

NEW FACULTY FAQs

First of all, welcome to Collin College! What follows here is a list of frequently asked questions for faculty who are new to the college. This is simply basic information that you might want to know about before you arrive on campus and as you prepare for your new position. Please note that much more detailed information will be available to you once you officially begin your new role via the Faculty Handbook and webpages that are accessible only for currently employed faculty and staff. (As such, some of the links included here – i.e., those that start with “inside.collin” -- might not yet be accessible to you.) Some of these topics will also be discussed in more detail during New Faculty Academy sessions throughout your first year.

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WORKING AT COLLIN: GENERAL LOGISTICS

- **What is my CWID, and how do I find out what it is?**
 - Your CWID, or Collin-Wide Identification number, is a 9-digit number assigned to you as a member of the Collin community, which you will use to access all sorts of important information while an employee of the College. The College should email you information regarding your CWID, Collin email address, and Cougarweb login information soon after you are officially hired.
- **What is CougarWeb, and how do I use it?**
 - CougarWeb is the official online campus portal for students, faculty, and staff. From CougarWeb, you can access your Collin College employee profile, important HR pages like Cornerstone, which is used for employee reviews and applications; your Collin cloud drives (H, J, and I drives); Banner; Crisis Response and student resources; the CTL website; and Canvas – among others! You can access CougarWeb through the Collin College homepage (<http://www.collin.edu/>) and clicking on “CougarWeb Login,” and you will log in with the user ID and password provided to you.
- **How and where do I get a Collin Faculty ID?**
 - To get your Collin College ID, simply visit the Student Engagement Office on your respective campus. Please note that you must provide your CWID and a valid picture ID before an ID card can be issued, so new faculty may not be able to get an ID card until after the first pay cycle of their first semester of employment. The locations of these offices on each campus are as follows:
 - **McKinney:** D-106C (across from Cashier’s Office)
 - **Plano:** F-129 (across from Cashier’s Office)
 - **Frisco:** Alumni Hall, A-185

- **Wylie:** Student Center Building, Room 106
 - **Allen Technical Campus:** A145A. Level 1 Academic Building
- **Where do I get my office keys? What about other things like business cards and office supplies?**
 - See your Academic Associate Dean, Director, or his/her Administrative Assistant for help with obtaining things like your office keys, business cards, name tags, office computer, office or classroom supplies, or instructional office passwords.
 - **Where do I park on campus?**
 - It might be hard to believe, but all Collin College campuses have open parking! This means unless a space is marked as reserved for somebody specific, you are welcome to park in any available space – even in the parking garages. You should pick up a faculty/staff permit from the ID office on your campus, though it is not required for parking. And even better than that – parking is free!
 - **How do I get my Collin email set up?**
 - HR will request set up for your official Collin email and Cougarweb accounts prior to your start on campus. IT Services will email you the pertinent information for accessing that email account, which will end in collin.edu.
 - **How do I make copies?**
 - The most important thing to know is that you need your CWID to use the copier! From the Faculty Handbook: “Walk-up copier use is available at designated copiers throughout each campus. Copy codes correspond to the last six digits of the employee’s CWID (unless the last six digits begin with a “0,” then begin with the first number other than ‘0.’”

The designated copiers for each campus are located as follows:

- **McKinney Campus**
 - 2nd floor: B221
 - 3rd floor: B334
 - Library: LA234
 - Health Sciences Building: near H236
- **Frisco Campus**
 - Founders Hall: F210
 - Alumni Hall: Culinary hallway
 - Heritage Hall: upstairs hallway
 - J Building: J240
 - L Building: L241
 - Lawler Hall: LH158
 - University Hall: U150
- **Plano Campus**
 - A Wing: 2nd floor
 - Library: L 215
 - J Wing: first floor,
 - B Wing: B103
 - K Wing: outside K-237
- **Allen Technical Campus**
 - Core Academic, Health Science and Nursing faculty: Academic Building
 - Engineering Technical Programs, HVAC and Welding faculty: Trade Bar B

The Center for Teaching and Learning at Collin College

<http://inside.collin.edu/tl/profdev.html>

- Construction faculty: Trade Bar C
- Automotive/Collision faculty: Trade Bar D
- **Wylie Campus:**
 - Student Center, Faculty Suite 116
 - Student Center 202
 - Student Center, Associate Faculty Space 328
 - Library, Flex Associate Office 200
 - Campus Commons, Associate Faculty Flex Space 218
 - Campus Commons, Faculty Suite 301
- **What do I do if I need help with my office phone, computer, or classroom technology?**
 - For these or other tech support issues, call or email the Collin HelpDesk, at (972)548-6555 or helpdesk@collin.edu.
- **Where do I find the Faculty Handbook?**
 - The Faculty Handbook can be found online through CougarWeb under the Faculty Tab, as well as via the Center for Teaching and Learning Website. *(This will require logging in with your Collin credentials.)*
- **How do I get a faculty mentor, and what will happen during the mentoring process?**
 - Your Associate Dean will assign you a faculty mentor prior to the start of the fall semester, and you will have a chance to meet him or her during New Faculty Orientation in August. Over the course of your first year, your mentor will meet with you several times to help you get settled at Collin and learn the systems and policies; he or she will also help you with teaching-related items by doing things like reviewing your syllabus, observing you in the classroom, and guiding you through tasks such as entering final grades. In short, your mentor will serve as an important touchstone for you during your first year as a Collin College faculty member.

STAYING SAFE ON COLLIN CAMPUSES

- **What procedures is Collin College following to provide a safe and healthy environment in regards to COVID-19?**
 - Collin College requires masks in all public spaces, including classrooms and labs.
 - The college's contracted cleaning services have been expanded to provide additional sanitization to common, high traffic locations and restrooms. The contracted cleaning vendors are providing disinfectant solution and paper towels in each classroom for student use upon entry and/or exit. Students have the opportunity to wipe down their work surfaces at the beginning of each class and should be encouraged to do so.
 - Each classroom and instructional space on campus has been assessed for maximum occupancy in keeping with current COVID-19 social distancing guidelines from public health authorities. These capacity adjustments have also been used to determine required adjustment to course scheduling and instructional delivery modality. For the Fall, online course offerings have been expanded, and the majority of courses will be offered in a blended or hybrid format. All faculty should maintain flexibility and be prepared to take their courses fully online if necessary.
 - For more information regarding the College's COVID-19 safety procedures and a list of FAQ's related to health and hygiene, academics, operations, employees, and student services, please visit this website: <https://www.collin.edu/covid19/index.html>

For an even more detailed look at the College's guidelines for the Fall, please see the extensive Restart Plan here: <https://www.collin.edu/covid19/2020FallRestartPlan.pdf>

- **What are the College's procedures for campus emergencies?**
 - Collin College maintains an Emergency Management and Procedures Manual, which can be found on CougarWeb and at this link: <https://cougarweb.collin.edu/documents/10354/10375/EmergencyMngmtPlan.pdf/976de538-984c-4dda-96b9-6a93148e2e1e>. This manual provides details about what to do in emergency situations such as fire, tornadoes, medical emergencies, and campus disturbances. It would be beneficial to familiarize yourself with the location of the nearest telephone, the nearest and most direct exit from your building relative to your office and classrooms, and the designated tornado shelter area in your building.
 - In case of medical emergency or other campus emergency, please contact your respective Provost's Office (see numbers provided below) to keep them informed of the situation once police and/or medical personnel have arrived. The campus VPP will therein manage the situation and information, and you should treat the incident with utmost confidentiality. For more information, see the Emergency Numbers website here:
- **How do I contact the Campus Police?**
 - The Collin College Police can be reached by dialing 5555 from any campus phone, or 972-578-5555 from any off-campus phone.
- **How do I find out if the campus is closed due to weather or other unscheduled or unexpected circumstances?**
 - The best way to stay informed is to sign up for "CougarAlert," the Collin College emergency communication system. When an emergency occurs, the CougarAlert system can send emails, text messages and voice messages to students and employees in as little as 90 seconds. You can decide which type/s of alert you would like to receive and provide the pertinent information through CougarWeb; locate the "Personal Information" channel in the Home tab (lower left corner) and select "Update CougarAlert Information." You can find more information about CougarAlert here: <https://www.collin.edu/cougaralert.html>
 - Please note: CougarAlert is NOT used for **scheduled** campus closures, such as holidays! Please see the Academic Calendar for information on scheduled closures.

HR QUESTIONS

- **What do I do if I have questions about payroll?**
 - Please contact Angie Isham, Payroll Manager, with any payroll-related questions you might have. She can be reached via email at aisham@collin.edu.
- **I still need to get my I-9 completed for employment at Collin. What do I need to do about that?**
 - You will have the opportunity to get this done on Tuesday, August 11th, at the end of the New Faculty Orientation program, with your campus HR representative. To ensure that this process can be completed, you will need to bring certain official documents as identified by U.S. Citizenship and Immigration Services on the following webpage (either one document from List A **OR** one document *each* from Lists B and C): <https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents>
- **How do I get reimbursed for my relocation costs?**
 - If relocation reimbursement is included as part of your contract with Collin, be sure to collect and bring all of your receipts to your campus HR representative. (There is no deadline for processing these, either!)

BEGINNING OF THE SEMESTER QUESTIONS

- **How do I find a list of the courses I am teaching?**
 - From the Faculty tab in CougarWeb, look in the top right corner of the page at the Faculty Dashboard and click on “Active Assignments.” This will bring you to a list of classes that you are slated to teach.

- **What is Concourse Syllabus, and how do I enter my own syllabus?**
 - “Concourse” is a tool in the Canvas LMS into which all faculty enter their course syllabi; as such, you will be able to enter your official syllabus inside your Canvas course shell, where it is automatically embedded. It is pre-populated with certain fields to be filled, and Associate Deans will use the Concourse system to review all syllabi. To learn more and access directions for utilizing Concourse, when you get on campus, visit this page on the eLC’s website: http://inside.collin.edu/ecollin/concourse_syllabus.html

- **Why do we certify rosters, and how do I do this?**
 - Rosters are certified on the census date for each semester to ensure that students receiving financial aid are attending classes. From the Faculty tab in CougarWeb, look in the LH column in the “Faculty Registration Tools” channel; “Certify your roster” will be the first link available. It is vital to certify your roster on time, since you will not be able to access the rosters after the deadline. But don’t worry! --you will receive an email from your Associate Dean reminding you of the deadlines for roster certification.

- **What is the “hard stop” date each semester, or the last day students may register for a course?**
 - Students are permitted to add a class up through the fourth day of a 16-week semester term, and registration can be completed online. After the fourth day, students will be required to register for classes that have a late start date.

- **What do I need to know about if I have a student with a disability?**
 - Students with disabilities register with the Collin College ACCESS office. If you have a student who is approved to receive accommodations, you will receive an email with the approved accommodations for that student. Accommodations are not retroactive. The accommodations only begin once the student has been approved and the paperwork received. For more information, you may visit this page: <https://www.collin.edu/studentresources/disabilityservices/index.html>

- **How should I communicate with my students?**
 - Student communication should occur through the approved Collin.edu email accounts or the Canvas LMS. Do not communicate with students through a personal email account (either yours or theirs).

- **What is “Faculty Starting Line,” and how do I access it?**
 - Faculty Starting Line is a fantastic resource for new faculty, set up as a “course” within Canvas, the Learning Management System used at Collin College. It is designed to help new full-time and adjunct faculty understand important aspects of their position and responsibilities at Collin.

To find Faculty Starting Line, log into CougarWeb and click on the Faculty Tab. Next, find and select the Canvas access link; once you have entered into Canvas, click on the Courses icon to find Faculty Starting Line. Within this “course,” you will find many sections that provide links to important sites like the Academic Calendar, the Faculty Handbook, the Dean of Students Office, submitting grades, etc.

MID-SEMESTER QUESTIONS

- **Where can I find the Scantron Machines on campus?**
 - **McKinney Campus**
 - 2nd Floor, B Wing (end of the hallway)
 - LA234 (Adjunct Faculty Office in the Library)
 - In front of Suite B122
 - D207
 - Health Sciences Center between H223 and H221A
 - **Frisco Campus**
 - Founders F210
 - J Building J240
 - Lawler LH158
 - Library L241
 - University U150 and U155
 - **Plano Campus**
 - A Wing on 2nd Floor
 - J Wing on 2nd Floor (by Testing Center)
 - K Wing on 1st floor (by the Police Office)
 - Library
 - **Allen Technical Campus: *Anticipated locations***
 - B216
 - A070
 - A210
 - **Wylie Campus:**
 - Library AFO Suite 200
 - Campus Commons AFO Suite 218
 - Student Center AFO Suite 328

END-OF-SEMESTER QUESTIONS

- **What do I need to know about entering final grades?**
 - Each semester you will receive an email from the Registrar stating the deadline for final grades. (Just like with the roster certification process, do not miss the deadline!) You will enter grades in CougarWeb through the Banner Self-Service Folder under Faculty and Advisors. The Registrar's Office (<http://www.collin.edu/gettingstarted/contactus.html>) directs and maintains the grades and grading process for Collin College. Questions about the grading process should be directed to the Registrar. For more detailed information about the different grades that can be assigned and other rules and procedures, such as those for assigning Incompletes, please see the Faculty Handbook.

STUDENT-RELATED QUESTIONS

- **What do I do if I have questions or need help regarding student disciplinary action?**
 - Always inform your Associate Dean of any issues you might be experiencing in your classes.
 - The Dean of Students office is another place to turn to for help with managing student Code of Conduct violations. The phone number and email address of the DOS office can be found in the sections below. You should also complete a Student Incident Report form, which can be found here: <https://k1.caspio.com/dp.asp?AppKey=eaab3000114b800ca9d8443991b1>
 - Please note that when submitting a Student Incident Report Form, you will be asked to refer to the specific section of the Student Code of Conduct that has been violated, to include specific details of the incident/s, and provide documentation and/or evidence of that violation.
- **What do I do if I have a student who seems to be in distress?**
 - SOBI (Strategies of Behavioral Intervention) Referrals are for non-life-threatening reports regarding students who might be displaying distressed, disturbed, or unbalanced behavior, and are not intended to be substitutes for disciplinary procedures. To access the SOBI Referral form, please go to: <https://k1.caspio.com/dp.asp?AppKey=eaab3000dc4d032413574af896f0>
- **What do I do if I need to report an incident of student-related dating or domestic violence, hazing, sexual assault, or stalking (Title IX concerns)?**
 - The Dean of Students office also oversees the management of these kinds of incidents, but there is a separate form to complete, which can be found here: <https://k1.caspio.com/dp/eaab300008e40c269e0846389ee0>

SCHEDULING-RELATED QUESTIONS

- **What if I need to miss a class due to illness?**
 - Immediately contact your Associate Dean and the Assistant to the Associate Dean to inform them about your absence. Different procedures may be used for identifying substitutes, notifying students, etc.; follow any additional guidelines provided by your Associate Dean.
- **How does vacation time work for faculty?**
 - Faculty are on a nine-month contract and do not get specified vacation days. To see the 2020-2021 workdays for which faculty are contracted, please consult the following calendars:
 - **9-month:** https://www.collin.edu/hr/employment_forms/calendars/2020%20-%202021%20FACULTY%20WORK%20DAYS%209%20MONTH.pdf
 - **12-Month:** https://www.collin.edu/hr/employment_forms/calendars/2020%20-%202021%20FACULTY%20WORK%20DAYS%2012%20MONTH.pdf
 - **Holidays:** https://www.collin.edu/hr/employment_forms/calendars/2020%20-%202021%20HOLIDAY%20CALENDAR.pdf
 - **Master Calendar:** <https://www.collin.edu/calendars/pdfs/2020-2021%20Master%20Calendar.pdf>
 - **Academic Calendar:** <https://www.collin.edu/calendars/pdfs/2020-2021%20Academic%20Calendar.pdf>

- All calendars are also available from the HR website: https://www.collin.edu/hr/hr_calendars.html
- **What are the office hour requirements?**
 - Full-time faculty are required to post and observe a minimum of six office hours per week for purposes of academic advising and student consultation during the long semesters. Two office hours per week per course are required when teaching for summer formula pay. The office hours should be held at times which will be most convenient for students. Faculty are also expected to meet with students as needed by appointment.
 - During the Fall semester, faculty may conduct office hours online via Zoom, or schedule meetings with students in campus spaces larger than their faculty offices to accommodate COVID-19 social distancing standards.

TEACHING-RELATED PROFESSIONAL DEVELOPMENT QUESTIONS

- **What do I do if I want help with or to talk to somebody about my teaching methodologies?**
 - You have a multitude of resources available to you for teaching guidance and assistance. Your Associate Dean and your Mentor are certainly available to help you with teaching questions! You are also encouraged to reach out to the **Center for Teaching and Learning** (Dr. Allison Boye, Director), where you can seek out individualized services such as private consultations, online teaching resources, and workshops and other programming devoted to teaching development. The CTL will be offering webinars focusing on important teaching topics throughout the academic year, so be sure to keep an eye out for notifications about those and refer to the CTL website so that you can take advantage of these professional development opportunities!
 - The CTL website can be found at <http://inside.collin.edu/tl/profdev.html> (it requires CougarWeb log in), and Dr. Boye can be contacted directly at ABoye@collin.edu.
- **What do I do if I need assistance with Canvas or other educational technology?**
 - The **Collin eLearning Centers** are incredible resources on the McKinney, Plano, and Frisco campuses, with instructional technologists and instructional designers who can help you build your Canvas template and who provide other means of professional development and support related to instructional technology, including videos, workshops, and tutorials.
 - The eLC website for faculty can be found at <http://inside.collin.edu/ecollin/> (it requires CougarWeb log in), and eLC staff members can be reached via email at eLC@collin.edu.
 - For Canvas-specific online resources, visit this page on the eLC website: <http://inside.collin.edu/canvas/index.html>

Canvas-Specific Questions

- **How do I get access to my courses on Canvas?**
 - You can access your Canvas account through CougarWeb by going to the Faculty tab, then clicking on the “Access to Canvas” link in the upper right corner of the page.
- **What am I required to use Canvas for?**
 - You are currently required to post your syllabus with your course calendar and contact information on Canvas. You are also strongly encouraged to use the Canvas gradebook as well. In fact, Canvas offers *many* useful features for instructors beyond the syllabus and gradebook function, including discussion boards, assessment tools, and other grading tools!
- **What do I do if I’m having trouble with Canvas?**

- For technical support, contact Employee Technical Support: call (972) 548.6555, email helpdesk@collin.edu or visit <http://inside.collin.edu/it/webservices/>

OTHER PROFESSIONAL EXPECTATIONS

- **What do I need to do if I want to attend a conference?**
 - Faculty are only allowed to travel **after** the 90-day probationary period of their initial employment has passed successfully. After that period, faculty must submit a request for travel funding to the Council on Excellence (COE) using their specified form. Detailed information about that submission process can be found here: http://inside.collin.edu/committees/coe/professional_travel.html
 - Please note that it is possible that travel may continue to be restricted during the 2020-21 academic year due to COVID-19 precautions. As such, virtual conferences as well as other college-based online professional development opportunities will be available to you in order to meet your professional development requirements during this time. The COE will also continue to approve funding for virtual professional development while travel is restricted.
 - There are also specific procedures for booking travel and submitting travel expense. For more detailed instructions about those procedures, along with additional information about per diem allotments, etc., please see the travel website here: <http://www.collin.edu/aboutus/travel/>
- **What kinds of things should I keep track of for my end-of-year appraisal?**
 - Faculty should keep track of all college service and professional development opportunities, as well as evidence of teaching excellence and other goal attainment, to include in their self-evaluation for end-of-year appraisals. Full-time faculty performance is evaluated annually by their supervising Associate Dean or Director using a common evaluation process. Examples of the online forms and evaluation criteria are accessible from the following links:
 - *Faculty Self-Assessment form:* <http://inside.collin.edu/committees/2019%20Faculty%20Self-Assessment.pdf>
 - *Faculty Annual Performance Appraisal form:* <http://inside.collin.edu/committees/coe/pdf/2019%20Faculty%20Appraisal.pdf>
 - Other faculty evaluation forms:
 - *90-day Probationary evaluation form:* http://inside.collin.edu/committees/coe/pdf/90-Day_Faculty_Evaluation_Document.pdf
 - *Classroom Visit/Evaluation form:* [Classroom Visit/Evaluation form](#)
- **What is the Multi-Year Contract process?**
 - Multi-Year Contracts are essentially Collin College's version of the university tenure process. Beginning with appointment to a full-time faculty position, a Collin faculty member will serve three one-year contracts before becoming eligible for consideration for a multi-year contract. For contract renewal, full-time faculty members submit a packet with a set of required forms (such as student evaluations of teaching, classroom observation reports, and annual performance appraisals), along with a self-evaluation with information regarding their achievements. This material is then reviewed by their Associate Dean/Director and the Council on Excellence, who then make recommendations regarding contract renewal. For detailed instructions about this process, please visit this website: http://inside.collin.edu/committees/coe/multi_year_contracts.html

IMPORTANT CONTACTS AND LINKS

- **Academic Calendar:** <http://www.collin.edu/calendars/>
- **Campus Provost's Office emergency numbers:**
 - McKinney Campus: X6800
 - Frisco Campus: X1550
 - Plano Campus: X5770
 - Wylie Campus: X3712
 - Allen Technical Campus: X1651
- **Center for Teaching and Learning:** <http://inside.collin.edu/tl/profdev.html>
 - **Email:** ctl@collin.edu
 - **Phone:** 972.549.6411
- **Collin College Police:** www.collin.edu/campuspolice/
 - **Phone:** 972.578-5555, or x5555 from any campus phone.
- **Dean of Students:** <https://www.collin.edu/studentresources/deanofstudents/index.html>
 - **Email:** dos@collin.edu
 - **Phone:** 972.881-5604
- **eLearning Centers:** <https://www.collin.edu/academics/ecollin/> (student resources) and <http://inside.collin.edu/ecollin/> (faculty resources)
 - **Email:** eLC@collin.edu
 - **Phone:** 972.881.5870
- **HelpDesk:** <http://www.collin.edu/aboutus/helpdesk.html>
 - **Email:** helpdesk@collin.edu
 - **Phone:** 972.548-6555
- **Master Calendar/Final Exam Schedule :** <http://www.collin.edu/calendars/pdfs/2020-2021%20Master%20Calendar.pdf>
- **Payroll:** <http://inside.collin.edu/businessoffice/payroll.html>
- **Strategies of Behavioral Intervention (SOBI):** <https://www.collin.edu/studentresources/SOBI/>
- **Student Conduct Office:** <https://www.collin.edu/studentresources/deanofstudents/StudentConduct.html>
- **Web Services:** <http://inside.collin.edu/it/webservices/>

STUDENT RESOURCES TO KNOW ABOUT

- Anthony Peterson Centers for Academic Assistance: <https://www.collin.edu/studentresources/tutoring/>
- Libraries: <https://www.collin.edu/library/>
- Math Labs: <https://www.collin.edu/studentresources/mathlab/>
- Mental Health Resources: <https://www.collin.edu/studentresources/counseling/index.html>
- Student Life: <https://www.collin.edu/campuslife/studentlife/>
- Testing Centers: <https://www.collin.edu/studentresources/testing/index.html>
- Writing Centers: <https://www.collin.edu/studentresources/writingcenter/>