

Subject: College Operations During the December Holiday Break

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1. Purpose

This policy provides guidance for college operations over the extended break that occurs annually around the Christmas and New Year state holidays.

1.1. Background

Over the years, TCC’s December holiday break has evolved into an extended period of closure for the normal conduct of college business—the result of both the fluid nature of the academic calendar itself and the granting of additional days of holiday leave to state employees by recent governors. This evolution, when coupled with the reality that TCC is essentially a 12-month business that must meet its constituents’ demands for service that is convenient for them, calls for reasonable continuity of service during the college’s traditional holiday recess.

1.2. Rationale

The implementation of online enrollment—available 24 hours a day, 7 days a week—has meant that the college’s enrollment period for the Spring semester no longer takes a hiatus over the December holiday break. While many students are able to conduct their enrollment activities completely online in a “self-service” mode, some will need assistance—either in person on a campus or through one of TCC’s technology-based assistance and information capabilities. The college

must provide reasonable access to such services over the extended holiday break.

2. Policy

Tidewater Community College shall respond to changing patterns in student enrollment habits and public expectations for service during the college's December holiday break while being sensitive to those employees most affected by it.

To effect this response to constituents' demands for services, the college shall annually effect a plan that includes the following elements.

1. The Office of the College Registrar and, at each campus, the student services, academic division, and business offices, and bookstore shall be open for at least one-half day after the December commencement exercises. Appropriate facilities, security, and OIS support will be provided to facilitate the conduct of business.
2. The college's technology-based assistance and information capabilities (i.e., the Information Center, E-Advisors, and Center for Military and Veterans Education) shall be available to students and the general public throughout the holiday break on a reasonable schedule that will be determined annually with consideration for the juxtaposition of the weekends and holiday observances. Appropriate facilities, security, and OIS support will be provided to facilitate the conduct of business.
3. Financial Aid Support Services staff shall be available to assist students during times when the Information Center is in operation.
4. The campuses shall be open for one day between December 25th and January 1st, with the necessary staffing at both the college and campus levels to support the on-campus student enrollment process.
5. The college's annual marketing plan shall include an appropriate level of promotional activities throughout the holiday break. Those activities may be adjusted based on Spring semester enrollment patterns observed prior to the break as well as other unique variables identified by the Executive Staff in a given year.
6. Appropriate informational signage shall be posted at the campuses delineating the options for individuals to communicate electronically with the college during the holiday break and providing the special- and re-open dates for conducting on-campus business.
7. All campus student services, academic division, and business offices, as well as on-campus bookstore operations, shall provide extended service hours during the week before classes begin and throughout the first week of classes.
8. Each year, by the end of January, the Associate Vice President for Human Resources shall present an assessment of the efficacy of that year's plan to

the President and Executive Staff, providing recommendations for adjustments in the succeeding years' plans.

3. Responsibilities

The Associate Vice President for Human Resources, each campus provost, and the vice presidents for Student Affairs, Finance, Workforce Solutions, Institutional Advancement, and Information Systems will determine the appropriate levels of staffing in each office or functional area under their respective purview. To the extent feasible, such staffing will be provided by employees who volunteer to work over the holiday break period. However, in the event that an insufficient number of volunteers is available to meet the staffing requirements, the campus provost or vice president responsible for the office or functional area may assign college 12-month and wage employees to work during the holiday break period. Such assignments will be made no later than 90 days prior to the assigned work day(s). The Associate Vice President for Human Resources will determine the appropriate method of compensation for holiday work for each category of employee, consistent with the policies of the Department of Human Resource Management and the Virginia Community College System.

4. Procedures

Annually, before the end of the Spring semester, the Associate Vice President for Human Resources, in consultation with the campus provosts and the vice presidents for Student Affairs, Finance, Workforce Solutions, Institutional Advancement, and Information Systems, will develop a plan for college operations over the succeeding academic year's December holiday break. The plan will take into consideration any recommendations for adjustments resulting from the previous December break's experience and will establish the specific dates of the activities identified in the policy above. The plan will be presented to the President and Executive Staff for review and approval and will be promulgated to the college community by May 15th of each year.

5. Definitions

December holiday break. The extended period around the Christmas and New Year state holidays in December and January of each year when the college is closed as a result of "banking" state holidays during the course of the academic year and any additional holiday leave granted by the Governor.

6. References

[TCC Holiday Plan](#)

[Annual Plan for College Operations during the December Holiday Break](#)

7. Review Periodicity and Responsibility

The Associate Vice President for Human Resources shall review this policy annually in conjunction with the assessment of the efficacy of the holiday break plan implemented during the previous December holiday break and, if necessary, recommend revisions.

8. Effective Date and Approval

This policy is effective upon its approval by the College President on March 1, 2016. Annual changes to include the operational plan for the following academic year's December holiday break may be approved by the President's Executive Staff.

Policy Approved:

Procedure Developed:

Edna V. Baehre-Kolovani, Ph.D.
President

Sarah E. (Beth) Lunde
Associate Vice President for Human Resources

9. Review and Revision History

The initial version of this policy was approved November 19, 2007.

- Revision 1
Section 2. Requirement added for a Financial Aid Advisor to be available during times when the Information Center is in operation.
Approved January 31, 2008 by President Deborah M. DiCroce.
- Revision 2
Section 4. Plan for 2008-09 holiday operations included.
Approved January 31, 2008 by President's Executive Staff.
- Revision 2A
Section 4. Plan for 2008-09 holiday operations updated to reflect additional holiday time granted by the Governor.
Approved July 17, 2008 by President's Executive Staff.
- Revision 3
Section 4.1. Plan for 2009-10 holiday operations included.
Approved January 23, 2009 by President's Executive Staff.
- Revision 4
Section 4 updated for 2010-11.
Approved January 21, 2010 by President's Executive Staff.

- Revision 5
Section 4 updated for 2011-12.
Approved February 11, 2011 by President's Executive Staff.
- Revision 6
Position titles updated throughout to reflect current college organization.
Requirement for college to be open one full day after commencement changed to one-half day.
Section 4 updated for 2012-13
Approved March 22, 2012 by Interim President Peter A. Spina.
- Revision 7
Section 4 updated for 2013-14.
Approved February 28, 2013 by President's Executive Staff.
- Revision 8
Section 4 updated to reflect that the college will use the half-day holiday granted by the Governor for the day before Thanksgiving to close at noon on December 23rd. Vice presidential titles and responsibilities updated.
Approved July 25, 2013 by President's Executive Staff.
- Revision 9
Section 4 updated for 2014-15.
Approved July 25, 2014 by President's Executive Staff.
- Revision 10
Section 4 updated for 2015-16.
Approved January 22, 2015 by President's Executive Staff.
- Revision 11
Position titles updated throughout to reflect current college organization.
Section 4 updated to separate the annual plan from the policy so that the policy does not have to be revised each year when the annual plan is updated.
Policy approved March 1, 2016 by President Edna V. Baehre-Kolovani.