrc). Regardless of the campus location, most AV media materials are available to any TCC campus via interlibrary loan. Most AV materials can be checked out for classroom use or use off-campus. Contact a librarian at your campus for more information.

Class Attendance and Faculty Initiated Withdrawals

In order to grant financial aid to students, TCC must comply with federal regulations. Some of the regulations involve documenting student attendance. Accordingly, faculty are required to participate in a process that will document student attendance at three specified intervals of each semester or session. "Attendance" in an online class may be documented by participation in class activities and /or completion of assignments. The process requires that faculty submit the following forms by the specified dates.

Strict adherence to the deadlines is necessary to comply with federal regulations for awarding financial aid. (Dates are based upon a sixteen week semester and will be modified during the summer session.)

1. Before the **census date** (the date to drop with a tuition refund), the faculty will mark on their class rosters the names and SIS IDs of students who have not attended a traditional class or not participated in an online class. These rosters are to be submitted to the Campus Enrollment Services Office no later than 3:00 pm on the last day to drop with a tuition refund.
2. During the **fourth week of classes**, faculty will receive a letter from the provosts through their respective academic deans instructing them to complete **Class Discrepancy Reports** along with **Faculty Withdrawal Grade Reports** for students who have either stopped attending a traditional class or ceased participating in an online class. These students should be withdrawn with a grade of "W". Faculty must indicate the last day of

attendance or participation on the withdrawal form and submit the completed forms to the campus Enrollment Services Office by the deadline specified in the provost's letter.

3. By the **60% date** of the semester or session, the last day to withdraw without an academic penalty, academic deans will direct faculty to identify students who have not been attending a traditional class or participating in an online class. Faculty will use the **Faculty Withdrawal Grade Report** to assign a grade of "W" until this date. After this date, a "W" may be awarded only for mitigating reasons. Otherwise, after this date, an "F" or "U" should be assigned if a student is withdrawn because his/her absences constitute unsatisfactory progress in the course.

Class Records

Daily attendance records must be maintained by each instructor for all students. These records must be retained for a period of three years after completion of the semester.

Class Rolls

The Student Information System enables instructors to access their class rolls directly at any time. For additional information, please see your academic dean.

Classroom Control

Instructors should not jeopardize the progress of a class by permitting the continued presence of any student whose behavior in any way adversely affects the class. While the responsibility for, and the administration of classroom discipline ordinarily rests with the instructor, the campus provost is available to assist with disciplinary problems. Each campus provost has a written plan for how to deal with disruptive students in the classroom.

College Student Assessment Plan

Tidewater Community College has designed and implemented a Student Assessment Plan that fulfills the state legislature's mandate to assess the institution's effectiveness. The Plan is a continuous process of evaluating the success with which the College meets the needs of its students and regional business and industry.

The Plan was developed, largely by teaching faculty on the four campuses, to meet the specific informational needs of the College's various programs and divisions as well as the state's demands for concrete evidence that Tidewater Community College is achieving its mission. Assessment is organized around five general categories: developmental studies, general education, university parallel/college transfer, occupational/technical programs, and community and student services. Data relating to all five areas are collected continuously, not only from current and exiting students, but from graduates, area employers and students who have transferred to four-year institutions.

Results and tentative analysis are available at any time, but each area is fully evaluated every five years, when enough data for meaningful study has been collected and analyzed. A Steering Committee composed of teaching faculty and administrators and headed by the Vice President for Academic and Student Affairs makes the final decisions for change. Among the possible

outcomes of assessment are purchases of updated equipment, curricular revision, and the hiring of additional faculty and staff.

Individual faculty members will be asked to assist in the assessment process by administering tests and surveys, serving on short-term task forces to analyze results, or address problems uncovered by the assessment process. Faculty and administrators are encouraged at all times to take advantage of the large body of information collected in the assessment effort to help improve the College's response to the educational challenge it faces.

Computer Competencies

Demonstrated competencies in word processing; spreadsheet; database management; assessing and retrieving networked information resources (on-line catalog, virtual libraries, the Internet and world wide web); and use of telecommunication software (e.g., e-mail, listservs, bulletin boards) is required of all students who complete a curriculum in excess of 45 semester credits. Those competencies may be satisfied by passing designated computer related courses, receiving a passing grade on the automated computer competencies tests or by completing the interactive video computer competencies instruction. There is a student fee for each interactive video course. A list of the computer competencies, the courses that satisfy the requirements and location of the interactive video lab, will be available at the College information desks. The competencies of students transferring into the college will be determined through the regular transcript evaluation processes of the College records office. *Any student who feels he or she has the competencies but who lacks the credentials to document them should take the computerized competency tests or meet with a counselor to discuss the alternatives.* **Students with disabilities that may be related to achieving and documenting computer competencies should check the “Disability Services” section of the catalog.**

Counseling Services

The overall purpose of Counseling Services is to help students be successful in achieving their academic, vocation and personal goals. At times, issues, concerns and questions may arise which interfere with that process. The Counseling Center, which is staffed by professional personnel trained in the application of sound educational/psychological theory, provides specialized services such as personal counseling, crisis management, assessment, educational and career planning to assist students in dealing with these challenges. Through formal (Continuous Alert) and informal contacts, the Counseling Center seeks faculty referrals of students with identifiable needs for assistance.

Course Length (Regular Session)

Each course has fifteen weeks of instruction plus a final examination week. (See Academic Calendar - Appendix A)

Credits

Each semester hour given for a course is based on the academic hour, which is 50 minutes of formalized instruction time for fifteen weeks in the regular session.

Lecture: One academic hour of lecture (including lecture, seminar, discussion, or other similar activities) per week, generally for 15 weeks, plus an evaluation period equals one collegiate semester hour credit.

Laboratory: Two to five academic hours depending on the discipline, of laboratory, shop, clinical training, supervised work experience per week generally for 15 weeks plus evaluation equals one collegiate semester hour credit. Thus, a course scheduled for two laboratory hours will meet for 100 minutes per week.

English as a Second Language (ESL)/International Student Services

The college-wide ESL/International Student Services Office is located on the Virginia Beach Campus. Students who require ESL courses must complete these before enrolling in credit college-level courses.

Field Trips and Student Transportation

College funds cannot be used for field trips of any kind. Since any such trips are at the student's expense, no such trip can be required in a course unless this requirement is made known to all potential enrollees at the time of registration for the course. All field trips must have the prior approval of the campus provost.

All students participating in Tidewater Community College field trips are required to sign an Assumption of Risk Form, which may be obtained from the TCC website, <http://www.tcc.edu/students/activities/forms/risk.pdf>.

Grade Entry Procedures

Grades are input online using the Web to access the Student Information System (SIS). In order to input grades on-line, faculty must access the Student Information System (SIS) by first clicking on "My TCC" on the college homepage on the Internet: www.tcc.edu

On the login page select: **New to your college?** ([Look up your username and set your password.](#))

If you have not been assigned a Username, contact your Academic Dean. If you have changed your password and do not recall the new password, please contact the help desk at 822-2457 or 2459, or by email.

- Enter your first name (first 10 characters only) and last name as it appears on your TCC records.
- Enter your birthdate in the format (MMDDYY); for example, January 01, 1987 would be 010187.
- The SSN is your Social Security number without dashes or spaces.
- Select "Submit" and your EmpID will be provided. Please make a note of it.

The following link contains instructions that will guide you through the process of obtaining a class roster of students for each course you are giving instruction in as well as the grade posting procedure: <http://www.tcc.edu/faculty/sis/InstructQRef.pdf>

Guiding Principles for Faculty Grade Input

1. Follow all procedures in the *Grades Plan* when assigning grades.
2. Assure the integrity of the grading process and the validity of TCC transcripts by protecting the privacy of your EmplID and password.
3. Be timely in the submission of final grades by following the deadlines set by the college.
4. Insure that all *Incomplete* and *Faculty Withdrawal* forms are submitted to the appropriate academic dean by the established deadline and accompanied by all documentation required by VCCS and College policy.
5. Remind students that grades are no longer mailed. Grades may be obtained by the student going to the TCC website at:
<http://www.tcc.edu/students/sis/faq/viewgrades.htm>

Grades Plan

GRADES PLAN TIDEWATER COMMUNITY COLLEGE (Effective Summer 2010)

The timely, accurate, and secure recording and maintenance of student grades are essential elements of a higher education academic records system. In keeping with this premise, the following practices and procedures are adhered to at Tidewater Community College as student grades are initially recorded and subsequent grade changes are completed within the Student Information System (SIS), Version 8 (V8).

For faculty and staff, specific SIS navigational guidance can be reviewed in SRBP735 of the PeopleSoft Training Manual. An online demonstration of the grade input process is available at: <http://www.tcc.edu/faculty/sis/index.htm> and personal assistance with grade input is available via the TCC Help Desk (757-822-2457).

Final Grade Rosters

Faculty are provided access to each of their own course roster(s) via a secure, College-provided SIS User ID and SIS password. This is considered to be the equivalent of an official signature. To insure the integrity of the grading process and the validity of the academic records for Tidewater Community College students, faculty must protect the security of their ID and password at all times.

Final course grades will be recorded by faculty electronically via their secure access to SIS within 24 hours of the final examination. All grades for 16-week (fall and spring) and 10-week courses must be entered no later than 6:00 p.m. on the day following the last day of final examinations. Academic Deans are ultimately responsible for the timely submission of final rosters for courses they oversee. Web grade rosters are completed only for students receiving grades of “A, B, C, D, F, I, or P, R, S, or U” (depending on the grading basis of the class). Additionally, an instructor recording an “F” or “U” grade must enter the student’s last date of attendance.

An audit (“X”) grade is not an option at the end of the term. Additionally, “W” grades are not an option on the web grade rosters. Instructors must enter an “F” for a “W” grade along with the last date of attendance and follow the details provided in the “W Grade” sections below. If a student’s name is missing from the grade roster, faculty are to follow the procedures for “Name Missing from Roster” detailed later in this Grades Plan. If a faculty member is unable to enter his or her grades because of an emergency, the Academic Dean is responsible for the entry of grades, but may only enter them after the faculty member has provided the course grades to him/her. All grades and grade changes that are entered in SIS V8 by College personnel other than the instructor of record must be independently verified by another individual.

A grade roster will be completed on the day that entry begins since incomplete grade rosters are electronically removed each night by OIS, thus requiring reentry the following day. Upon entering course grades into the SIS, the grades must be approved (selecting “approved” from “Approval status” box) and saved in SIS in order for them to “post.” Faculty should print a copy of the completed roster for their records. Unless assigning an “F” for a “W” grade or an “I” grade, faculty do not need to sign or return their grade rosters to their Academic Dean; however, all faculty must review the on-line grade roster 24 hours after submission to verify that grades were posted successfully. Once submitted, faculty may not make changes to their grades via the web; faculty must follow the “Grade Change Process” described in a later section of this Grades Plan.

The “Grade Post Process” is run by the Office of Information Systems (OIS) each evening so that grades approved and saved during the day are visible to a student using the web beginning that night. OIS provides a routine report that is checked after each grade input period to insure that grade reporting problems have been detected. If an error or problem is detected, appropriate actions are taken by OIS to correct it.

Each campus Enrollment Services Coordinator or campus designee runs a grade roster report (i.e., VXUSR045) to detect outstanding grade rosters daily for one week immediately following the administration of final examinations. The Coordinator/designee is also responsible for running a report on outstanding grades (i.e., VX_MISSING_GRADES) once grades have been posted. Academic Deans are notified accordingly and are required to contact the faculty member for immediate action in cases where grades have not been rectified. Incomplete grade reports must also be run using “VX_INCOMPLETE_GRADES” following the last day of instruction during the fall and spring terms to insure that “I” grades have converted appropriately. Outstanding “I” grades are researched and reported where appropriate. When grades are not entered in a timely manner or for situations where an “I” lapse date has been changed inappropriately, the Enrollment Services Coordinator or campus designee is responsible for reporting this to the respective campus Provost for further assistance.

Academic Deans are required to keep all signed rosters and associated paperwork that they process (e.g., “I” grades with lapse date paperwork) alphabetized by student’s last name in a three-ring binder (i.e., Dean’s Grade Binder) until all grade rosters for the term have been submitted. The entry of the “I” lapse date must be completed by the Academic

Deans within 24 hours following the receipt of a request from a faculty member. Once “I” grade paperwork placed in the binder has been verified in a timely manner by a second party in the Academic Dean’s office, the Binder is submitted to the Enrollment Services Office (ESO) for secure and confidential storage. The submission of Academic Dean Grade Binders must occur within eight days following the final examination period.

The ESO is charged with records management in compliance with the Virginia Public Records Act, Chapter 7 of the *Code of Virginia*. This act authorizes the State Library Board to regulate and manage the preservation, filing, microfilming, and destruction of public records of all agencies.

“I” Grade

The Incomplete (I) grade is used for verifiable unavoidable reasons and may only be assigned after at least 50% of the course has been satisfactorily completed and after permission from the course instructor is granted. Once an “I” grade is assigned, the student must complete the course by the last day of instruction in the subsequent semester. In exceptional cases, extensions of time needed may be granted beyond the subsequent semester only with the written approval of the campus Provost.

If the work is not completed on time, a default grade (B,C,D,F,P,R or U), previously assigned by the instructor based upon coursework already completed. Note that a “W” grade may be awarded only under documented mitigating circumstances that have approved by the campus provost. If a grade is not indicated by the instructor, the system default grade will be an “F.” In the case of developmental courses, OIS will provide a list of developmental courses with a default grade of “F” to ESO so that the defaulted “F” grade can be appropriately changed to a “U” grade. Except for the “W” grade, the grade assigned will convert (lapse) when OIS runs the required program on the next business day following the last day of instruction of the fall, spring, and summer terms. “I” grade forms are available in the Academic Deans Office where they are kept in a secure location.

To assign an “I” grade, faculty are to review each student’s request on a case-by-case basis. If a decision is made to approve a request, an explanation that documents the instructor’s reasoning for assignment of the grade along with a note that specifies the work to be completed (indicating its percentage in relation to the total work of the course and the date the work is to be completed) should be provided on an *Incomplete Grade Form* and submitted to the Academic Dean within 24 hours of the final examination. Faculty are to also complete the web grade roster for the course, placing an “I” grade as appropriate.

When an *Incomplete Grade Form* is received, the Academic Dean is responsible for reviewing the “I” grade decision and for insuring that the student has met the requirements to warrant an “I” grade. If approved, the Academic Dean must sign the *Incomplete Grade Form* and enter the lapse grade into PeopleSoft (unless the request is for an “I” lapsing to a “W” grade) within 24 hours of receiving the request. The

Academic Dean's Office must also send a copy of the approved form to the student's address of record within SIS. "I" grade records must be kept in the Academic Dean's Grade Binder and turned into ESO following grade submission for the semester/term.

If a faculty member designates the granting of a "W" grade in the event that the student does not complete the course, the documented mitigating circumstances must be included with the request and forwarded to the Academic Dean for signature approval. The form must then be forwarded to the Provost for review and possible signature approval. If approved, the Provost will sign the form and return it to ESO for processing. If an "I" to a "W" grade is not approved by the Provost, the form will be returned to the Academic Dean who will then notify the student accordingly.

Before grade rosters are turned into the ESO, Academic Deans are responsible for running a report that shows all "I" grades reported for their Division. In situations where they are missing an *Incomplete Grade Form*, they must contact the respective faculty member(s) to acquire the documents.

Once the student completes the work in the "I" graded course, the faculty member must submit an *Official Grade Change Form* (obtained in office of Academic Dean where they are kept in a secure location) to the Academic Dean for review and signature approval. The Academic Dean then submits the paperwork to ESO for processing. If the "I" grade is converting to a "W," the *Official Grade Change Form* must be approved and signed by the instructor, the Academic Dean, and the campus Provost. The form and accompanying paperwork must be submitted to ESO for processing, filing, and storage.

Name Missing from Roster/During Current Session and Before Final Grades are Entered

In cases where a student attended a class and earned a grade yet does not appear on the final roster, the faculty member must submit the following information (preferably by E-mail) to his/her Academic Dean: academic term, course prefix, section code, class ID (listed on final grade roster), student name, student SIS ID, and grade earned. This information is not to be written on the course roster.

The Academic Dean, with assistance from the ESO if needed, will then make a determination as to why the student was not on the roster. A decision is then made by the Academic Dean as to whether a recommendation should be forwarded to the Enrollment Services Coordinator or campus designee to add the student to the roster. If recommended, the Academic Dean must submit a memo in electronic or paper format that includes an explanation for the recommendation to the Enrollment Services Coordinator or campus designee. This written request must be accompanied by documentation of the faculty member's request and grade assignment. The Enrollment Services Coordinator or designee will then route the request to the Provost for approval. If approved, Enrollment Services will work with the Business Office to see if funding is available in the student's account for the course. If the student does not have sufficient funds in his/her account to cover the cost of the course, the student is notified in writing

and by telephone (if available) that he/she must make full payment for the course within 10 working days. If tuition and fees are reconciled within the designated time frame, Enrollment Services will add the course and course grade to the student's record. If the request is disapproved by the Provost, Enrollment Services will forward a copy of the disapproval to the Academic Dean who will inform the student that the request has been denied. If the student does not reconcile tuition and fees for the course, the request will be filed appropriately by the ESO indicating this lack of action by the student.

Name Missing from Roster/After Final Grades are Entered

In cases where a student attended a class and earned a grade but does not appear on the final roster and final grades have been entered for the class, the faculty member must submit the following information (preferably by E-mail) to his/her Academic Dean: academic term, course prefix, section code, class ID (listed on final grade roster), student name, student SIS ID, and grade earned. This information is not to be written on the course roster.

The Academic Dean, with assistance from the ESO if needed, will then make a determination as to why the student was not on the roster. A decision will then be made by the Academic Dean as to whether a recommendation should be forwarded to the Enrollment Services Coordinator or campus designee to add the student to the roster. If recommended, the Academic Dean must submit a memo to the Enrollment Services Coordinator requesting that the student be added to the class. The memo will explain why this student should be allowed, providing an explanation of any relevant circumstances. This request must be accompanied by a signed note or an Email from the instructor to the Dean detailing the appropriate student information, course information, and the grade earned. The Enrollment Services Coordinator or designee will then route the request to the Provost for approval. If approved by the Provost, Enrollment Services will work with the Business Office to see if the student has sufficient funding in his/her student account for the course. If sufficient funding is not available in the student's account to pay for the course, the student will be notified in writing and by telephone (if available) that he/she must make full payment for the course within 10 working days. If tuition and fees are reconciled within the designated time frame, Enrollment Services will add the course and course grade to the student's record. If the request is disapproved by the Provost, Enrollment Services will forward a copy of the disapproval to the Academic Dean who will inform the student that the request has been denied. If the student does not reconcile tuition and fees for the course, the request will be filed appropriately by the ESO with this notation.

Course Swap After Add/Drop Period and During Current Semester/Term

If grades have not been entered for the current semester/term, the student may complete an *Enrollment Form* that specifies the course to be dropped and the course to be added (swapped). The signatures of the course instructor (course to be added) must be obtained on the form along with that of the Academic Dean if the swap occurs after the add drop period and prior to the tuition refund deadline. Swap requests occurring after the tuition

refund will also require the signature of the campus Provost along with an indication of whether it should be processed as an “administrative correction” (college receives tuition and FTE credit) or “late add” (college receives tuition but no FTE credit). Once appropriate signatures have been obtained, the form shall be forwarded to the ESO for processing. The last day for students to enroll in a dynamic session course is the first meeting day of the class.

If grades have been entered for the current semester/term, a memo must be sent by the Academic Dean and forwarded to the Enrollment Services Coordinator or campus designee requesting to drop and add the student to the roster. The student’s grade, as provided by the faculty member via attachment to the request, must accompany the memo. Once sent to the Enrollment Services Coordinator or designee, the Provost’s approval will be required before processing.

Administrative Withdrawals

While the ESO at each campus is responsible for processing “W” grade requests prior to the posting of grades, faculty have a significant role in the assignment of “W” grades.

Student Withdrawals

A grade of “W” is awarded to students who withdraw from a class after the census date (date to drop with a tuition refund), but prior to the completion of 60 percent of the session. After 60 percent of the session, the student will receive a grade of “F” except when making satisfactory progress and under mitigating circumstances which have been approved by the faculty member and the appropriate academic dean.

When faculty members begin to enter student grades onto their grade rosters, the last date of attendance must be entered for any student who received a grade of “F” when withdrawing after 60 percent of the course’s completion. If the student’s last date of attendance is unknown, faculty members should contact Enrollment Services or their division office to determine the date of the actual withdrawal and use that date instead. Note that grade rosters cannot be posted without the input of a last date of attendance.

Faculty-Initiated Withdrawals

Faculty members are required to track student attendance on a regular basis and more specifically at times designated by the College for compliance with certain federal “Return to Title IV” (financial aid) and VA regulations.

Note: The below procedures are only for credit-based courses. For Workforce Development Non-Credit Courses, instructors are to assign an “N” for No Show when a student neither attends nor formally withdraws from a course for which the student is registered.

Student Nonattendance or Nonparticipation

Requested by Faculty Prior to Census Date

Prior to each census date (date to drop with a tuition refund), faculty members are to request withdrawals for students who have not attended a traditional class or participated in an online class. Faculty make this request by completing a *Faculty Delete Form* and submitting it to the Enrollment Services Office for processing. The current date will be used as the action date in these cases and ESO shall use the “NVRA” reason code when processing these requests. Note that if the request is processed after the census date but the request was received prior to census, the action date should be overridden and the actual submission date by the faculty should be entered.

By deleting the course from the student’s record, a tuition refund will be generated for the student and no grade will appear on the student’s permanent record.

Requested by Faculty after Census Date

When faculty report student nonattendance/nonparticipation after the census date, they should submit their request to the Enrollment Services Office via the *Faculty Delete Form*. In processing these requests, ESO shall override the action date, backdate it to the course census date, and provide “NVRA” as the reason code.

By deleting the course from the student’s record, a tuition refund will be generated for the student and no grade will appear on the student’s permanent record.

Student Attended/Participated, but Ceased Attending/Participating Prior to the 15% Date

All requests of this nature should be reported by faculty to an Enrollment Services Office via the *Faculty Withdrawal Grade Report Form*. The ESO will populate the action date with the first business day following the course’s refund (census) date. Once processed, a “W” grade will be posted to the student’s academic record.

Student Stopped Attending/Participating after Census but prior to the 60% Date

By the 60% date of the semester or session (last day to withdraw without an academic penalty), faculty are required to identify students who have stopped attending a traditional class or ceased participation in an online class since the census date. Faculty will identify the students and communicate this by completing a *Faculty Withdrawal Grade Report Form* and submitting it to the ESO for processing. On this form, the student’s last date of attendance/participation should be noted. The ESO will populate the action date with the student’s last date of attendance. Further, “STPA” shall be used as the reason code. Once processed, a “W” grade will be posted to the student’s academic record.

Administrative Late Withdrawals (Following 60% of Course) and Before Grades are Submitted

When students stop attending/participating after the 60% date, withdrawal requests will normally result in an “F” or “U” (developmental courses) grade assignment since these are typically cases where a student’s absences constitute unsatisfactory course progress. Staff members are not to use “NVRA” or “STPA” when processing student-initiated withdrawals.

However, there may be exceptions resulting in the assignment of a “W” grade if written documentation of mitigating circumstances is presented. This exception must be approved by the appropriate faculty member and Academic Dean.

If the assignment is requested prior to nominal grade submission time, the faculty member shall complete and submit a *Faculty Withdrawal Grade Form* along with the documented, mitigating circumstances to the academic dean. If approved by the dean, ESO will use the drop function to drop the course, thereby assigning an “F” or “U” grade. Next, ESO will override the action date with the student’s last date of attendance/participation, change the grade to a “W” using the Change Grade function, modify the grading basis to withdrawal, and will use “Mitigating circumstances” as the reason code.

Administrative Late Withdrawals (Following 60% of Course) and During Grade Submission Time

The assignment of “W” grades is not an option on the web grade entry menu. To assign a “W” grade at the end of the term, faculty are to first complete the web grade roster for the course and place an “F” (or “U”) in lieu of the “W” grade. Next, faculty must complete and sign a *Grade Change Form* (obtained in Dean’s Office where they are kept in a secure location). The required mitigating documentation must be attached to or written on the form along with a printed and faculty-signed grade roster, and submitted to the Academic Dean. Upon receipt, the Academic Dean will review the grade roster to verify the signature of the instructor and sign the *Grade Change Form* (if approved). These materials will be sent as a packet to ESO for processing.

After modifying the grading basis to “WTH,” ESO will populate the action date as the student’s last date of attendance/participation, will change the “F” grade to a “W” grade by using the “Change Grade” function, use “Mitigating Circumstances” as the reason code, will print a copy of the completed grade roster, and will insure that the “W” grade entry is verified and signed by a staff member other than the one who entered it.

Deletion of “W” grade due to a Refund

Students seeking a tuition refund after the last day to receive a tuition refund must first withdraw from the course. If a student has a grade other than a “W,” the student must first contact the faculty member and/or the Academic Dean to determine whether the he/she is eligible to have the grade in question changed to a “W.” If the change is granted, the request must be submitted according to the Grade Change procedures described later.

If the “W” grade is granted, the student may then submit a refund appeal to the Business Office of the campus offering the course. All tuition appeal requests must be in writing and submitted with written supporting documentation to the Business Office within one year from the beginning of the semester for which the charge was incurred.

If the request is approved, the Business Manager will send a letter to the Coordinator of Enrollment Services or designee indicating that a student has been granted a tuition refund and the course must be deleted from the student’s record. The ESO must remove the “W” grade, change the grading basis from “withdrawal” to “graded,” delete the course enrollment, and select an action reason of TAG (Tuition Appeal Granted). Note: The ESO may also receive authorization to delete a student from class(es) from the Financial Aid Coordinator. This procedure is the same except that FAD (Financial Aid Delete) is the action reason that is selected.

Each campus will maintain a three-ring binder by semester/term of all requests received from other offices (e.g., Business, Financial Aid) to delete students from classes and allow for a refund after the census date. A memorandum will be sent to the appropriate faculty member and Academic Dean informing him/her that the student has been deleted from the class. All supporting documentation for each request must be placed in the three-ring binder. Supporting documentation must include the request received to delete the student from the class along with a copy of the memorandum sent to the instructor/Academic Dean.

Grade Change Procedure Within One Year of the Original Graded Term

Grade changes within one year of the original graded term are to be initiated and reported by the faculty member using the *Official Grade Change Form*. Once completed, the form is to be directed to the Academic Dean for review and approval.

If approved by the Academic Dean, the Academic Dean must submit the signed form to ESO for processing. After the revised grade has been entered on the Enrollment Request panel, a copy of the grade roster should be printed and attached to the *Official Grade Change Form*. This process must be verified and signed by an individual in the ESO other than the one who entered the grade change. The verifier should check for accuracy and initial the grade change on the revised roster as well as the *Official Grade Change Form*. All documentation will be maintained by the Enrollment Services Office for records management, security, and storage.

Each June, OIS provides a report that allows the Enrollment Services Coordinator or campus designee to review all grade change transactions. Included in this report are the names of individuals who performed the grade change transactions. Questionable or inappropriate transactions must be brought to the attention of the campus Dean of Students immediately.

Grade Change Procedure After One Year of the Original Grade Assignment or When Initiated by Someone Other Than Instructor

Grade changes after one year are to be initiated and reported by the faculty member or other appropriate party using the *Official Grade Change Form*. Once completed, the form is to be directed to the Academic Dean for review and approval. If approved, the Academic Dean will sign the form and submit it to the Provost. If approved, the Provost will return the form to the ESO for processing. Every effort shall be made by the ESO to notify the faculty member of record when grade changes are made by individuals other than the faculty by use of the *Faculty Notification of Administrative Action* form.

After ESO enters the revised grade on the Enrollment Request panel, a copy of the grade roster should be printed and attached to the *Official Grade Change Form*. This process must be verified and signed by an individual in the ESO other than the one who entered the grade change. The verifier should check for accuracy and initial the grade change on the revised roster as well as the *Official Grade Change Form*. All documentation (including a copy of the *Faculty Notification of Administrative Action* form, if applicable) will be maintained by the Enrollment Services Office for records management, security, and storage.

In addition to grade changes, an effort to report any administrative action that impacts a student's enrollment or grade in a course, otherwise unknown to the faculty, should be provided by Enrollment Services via the *Faculty Notification of Administrative Action* form.

Authorization, Adequate Control, and Annual Review

Only authorized personnel with an essential, assigned duty to maintain the student grade record shall be granted access and/or shall use grade process functionality beyond the faculty member. The Dean of Students at each campus or his/her appointee is responsible for designating and authorizing employees who will have access to record and change grades. OIS must designate an individual charged with reviewing these authorizations for appropriateness and for maintaining and securing all associated paperwork.

Throughout the recording process, initial grade rosters and subsequent grade change records will be maintained in a secure and confidential environment. Only authorized personnel have access to grade documents. After processing, hard copies of all grade transactions are maintained for no less than three years from origination. Grade submission and change forms are to be maintained in the Enrollment Services Office and will be distributed to the offices of the Academic Deans upon request.

As part of the annual Performance Evaluation of grade processing personnel and appropriate supervisors, the Grades Plan should be reviewed and modified as necessary.

Grade Appeal Policy

See Appendix E.

Grading System

The grades of **A, B, C, D, S,** and **P** are passing grades. Grades of **F** and **U** are failing grades. Grades of **R** and **I** are interim grades. Grades of **W,** and **X** are final grades carrying no credit. Grades of **P** and **U** may be awarded with the permission of the academic dean or some other appropriate academic administrator.

Grade Point Average

To determine a student's semester grade point average, multiply the number of credits for a class by the number of points awarded for the grade received. Then divide the total number of grade points earned that semester by the number of credits attempted that semester. Credits that do not generate grade points, such as credits for developmental courses, are not included in the calculation of credits attempted. The cumulative grade point average is determined by dividing the total number of grade points earned in all courses by the total number of credits attempted.

A = 4 points Excellent
B = 3 points Good
C = 2 points Average
D = 1 point Poor
F = 0 points Failure

Developmental credits are NOT included in GPA computation. Students do not receive grade points for grades of P, R, S, U, or for grades of W (withdrawal), I (incomplete), or X (audit).

For more information on GPA, consult Academic Regulations in the TCC Student Handbook or an academic advisor

Grading Developmental Studies and ESL 11-20

A grade of **S** (Satisfactory) will be assigned for satisfactory completion of each course in Developmental Studies (courses numbered 1-9) and ESL 11-20.

A student making satisfactory progress but not completing all of the instructional objectives for courses in Developmental Studies will be graded with an **R** (re-enroll) and must re-enroll to complete the instructional objectives.

A student not making satisfactory progress in Developmental Studies will be graded **U** (unsatisfactory), and counselors will recommend consultation with the instructor to determine the subsequent sequence of courses for the student who receives a **U** grade.

Explanation of Grades

The quality of a student's performance in any academic course is reported by a letter grade. These grades denote the character of work and are assigned grade points as follows:

A Excellent 4 grade points per credit.

B	Good	3 grade points per credit.
C	Average	2 grade points per credit.
D	Poor	1 grade point per credit.
F	Failure	0 grade points per credit.
R	Re-enroll	The " R " grade may be used as a grade option, interim in nature, in those courses which employ a mode of instruction characterized by explicit terminal objectives covering the various content areas in such a way that specific determination of student progress toward total course completion can be made. Examples of this mode are as follows: a) Individualized, self-paced instruction. b) Modularized, group-paced instruction. The " R " grade may be given only in courses which will be offered in any semester and which will employ a mode of instruction described in a. and/or b., above. The courses in which the methodology will be used will be designated by their applicability to the established procedures for the " R " grade and will be identified by the academic dean and approved by the Vice President for Academic and Student Affairs.
P	Pass	No grade point credit; applies only to non-Developmental Studies courses.
S	Satisfactory	No grade point credit. Used only for satisfactory completion of a Developmental Studies course. (Numbers 1-9 and ESL 11-20 only.)
U	Unsatisfactory	No grade point credit. The grade of U is assigned when the student has not made satisfactory progress in developmental studies, ESL courses, or courses taken on a Pass/Unsatisfactory basis.
W	Withdrawal	No credit. A grade of W is awarded to students who withdraw or are withdrawn from a course after the add/drop period but prior to the completion of 60% of the session. After that time, the student will receive a grade of F except when making satisfactory progress and under mitigating circumstances that must be approved by the course instructor and the appropriate academic dean. A copy of the withdrawal form and any supporting documentation must be placed in the student's academic file.
X	Audit	No credit. Permission of the appropriate academic dean or designee is required to audit a course. After the last day for students to withdraw from a class without penalty, the audit

grade "X" is invalid for students enrolled in the course for credit.

I Incomplete

No credit; used for verifiable unavoidable reasons. Since the "incomplete" extends enrollment in the course, requirements for satisfactory completion will be established through student/faculty consultation.

The **I** grade may be assigned only in cases of mitigating circumstances, beyond the student's control, such as illness, and only after at least 75% of the course has been satisfactorily completed. It is the student's responsibility to notify the instructor of the student's desire for a grade of **I**. Incomplete grades assigned for the fall semester must be made up by the last day of instruction in the following spring semester. Incomplete grades assigned at the end of the spring semester and summer term must be made up by the last day of instruction in the following fall semester, unless the instructor establishes an earlier deadline. In exceptional cases, extensions of time needed to complete course work for **I** grades may be granted beyond the subsequent semester, with the written approval of the chief academic officer on the campus (Provost). The instructor must submit a Grade Change form to Enrollment Services to change the grade from **I** to the grade received after completed course work.

If the work is not complete in time, another grade (**B, C, D, F, P, R, S, U, or W**) must be assigned based on the course work already completed. The **W** grade will be awarded only under mitigating circumstances, documented by the student and approved by the course instructor and the chief academic officer on the campus (Provost). A copy of the withdrawal form and any supporting documentation must be placed in the student's academic file.

Handicapped Procedures

Instructors with handicaps that may interfere with their daily work routine should inform their supervisor so that special assistance may be arranged (e.g., changing location of class meetings).

Instructor's Course Outlines

An Instructor's Course Outline is required for all courses offered by the College. The instructor prepares the outline, which is then approved by the appropriate academic dean.

The outline should include course number and title, prerequisites, co-requisites, course description, course objectives, and a summary of course content. Instructors should also include a description of course requirements, method of evaluation, and required materials such as

textbooks, lab manuals, supplemental readings or materials on reserve in the Learning Resource Centers. (See sample in Appendix B)

Additional information such as the instructor's contact information and office hours, attendance requirements, policy on plagiarism, or other expectations and information that instructors feel will serve their purposes may be included.

Instructional Assistance

Provision has been made for the use of faculty administrative assistants, laboratory and shop assistants, and other semi-professional instructional staff from the College. The academic dean or supervisor should be contacted for information on the use of such instructional assistance.

International Course

Students who graduate May 2000 or later with the Associate in Arts or Associate in Science degrees must successfully complete one course identified as "international."

Courses so designated will be listed in the TCC Schedule of Classes each semester.

(Faculty members who are interested in having any or all of their courses designated as "international" should check with their academic deans to obtain the criteria and forms.)

Learning Disability Services Centers

The college has established an office of Learning Disability Services with counselors on each campus and a Director who is located at the Norfolk Campus 315 Granby Street Norfolk, VA 23510. Telephone: (757)-822-1213.

Learning Resources Centers

The purposes of the learning resources centers are as follows:

1. provide leadership and assistance in the development of effective instructional systems;
2. provide needed learning materials to students, faculty, and the community;
3. provide a qualified staff to serve the needs of students, faculty, and the community;
4. improve learning and encourage community service by providing facilities, resources, and service to faculty and students.

The learning resources centers consist of three areas: audiovisual, media resources, and library.

Learning Resources Materials

Learning resources materials are selected through a cooperative process, with participation and recommendations by librarians, media specialists, full-time and adjunct faculty, staff, and students. The LRC collection development policy is posted on the LRC web page.

Libraries

The primary purpose of the Tidewater Community College libraries is to support the educational programs of the students of the College. A secondary purpose of the libraries is to support the professional development of the faculty. A third purpose of the libraries is the enhancement of the total educational facilities of the community, and adults of the community may patronize the libraries as public libraries. Local residents of the surrounding areas may borrow materials from the libraries.

The LRCs' circulation system is part of the VCCS-wide automated library system. Related policies and procedures are posted on the LRC web page. A faculty ID card is required to check out books. ID cards may be obtained at each campus. The campus dean of students provides the location of this office on each campus.

Professional Development

From time to time, each campus sponsors activities that are designed to enhance professional development of faculty members. You should see your academic dean as to what activities are available to your campus and in the community. You will be given information on these activities in your mailbox periodically.

Reading Placement

Since the Spring Semester 1996, the reading placement test has been mandatory for all students except students who can document successful completion of college work or those enrolling in a limited number of courses which do not require reading. If a student places into a developmental reading course, he/she must successfully complete the course before enrolling in credit courses. (Under special college programs for developmental students, there will be exceptions to this policy.)

Student Placement

Faculty of English and mathematics courses, including developmental, are responsible to verify student's placement within the first five days of the beginning of classes of each semester in order to allow students an opportunity to drop/add prior to the deadline. Placement test results and/or required prerequisite(s) or counselor recommendations are indicators of proper placement and appear on the class roster distributed by your academic dean.

Substitute Instructors

In the event that an instructor is absent from class on a short-term basis, arrangements will be made through the academic dean for a temporary substitute from within the division.

Tests and Final Examinations

All students are expected to take their examinations at the regularly scheduled times. No exceptions will be made without the permission of the academic dean and the instructor of the class. No exceptions to the published calendar for Final Exams will be made without permission of the academic dean.

Textbook Selection and Desk Copies

See your academic dean or program supervisor for information regarding the selection of textbooks for courses and desk copies for your use while teaching a course.

Women's Center

TCC maintains a Women's Center office on each of the campuses. The Women's Center provides a variety of services, such as financial support, workshops, counseling, weekly support groups, and crisis intervention to help women achieve their academic and personal goals. In addition, the Center offers a Jobs Skills Training Program in conjunction with the college's Workforce Development Office. Contact the campus Women's Center for information about how to access services.