

### III. SUPPORT SERVICES FOR FACULTY AND STUDENTS

#### A. Faculty Office

Faculty support staff is available to assist faculty members in the completion of their day-to-day activities (correspondence, recommendations, scheduling of meetings and meeting rooms, committee work, etc.). The Faculty Offices are located in Gaylord Hall, room 228 and Lied Mathematics and Science Building, room 157.

Faculty mailboxes are located in the Perry Campus Center, across from Service Bureau. Faculty mailbox keys are available in the Gaylord Hall Faculty Office, room 228. Mail from the downtown post office is delivered once each day – in the morning. Campus mail is distributed in the morning after first-class mail and in the afternoon around 2:00 p.m.

#### B. Service Bureau

The university operates a very well-equipped Service Bureau in Perry Campus Center. The two high speed copiers (one of which is color) allow efficiency and versatility in producing printed copies. Three-hole punch, folding, laminating and coil binding services are also available.

A fax machine (402-826-8278) is located in the Service Bureau. Faxes may be charged out to the department; however, personal faxes must be paid for at the time of use.

The Service Bureau provides daily outgoing mail services in the afternoons. Mail to be sent out should be in the Service Bureau by 2:30 to guarantee that day's postmark. Campus mail for students is distributed in the morning after first-class mail as well as throughout the day providing there is time to do so. Any campus mail received after 4:00 p.m. will be distributed the next morning. Campus mail for student's MUST have the student's name and mailbox number to be distributed. Any campus mail that doesn't have the box number will be returned to the sender.

The Service Bureau also provides basic office supplies for the use of each individual faculty person, to be charged to the appropriate department account.

#### C. Supplies and Equipment

Division chairs and directors of certain areas of activities must submit budgets in the spring of each calendar year for operational purposes in the following academic year. These budgets may be utilized after final approval by the Board of Trustees at their fall meeting. Faculty members, therefore, must submit requests for major purchases to the respective chair. All requisitions must be countersigned by the division chair or approved designate.

#### D. Academic Advising and Retention

Faculty members share the important responsibility for the academic advising of students and its role in student retention. The Assistant Dean for Academic Affairs and the First Year Success Advisor, under the supervision of the Vice President for Academic Affairs, coordinate academic advising and assists in retention activities. Faculty shall notify the Assistant Dean for Academic Affairs or the First Year Success Advisor whenever a student has multiple unexplained absences or inappropriate

behavior. Faculty must also enter this information into Retention Alert, in Webadvisor, for documentation purposes.

E. Student Workers

Faculty who are interested in hiring a student worker should submit their request to their Division Chair during the spring semester for the next academic year. If the Division Chairperson approves the request the Faculty member can submit a job posting to the Financial Aid Office to advertise on the Doane webpage.

Prior to hiring a student, the student must confirm his/her eligibility with the Financial Aid Office. If eligible, the student must turn in all required documents (i.e., I-9, W4, Work Certification, etc.) to the Payroll Office. **A student should not begin to work until the supervisor receives an email notification from the Payroll Office that he/she has been set up in kronos.**

**A Work Certification must be completed each academic year the student is employed.** Work Certification forms can be requested from the Financial Aid or Payroll Office.

F. Bookstore

The University Bookstore – serving textbook, supply, clothing, and general merchandise needs – is located in the first floor of the Perry Campus Center. Textbook orders for fall are due by March 1 of each year and spring and interterm by October 1 of each year. Requisitions may be submitted online by visit: [http://bookstore.doane.edu/doane/site\\_faculty.asp](http://bookstore.doane.edu/doane/site_faculty.asp).

Faculty and their immediate family receive a twenty percent discount on clothing and gift items. Some exclusions apply.

G. Perkins Library

Perkins Library's mission is to provide students with exceptional resources and learning environment, to encourage student engagement in intellectual inquiry, and to teach information literacy and the ethical use of information. Librarians and staff ensure that the library is a welcoming and helpful environment for academic research within the Learning Commons. Upon request, librarians are available to teach research and academic integrity sessions, and will work with faculty to develop information literacy skills within courses and throughout academic programs. Additional services offered to faculty not outlined below include interlibrary loan of materials the library does not own and reference/research assistance. The library's collections include more than 200,000 volumes and more than 50 databases that provide access to some 26,000 journal titles, a large portion of which are in full-text format. The Learning Commons is also the home of the IT Help Desk, the Writing Center, the Information Literacy Classroom, a recording studio, media lab, Doane University Archives, and the Rall Art Gallery. The Learning Common's entrance is located on the first level of the Communication Building.

- a. Budget
  - 1) The library materials budget is not allocated formally to divisions, but is a single fund available for purchase of library materials by the librarian with input from the divisional faculty according to established collection development policies and ordering procedures. As you recommend materials please keep in mind that the library's mission is to provide materials that relate to Doane's curriculum. Faculty members, especially those new to Doane, who wish to help develop their areas, are encouraged to submit orders to accomplish this indicating priority of need. As budgets allow, these materials will be considered for purchase.
  
- b. Ordering Materials
  - 1) The Director of the Library has overall responsibility for the development of the library collection, but is heavily dependent on the faculty's specialized knowledge of their disciplines and the content of courses as they will be taught at Doane. Standard selection aids such as **Choice Reviews Online** may be routed to faculty upon request
  - 2) Requests for orders should be forwarded to the Librarian. Material orders may be in the form of:
    - a. emailed lists from **Choice Reviews Online** to which faculty are encouraged to subscribe.
    - b. the online purchase request form on the library's Web page;
    - c. a "please order" note on an advertising flyer; or
    - d. in an email message to: library@doane.edu.

All available information should be included, especially an ISBN (International Standard Book Number) if it can be located; even an estimate of the publication date would be helpful to the library staff. A reference to where you discovered the item should be included if publishing information is incomplete.
  - 3) Acquisition requests may be submitted at any time of the year, although it is recommended that material suggestions be in the hand of the Librarian prior to March 15. Requests submitted by this date help get the materials budget spent for the use by the present year's students. Depending on the balance of the budget, requests received after March 15 might not be processed until the next fiscal year, which begins July 1.
  
- c. Media (DVDs, CDs, computer software, etc.)
  - 1) Faculty requests for purchasing media items will be handled following the policies for ordering library materials as stated above.
  
- d. Checking Out Library Materials
  - 1) Faculty members have the privilege of indefinite loans of Perkins's Library materials but are asked to return or renew their materials at the end of each term to verify possession of the materials. The library, however, reserves the right to recall an item after two weeks.
  - 2) A faculty member's Doane University I.D. card is used to check out materials. If a student is to check out materials for a professor, the faculty member's I.D. card must be presented to complete the transaction.
  
- e. Reserve Materials

- 1) Faculty may place course materials for limited student use in a closed reserve area of the library, including media and personal items. The faculty member will specify the loan period according to student needs. Forms for placing items on reserve are available from the library or online, and should be submitted before assignments are made for those materials. A reserve item remains on closed reserve until it is taken off by the professor who put it on, or until the end of the term. Students who wish to borrow the item under special circumstances for periods longer than faculty have designated must have the faculty member contact a librarian. Library staff will continue to carry out faculty designation of the reserve status of an item until requested to do otherwise.
  - 2) Copyright "Fair Use" laws must be respected regarding copies placed on reserve. According to the Guidelines for Classroom Copying in *Reproduction of Copyrighted Works by Educators and Librarians*, "Copying shall not be repeated with respect to the same item by the same teacher from term to term." (Library of Congress Circular 21, 2009, p.7, <http://www.copyright.gov/circs/circ21.pdf>) Reserves of this nature will be returned to the faculty member after one semester.
- f. Archives
- 1) The Doane University archives are available by special permission, and by appointment for student and faculty research. The collections contain historical records and photographs regarding Doane University and related topics pertaining to Nebraska and local history.
  - 2) Archival materials are non-lending and must be used under supervision. To access archival resources contact the college archivist to discuss procedure and availability.
- g. Weeding
- 1) Culling out-of-date or irrelevant titles from the library's subject collections is an important task to be shared equally with discipline faculty and library faculty. As stated in the Association for College and Research Libraries *Standards for Libraries in Higher Education, 2004*, "The library should provide varied, authoritative and up-to-date resources that support its mission and the needs of its users... Collection currency and vitality should be maintained through judicious weeding."
  - 2) Specific attention should be paid to such items as:
    - a. duplicate copies of older works,
    - b. ephemeral materials no longer in demand,
    - c. older editions of works replaced by later editions,
    - d. obsolescent works in such fields where currency is extremely difficult to maintain, unless the work is being retained as an example of the history of a particular discipline,
    - e. any item badly worn or defaced, for which a replacement is available if important to the collection.

## H. Technology

### 1. Services Offered

Doane University offers many technology services on and off campus. These include:

- Email (on and off campus through the Web) log on to <http://mail.doane.edu>
- Wireless and wired network access
- Ellucian (Datatel) Colleague Student Information System
- Blackboard Learning Management System
- Multi-media and desktop support
- Discounts through Apple, Dell, Microsoft, Verizon, and Sprint
- 7 days a week Helpdesk for all support needs
- 24/7 online Helpdesk for submitting requests
- 24/7 online account management
- <https://forms.doane.edu/myaccount/>

### 2. Hardware and Software Support

Doane University provides phone and desk-side support for all of your computing needs. Simply open a Helpdesk ticket at [helpdesk@doane.edu](mailto:helpdesk@doane.edu), or phone (402) 826-8411.

### 3. Wireless Network Access

There is wireless access in all buildings on the campus. If you have guests visiting campus that need access to wireless, please contact the Helpdesk for instructions at x8411.

### 4. Instructional Design

Faculty who are seeking help with course design and effectively incorporating technology to enhance teaching and learning in their courses are encouraged to consult with the Professor of Instructional Design, Tom King. Dr. King will work with CETL to sponsor workshops and shareships, but also encourages faculty to contact him for one-on-one and small group meetings to discuss their individual courses. You can contact Dr. Tom King in CM 20 at x8206.

### 5. Purchasing Discount Computers

Apple and Dell make special discounts for Doane employees.

For Apple products log on to <http://www.apple.com/edu/doane>.  
For Dell products log on to <http://www.dell.com/doane> or call 866-257-4711 to place an order. If you call, you will need to identify yourself as a Doane employee and have Doane's ID on hand: US5485900.

For more technology discounts log on to [http://doane.edu/About\\_Doane/Offices/its/technology-discounts/](http://doane.edu/About_Doane/Offices/its/technology-discounts/)

## I. Registrar's Office

A complete academic file on each student is kept in the Registrar's Office. All official transcript evaluations are done in the Registrar's Office, and the catalog and degree audit are maintained there. The office also develops the final exam schedule, the fall and spring course schedule, and assigns classrooms. Grades are processed, and student athlete eligibility is reported to the N.A.I.A. by the Registrar's Office.

### Records Retention

The American Association of Collegiate Registrars and Admissions Officers (AACRAO) Retention of Records guidebook states:

- Academic advising records should be kept two years after graduation;
- Exams and graded coursework should be kept one year after course completion;
- Grade books with record of students in course and work completed should be kept five years after course completion.

Substitution requests for student major and minor should be submitted to the registrar following the procedure below:

- a. The student and advisor initiate the request for making course substitutions in a major or minor. The request must contain a rationale for the change. The advisor and student must request supporting documentation from faculty in the content area if the advisor does not work within the major.
- b. The advisor and student must request approval from the division chair in which the major/minor is found.
- c. The registrar will make the appropriate changes in the major/minor as requested by student/advisor.

Note: The request, supporting documentation, and approval can be created, distributed, and forwarded to the registrar via e-mail. A paper form is not required.

Undergraduate Core Curriculum substitutions need to be submitted to the Undergraduate Core Committee. Forms are available online or from the faculty secretaries.

## J. All-University Calendar

The overall university calendar will be recommended to the faculty by the Registrar after approval by the Academic Affairs Committee. Upon approval by the faculty, this calendar will serve as the university master calendar. All other university-sponsored events, activities and programs should be scheduled through the Events staff in the Facilities Services Department by going online to:

[http://www.doane.edu/About\\_Doane/Offices/events/](http://www.doane.edu/About_Doane/Offices/events/).

## K. Student Services

The following services/offices may be helpful to faculty for referrals.

### Student Affairs

The office for Student Affairs believes that the educational experience should be seamless, with activities in and out of the classroom supporting each other to most

effectively facilitate student growth and development. The office offers programs and services by which Doane students will be empowered, informed and responsible learners. Student Affairs staff members are trained professionals that seek to ensure a safe and active campus environment for our students. The Student Affairs Office includes the: Office of Residence Life and Commuter Services; Judicial Affairs; Safety Office; Office of Multicultural Support Services; Hansen Leadership Program; Health and Wellness, including the school nurse and counseling services; Student Involvement; Chaplain & Service Programs; and Career Development. The Student Affairs Office is also responsible for summer Enrollment Days and Fall Orientation.

#### *Student Conduct Code*

Each student is held accountable for his/her behavior under the judicial system of the college. Students are expected to be familiar with all college regulations and to abide by them at all times in order to maintain a fair, just, and safe living/learning community environment. Generally, college discipline is limited to incidents of student misconduct that adversely affect the university community's pursuit of its educational objective or create a substantial interference with the safety and well-being of Doane students. Doane University expects that individuals will respect the rights of others and have regard for preservation of property. If faculty have any concerns or questions regarding the Student Conduct Code, the college's judicial system, or disciplinary actions and proceedings, they can contact the Student Affairs Office for further assistance or guidance.

#### Admission Office

Any problem which deals with admissions should be referred to this office in the Chab Weyers Education and Hixson Lied Art Building.

#### Financial Aid

Before advising a student to withdraw from a class, please refer the student to the Financial Aid Office to ensure the 'W' grade will not have a negative impact on his or her federal financial aid eligibility. In addition to cumulative GPA requirements, the student must complete 75 percent of his/her attempted credits for federal aid eligibility purposes.

NOTE: 'W' grades are considered attempted credits. Other questions regarding scholarships, loans, etc the student should be directed to the Financial Aid Office.

#### Registrar

This office is primarily concerned with keeping the official record of each student attending Doane University. If a student has a question about his/her test scores (e.g. ACT/SAT, CLEP), having a transcript forwarded, changing or dropping a course, declaring or changing majors, changing advisers, or progress toward graduation, he/she can be referred to this office.

### College to Career Center

The College to Career Center provides expertise in career decision-making, exploration, research and planning, assessment, brand and personal statement development, internship management, student professional development, job and graduate study attainment services and resources, employer development and relations, campus outreach and relations and alumni engagement to our students and for our campus community.

The College to Career Center also oversees the internship for credit process. Faculty sponsors assist the C2CC in supporting internships that help connect academic knowledge to experiential learning.

### Health Services

#### Excuses for Illness

Students should not attend classes if:

1. Student has a fever over 100.
2. Student has a contagious illness.
3. Student illness requires a doctor visit.
4. Student illness requires them to be hospitalized or return home for continued care.
5. Student has written documentation from a physician stating they should not be in class or practices.

Student Health Services does not write excuses for missed classes, exams, or practices due to illness. If a student is too ill to attend class, it is the responsibility of the student to notify the professor. However, the ill student will need to be evaluated in the Student Health Office so the absence can be documented in their health files and appropriate care/referral can be given. Any documentation from a physician excluding a student from class should be presented to the Student Health Office.

The Student Health Office will utilize Retention Alert as a means to notify faculty of students who will not be attending classes due to communicable illnesses and/or illnesses which require two or more days of class absences.

**\*\*\*It is important that students are familiar with each faculty members' policy on attendance. Faculty will make the final decision as to whether the absence is excused. Students found submitting false information to the Nurse or Faculty as it relates to illness and missed classes will be subject to the campus disciplinary policy.**

#### Faculty Response During Academic Year: Suicidal Thoughts/Behaviors

##### During Office Hours

Suicide attempt: call 911; report incident to Kelly Jirovec (8265) and Russ Hewitt (8669)

Immediate danger (student has a plan for harming himself/herself): call 911; report incident to Kelly Jirovec (8265) and Russ Hewitt (8669)

Less than immediate danger (student reports suicidal thoughts with no plan): contact Kelly Jirovec (8265); if Kelly is not available, contact Russ Hewitt (8669).

After Hours

Suicide attempt: call 911; report incident to Doane Safety Office (8669)

Immediate danger: call 911; report incident to Doane Safety Office (8669)

Less than immediate danger: contact Doane Safety Office (8669)

L. Communication and Marketing

University "publicity" includes all material which is printed, online, or broadcast via any medium relative to the institution and its people. The Senior Director of Strategic Communications has the responsibility to think and act for the benefit of the university in common with all other members of the university community, and thus see that the spirit, reputation, and tradition of the university are upheld.

It is very important that all members of the university community bring to the attention of the Office of Strategic Communications (OSC) any items which appear to be of news value to Doane University. Those items may include matters about a teacher, a student, program, grant, publications, patents, travel, and more.

All advertising for the university and its departments must comply with the Doane University Brand Standards and be approved by the Office of Strategic Communications prior to submission to media.

The Office of Strategic Communications is responsible for the overall brand and image of the university. As such, OSC is responsible for the manner in which all Doane University logos and marks are utilized.

M. Academic Success Center

The Academic Success Center offers courses in math, reading, writing, and study skills which are geared to new first-year and new transfer students. ASC staff members review ACT scores and notify faculty advisers of their recommendations. Students with low ACT subscores are required to enroll in ASC courses as prerequisites to college-level courses. All students, regardless of their skill levels or ACT scores, are encouraged to enroll in ASC courses to enhance their existing skills. In addition to credit courses, the ASC provides students with free peer tutors (recommended by the faculty), exam analysis, academic counseling/coaching, writing assistance, various workshops, and financial literacy training and additional grant aid for those who are eligible. The ASC staff encourages faculty advisers to contact them about advisees who are experiencing academic difficulty.

N. Work Place Safety/LB757 Committee

Doane University maintains a Safety Committee whose function it is to review and maintain the college's written injury prevention program, review safety related issues for the college and review/research issues at the direction of the Cabinet. The Safety Committee Coordinator is the Associate Dean for Student Leadership who will schedule quarterly meetings to review/recommend safety activities throughout the university. Employees are urged to bring safety-related issues to the attention of :

- Doane Safety Office at [doanesafetyoffice@doane.edu](mailto:doanesafetyoffice@doane.edu),
- Facilities Department at [facilities@doane.edu](mailto:facilities@doane.edu),
- Human Resources Office at [humanresources@doane.edu](mailto:humanresources@doane.edu).

For more detailed information regarding other safety-related committees, please go to <http://www.doane.edu/Students/Campus/Safety/tips/> .