Miami Dade College
Hialeah Campus
Faculty Resource Handbook

2014-2015 Academic Year
Message from the Dean of Academic and Student Affairs

Dear Colleague,

Welcome to the Hialeah Campus! Please know how much we value your contributions to Miami Dade College and the Hialeah Campus in particular. This handbook has been developed as a resource to guide you through policies and procedures as well as to provide you with contact information related to your academic area(s). For matters pertaining to academic affairs, we encourage you to reach out to your department Chairperson regularly, particularly when you have questions or would like to offer helpful feedback. For information regarding student services, we encourage you to contact the Student Services department at 305-237-8746.

The Hialeah Campus is undergoing an exciting transformation with the growth of our student services and the expansion of our instructional facilities and program offerings as we double our classroom capacity, enhance instructional supports in our academic labs, and introduce new learning spaces that promote student engagement in academic and co-curricular programs.

Please feel free to contact The Office of the Dean of Academic and Student Affairs at 305-237-8715, or visit us Monday through Friday from 8:30 a.m. to 5:00 p.m. in Room 4300.

Thank you for all you do to promote student engagement, completion, and success!

Sincerely,

Ana María Bradley-Hess, Ph.D.

http://www.mdc.edu/asa/academic_affairs.asp
hialeahdeansoffice@mdc.edu
305-237-8715

Revised August 14, 2014
MDC-HIALEAH CAMPUS LEADERSHIP TEAM

The Hialeah Campus leadership team, by embracing MDC’s mission, is devoted and focused on helping students achieve their educational and professional goals, become responsible global citizens and successful lifelong learners, as well as serving the cultural and civic needs of our community.

Dr. Mattie Roig-Watnik
Campus President

Dr. Ana María Bradley-Hess
Dean of Academic & Student Affairs

Andrea Forero
Director, Campus Administration

Pablo Abreu
Chief, Public Safety

Dr. Caridad Castro
Chairperson, Liberal Arts & Sciences

Nelson Magaña
Director, Student Services

Dr. Victor McGlone
Chairperson, World Languages & Communication

Dora Mejia-Montoya
Director, Testing

Olivia Morris-Ford
Director, Student Life

Alexandra Okubo-Damas
Director, Campus Services

Glendora Phipps
Director, Learning Resources

Odalys Portela
Director, Admissions, Registration & Financial Aid

Juan Villegas
Director, Network & Media Services
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HIALEAH CAMPUS DIRECTORY

Campus President
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Ms. Roxana Chavez, Secretary
Room: 4330-2
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Email: rchavez@mdc.edu

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INSTRUCTIONAL EXPECTATIONS

It is vital that all instructors possess those special characteristics that facilitate teaching and learning. The profile below highlights the qualities and attributes that faculty members are expected to demonstrate for the College’s instructional programs:

- Competency in and current knowledge of subject matter
- Thoroughness in preparation and planning
- Commitment to teaching and learning and to meeting the learning needs of our diverse student population
- Commitment to Learning Outcomes and assessment
- Commitment to lifelong learning and professional development
- Adherence to established curricula and departmental standards, and compliance with memoranda and official notifications
- Commitment to be reliable, dependable, flexible, and adaptable in meeting professional responsibilities
- Ability to create a learning environment that leads to success for Miami Dade College students
- Commitment to prompt and professional communication with College personnel and students
- Participation in campus events and department meetings

All faculty members are expected to be familiar with and serve as key contributors to the MDC Student Achievement Initiative (SAI) and the Quality Enhancement Plan (QEP). MDC’s SAI delineates the key elements of college student success; recommends policy, procedures, and resource changes; defines an effective implementation of programs; ensures professional development opportunities are available and aligned with outcomes; and outlines the roles and responsibilities of all higher education stakeholders in achieving student success. For more information, visit www.mdc.edu/sai/.

The Quality Enhancement Plan (QEP), “Do the Write Thing”, is designed to enhance students’ workforce readiness through the skill of writing. “Do the Write Thing” is aligned with and guided by the College’s mission to provide high-quality teaching and learning experiences that are accessible and affordable to meet the needs of our diverse students and prepare them to be responsible global citizens and successful lifelong learners. The goal of this QEP is to enhance workforce readiness through the skill of writing. This goal will be accomplished by providing increased and deliberate opportunities in career-oriented courses to expand the breadth and depth of student writing experiences by promoting the value of writing as a tool for learning and communication in both the real-world and academic settings with a focus in strengthening career knowledge. For more information, visit www.mdc.edu/qep/.

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Adjunct Faculty

There are various sections in this resource handbook that pertain to both full-time and adjunct faculty. However, please note that there are sections that are specific to adjunct faculty. Full-time faculty should refer to the UFMDC contract for specific information. Where possible, it has been noted in this resource handbook.

Adjunct faculty are required to read and sign the Adjunct Faculty Acknowledgment form to certify receipt of the information regarding course assignments, restrictions, and textbooks as well as other responsibilities and expectations. This form will be provided to the instructor by the department Chairperson prior to the beginning of classes. In addition, all adjunct faculty members are expected to be familiar with MDC Policies and Procedures, which are available online: www.mdc.edu/policy, www.mdc.edu/procedures. Please refer to MDC Procedure 2410 for additional information on specific work expectations. Faculty Resources (e.g., class rosters, purge rosters, book certification, and progress alerts) can be found online at https://wape.mdc.edu/AMS/Faculty.

Adjunct Course Assignments

- Course assignments are subject to change contingent upon enrollment, course cancellations, full-time faculty reassignment requests, department needs, and/or other programmatic considerations.
- Adjunct faculty members cannot exceed 108 points per academic year (e.g., nine 3-credit courses). Here is the breakdown of maximum points allowed per semester:
  - Maximum of 48 points in Fall or 48 points in Spring semesters
  - Maximum of 36 points in a 12-week Summer A semester
  - Maximum of 18 points in a 6-week Summer A or Summer B semester

Please note that point limits may also vary depending on the term session and overall combined assignments, and cannot add up to more than 24 hours per week College-wide.

Adjunct Classroom Observation

Chairs will schedule a classroom observation for each new adjunct faculty member in their department and will schedule a meeting with the instructor to discuss the results of the observations. Additional announced or unannounced visitations may be scheduled at the discretion of the Chair. An adjunct evaluation will be completed for all new and returning adjuncts on a rotating basis.

Adjunct Salary

College credit courses are paid at a rate of $185.00 per point. This is equal to $2,200.00 per 3-credit course (12 points) or $46.25 per lecture hour. The hourly rate for “hard to hire” courses, laboratory courses, vocational credit courses, or courses with low enrollment may vary. Adjunct faculty members teaching these courses should consult department Chairs for hourly rate information regarding these courses.

Adjunct faculty members will not be compensated for any hours missed as a result of absence, regardless of the reason for the absence; this will result in an adjustment to the total course payment.

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Instructor Absences and Tardiness (Adjunct and Full-time Overloads)

- A faculty member is expected to teach for the entire time period for which the course is scheduled. Therefore, instruction must begin on time and continue to the conclusion of the class period.
- As a professional responsibility and courtesy, absences and tardiness must be reported to the department as soon as possible so that the Chair may assign a substitute instructor. If the Chair cannot be contacted after hours, please notify the administrator on duty. The list of administrators on duty is available at the Public Safety Office.

Textbooks

Adjunct faculty members are required to use the textbook adopted by the department for the assigned course. Additionally, adjunct faculty must participate in the textbook certification process following the assignment to a particular course. All faculty must certify the textbooks as per the designated deadlines provided to them.

For Textbook Certification Instructions, visit https://www.mdc.edu/employees/faculty/fall2010/BookCertificationInstructions.pdf.

If the faculty member is unable to certify the text, he or she must notify the department Chairperson immediately. Please refer to the Rules for Reproducing Text Materials for Use in Class.

Summary of Responsibilities

Faculty members must:
- Ensure that all credentials (application, official transcripts, and any other Human Resources requirements) are on file before beginning the instructional assignment.
- Submit a copy of the course syllabus to the Department Chair for approval (unless provided by the department).
- Distribute a copy of the approved course syllabus to the students the first day of class.
- Administer Student Feedback Surveys in accordance with College policies and department guidelines.
- Submit purge rolls as required by established deadlines. Complete the Attendance Confirmation Process as appropriate.
- Complete paperwork to obtain RACF ID within the first 10 days of employment. Please contact your department Chairperson for more information.
- Enter final grades into the Odyssey System by the established deadline (Grades of “I” require the College’s Agreement for Grade of Incomplete form).
- Maintain accurate attendance records and submit a copy with the final grade roll to the department.
- Be available to meet with students one hour per week for each 3-credit course in addition to class time (overloads and adjunct load). See the UFMDC contract for information regarding full-time faculty office time.
- Comply with all other department and College policies and regulations.

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Office Hours
Adjunct Faculty are required to schedule office hours (1 hour per 3 credit class) in a designated location provided by your department Chair and which should be included in the syllabus.

Full-time faculty office hours (please refer to the UFMDC contract).

Attendance Records
- Students must be registered and paid in order to attend class. Therefore, faculty must check class rolls regularly and thoroughly, particularly during the first week of classes. To avoid potentially severe liabilities, it is the responsibility of the faculty not to allow students in the classroom who are not listed on the course roster or are in unpaid status. If a student is listed on the course roster in unpaid status, the student must bring either a receipt of payment or evidence from the Dean of Academic and Student Affairs that he or she was granted an extension to pay before the student can attend class. No grades should be assigned to a student who is not on the roster.
- Faculty must maintain a daily record of student attendance in class, lab, or clinic. This requirement does not imply that attendance must be a factor in the determination of grades. The consideration of absences as they relate to the student’s final grade is the responsibility of the faculty member and the department.
- Faculty should monitor class rolls throughout the semester for accuracy. Class rolls can be accessed through Odyssey or on the Web at https://wape.mdc.edu/AMS/Faculty/.

Attendance Confirmation Process (ACP)
- Faculty must purge students who have never attended or who have stopped attending. The Registrar’s Office determines and publishes the dates when the purge process is available and due dates for each term. There are two (2) official periods of purge rolls due during a semester; however, students can be purged any time up to the date of the last purge roll.
- Faculty are to follow the Operational Instructions for Assigning Last-Date-of-Attendance (LDOA) for Students Who Have Not Shown Up for Class on the First Day of Attendance or Have Discontinued Attending.

Last Date of Attendance (LDOA)
- Faculty must purge a student who has stopped attending within two (2) weeks of the last class the student attended.
- Faculty must input the last date of attendance for all students receiving “F”, “U” or “I” grades. However, “F”, “U”, or “I” grades are not to be used for students who have never attended the class session.
- After entering grades, faculty will print the grade roll for each class, attach verification of last date of attendance for each student who received a grade of “F”, “U”, or “I”, and submit this documentation to the department Chair.

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• Department Chairs collect a copy of the final grade roll and supporting documentation of the last date of attendance from full-time and adjunct faculty.

Student Records
• Faculty must take attendance at each class session. Miami Dade College requires that student attendance records, final exams, and any documentation supporting the grade be stored in a centralized location in the department for a minimum of three (3) years.
• Adjunct faculty members are expected to turn in a copy of their students’ attendance records and final exams to their Chair at the end of each term. If a student stops attending, the last date of attendance, along with appropriate documentation, must be submitted to the department Chair. Last day of attendance is required when entering grades. Please refer to MDC Procedure 4064 for additional information at www.mdc.edu/procedures/Chapter4/4064.pdf.
• Grade books, attendance data, test data, and other materials used to assign grades are the property of the College and must be accessible upon request. Adjunct faculty must transfer these records to the department Chair or designee upon completion of each course.

Mailboxes
Faculty members have assigned mailboxes in their respective departmental offices. Faculty members are expected to check their mailboxes frequently.

E-mail
Please note that e-mail is the primary means of communication across the Campus and is the official means of communication for the College. All college employees are expected to frequently check their e-mail and are encouraged to use their assigned e-mail account for all business-related communications. Employees can access their e-mail using the College’s webmail service found at email.mdc.edu. Please note the College blocks all suspicious emails using its spam filter service. Employees can view these e-mails and retrieve messages if necessary by accessing their junk mail inbox at myspam.mdc.edu.

Academic Calendar
The official academic calendar is online at www.mdc.edu/main/academics/academic_calendar.aspx. In addition, you will receive specific session information from your Chair for each academic term. All faculty are expected to adhere to the deadlines in the MDC Academic Calendar.

Class Rolls
Faculty members will access class rolls online at https://wape.mdc.edu/AMS/Faculty. Students whose names do not appear on the class roll must show a copy of a validated schedule in order to remain in class. Without a validated schedule, paid students who are not on the official roster and who do not have a paid schedule must be referred to Student Services to attend classes.
Incomplete Grades

When a student in a passing status is unable to complete the requirements of a course by the end of the semester and the faculty member believes the student has valid reasons for not being able to finish the work, a faculty member may decide to assign an “Incomplete” or “I” grade.

In such a case, the student and instructor will mutually complete and sign an “Agreement for Grade of Incomplete” form, which stipulates the work to be completed for a grade. Students have until the end of the next major term to finish the coursework or they will automatically receive a failing grade for the course. Once the terms of the agreement have been met, the instructor must submit a grade change form to the Chair accompanied by an original signed copy of the “Agreement for Grade of Incomplete” form.

Class Sessions

All classes will begin and end at their scheduled time, and faculty members are required to meet with their classes for the entire class period. Faculty members are not authorized to change class meetings to alternate times, dates, or locations.

Course Syllabus

The syllabus is considered a contract of course requirements between the student and the faculty and should serve as a reference document throughout the semester. Every student will receive a copy of the syllabus at the first class session. The following items must be addressed in the syllabus:

- Faculty member’s name and contact information
- Office Hours/Office Location
- Course prefix number and name
- Course description
- Approved MDC course competencies
- College Learning Outcomes addressed in the course
- Exam policy
- Method of evaluation and grading
- Assignments
- Required Textbook

The College has identified 10 Learning Outcomes that reflect skills and knowledge that allow students not only to succeed in their chosen field, but also enable them to be lifelong learners. For a complete list of College-wide Learning Outcomes, visit www.mdc.edu/learningoutcomes/. As we strengthen the student experience, it would be helpful to identify the Learning Outcomes in your syllabus as per the discipline/course you are teaching.

Visit www.mdc.edu/asa/popups/course_competencies.asp to access the course competency statements online. Course outlines may be provided to faculty members by their Chairs, depending on departmental procedures. Office hours must be listed on the syllabus and must be adhered to. A copy of the syllabus must be submitted to the department Chair for approval prior to distribution to students at the beginning of the term.

Revised August 14, 2014
**Student Code of Conduct**

*The Student Rights and Responsibilities Handbook* enumerates the essential provisions relating to how students may participate responsibly in the College community. It contains information regarding academic responsibility and includes procedures such as Code of Conduct (Procedure 4025), Academic Dishonesty (Procedure 4035), Release of Student Information (Procedure 4085), and Grade Appeals (Procedure 8301).

Faculty members should review the *Handbook* to ensure familiarity with student expectations and the grade appeals process in particular. To access the *Handbook*, visit [http://www.mdc.edu/policy/student_rights_and_responsibilities.pdf](http://www.mdc.edu/policy/student_rights_and_responsibilities.pdf).

**Course Withdrawals**

Students who wish to withdraw from a course may do so by completing the appropriate "drop card" or by withdrawing from the course online before the indicated deadline. Once completed and signed, drop cards are submitted to the Registration office. Students not attending class must be purged using the online Academic Management System during the designated purge periods.

**Final Exam Week**

The final exam week schedule is to be adhered to as published by the College. Departmental and/or State-mandated exams are to be conducted following departmental deadlines and procedures as established by the department Chair. Administration of final exams before the scheduled date must have prior approval from the department Chair.

**Final Grades**

Final grade rolls are completed online using the Academic Management System prior to the end of each semester. Faculty members are notified via email as to the date when grade rolls are due. MDC has a zero-tolerance policy regarding missing grades; therefore, all faculty members are expected to adhere to the deadline for turning in grades and to follow all departmental procedures.

**End-of-Semester Paperwork**

Adjunct faculty members must submit the following documentation at the end of each semester to their department Chair:

- Copy of online grade roster, signed and dated by the faculty member
- Grade book
- Attendance records
- Copy of final examination

Full-time faculty should keep records of the same bulleted items above in their office files.

**College Training and Development (CT&D)**

Miami Dade College offers professional development to faculty and staff through the College Training and Development (CT&D) department. The purpose of CT&D is to prepare Miami-Dade College employees to develop the skills needed for current jobs, assist them in effectively
responding to job changes, and prepare them for future job requirements. As such, CT&D is committed to supporting the training and development needs of MDC’s faculty, staff, and administrators and providing training opportunities at work sites whenever feasible. For a full listing of training opportunities as well as workshops that that are approved for full-time Faculty Professional Development hours, visit www.mdc.edu/ctd.

**Service Learning**

The Institute for Civic Engagement and Democracy (iCED) is a College-wide program that is responsible for myriad civic, leadership, and community partnership programs (see www.mdc.edu/main/iced/). Faculty are encouraged to engage the iCED office at Hialeah Campus to identify enriching service learning opportunities that connect students to real-world problems and help them approach such problems with a sense of personal and civic responsibility.

Every year iCED, with assistance from Student Life, hosts annual campus and College-wide events to celebrate students for their outstanding leadership and service. One example is the President’s Volunteer Service Award (PVSA), a program that sets a standard for volunteer service and encourages a sustained commitment to civic participation. Another collaboration between iCED and Student Life includes the YLEAD (Your Leadership Evolvement and Academic Development) certificate program, a premier leadership development recognition program rooted in the College-wide Learning Outcomes.

For more information or to obtain a campus calendar of scheduled events, please contact:

**Corrinne Lockamy, Director, iCED at Hialeah Campus**
Room 4321 (Building 4000, 3rd Floor)
Phone: 305-237-8858
E-mail: clockamy@mdc.edu

**Olivia Morris-Ford, Director, Student Life**
Room 4213 (Building 4000, 2nd Floor)
Phone: 305-237-8736
Email: omorrisf@mdc.edu

Faculty may also reach out to the following Hialeah Campus Service Learning Faculty Co-coordinators: Professors Sherri Sinkoff (ssinkoff@mdc.edu) and Maria Vargas-O’Neel (mvargas@mdc.edu).

**Academic Tutoring Services**

Hialeah Campus offers tutoring services in math, English, and other subject areas in the Learning Commons:

- Room 1405
- Monday-Thursday: 7:30 a.m. - 9:00 p.m.
- Friday: 7:30 a.m. - 9:00 p.m.
- Saturday: 8:00 a.m. - 1:00 p.m.

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CAMPUS BOOKSTORE

Albert Torres, District Director
Phone: 305-237-2361
E-mail: atorres@follett.com

Kylan Robinson, Store Manager
Location: Building 1000, 1st Floor
Phone: 305-237-8806
E-mail: 1184mgr@follett.com

Students must purchase required textbooks.

CAMPUS ADMINISTRATION

Greetings from Director of Campus Administration: Ms. Andrea Forero

On behalf of the Campus Administration administrators and staff, I welcome you to a new academic year at the Hialeah Campus. The Hialeah Campus is located on 11 acres of land in the heart of the City of Hialeah. The Campus is currently under major construction. When completed, it will consist of two main academic buildings that are designed to provide students and staff naturally lit open floor plans where learning is encouraged through social interaction. The Campus will also have open outdoor plazas and green spaces where events will enrich the Hialeah Campus experience.

Campus Administration plays a vital role at the campus and includes the following departments and/or functions: Media and Network Services, Public Safety, Campus Services, Duplicating Services and Mail Center, facilities rental and room reservation, and auxiliary services such as the Campus Bookstore, vending machines, Pay2Print services, and campus dining. All departments are committed to creating a safe, clean, and comfortable environment that is conducive to learning.

Additional departmental information can be found at www.mdc.edu/hialeah/campus-information/campus-services.aspx. We welcome any comments, suggestions, or questions that would improve our operations. Please feel free to contact us by phone at (305) 237-7725, e-mail (aforero@mdc.edu), or by visiting our office in Room 4305.

Campus Services
Alexandra Okubo-Damas, Director
Room 4303 (Building 4000, 3rd Floor)
Phone: 305-237-8752

Public Safety
Pablo Abreu, Chief
Room 1114 (Building 1000, 1st Floor)
Phone: 305-237-8701

One of the many ways we serve the Campus is by ensuring that all federal, state, and college safety and fire regulations are being met.

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Locked classrooms are opened by public safety officers for faculty with proper College I.D. In the event of an emergency, contact Hialeah Campus Public Safety by dialing 7-8701 from a campus telephone. Report incidents to the Public Safety Office or to the nearest Public Safety Officer. The Public Safety Officer responding to the incident will take appropriate action. In the event of an emergency, please dial 911 directly, and have someone else notify Public Safety.

**Campus Emergency Procedures**

In case of an evacuation, please follow the directions of the Public Safety Officers conducting the evacuation. College emergency plans can be found at [www.mdc.edu/main/safety/emergencyplans/](http://www.mdc.edu/main/safety/emergencyplans/).

**Emergency Call Boxes**

Campus emergency call boxes allow individuals to connect automatically to the Campus Public Safety Office dispatcher by simply pushing the red button. Call boxes are located at several locations throughout the campus.

**Custodial Services**

**Richard Gil Del Real, Head Custodian**  
Room 4303 (Building 4000, 3rd Floor)  
Phone: 305-237-8705

The Custodial Services Department is determined to assure a quality clean, healthy, and safe environment and is therefore committed to following the rules and regulations of the Occupational Safety and Health Administration (OSHA).

Custodial services business hours are:  
- Monday – Friday: 7:00 a.m. – 3:00 a.m.  
- Saturday – Sunday: 8:00 a.m. – 4:00 p.m.

**Duplicating Services and Mail Center**

**Mark Irvine and Michael Christian**  
Room 1109 (Building 1000, 1st Floor)  
Phone: 305-237-8878  
E-mail: copycenterhia@mdc.edu (to submit jobs via e-mail)

The Campus provides duplicating support for faculty members. Forms are available from departmental staff. Documents can also be submitted via e-mail to copycenterhia@mdc.edu. Procedures must be followed. Exams should be enclosed in a sealed interoffice envelope and submitted in person. Allow 24 hours to process duplication requests.

Duplicating Services and Mail Center business hours are:  
- Monday – Friday: 7:30 a.m. – 6:30 p.m.  
- Closed between 10:00 – 10:30 a.m. and 4:00 – 4:30 p.m.
Rules for Reproducing Text Materials for Use in Class

The guidelines permit a teacher to make one copy of any of the following: a chapter from a book; an article from a periodical or newspaper; a short story, short essay or short poem; a chart, graph, diagram, drawing, cartoon or picture from a book, periodical or newspaper.

Faculty may photocopy articles to hand out in class, but the guidelines impose restrictions. These photocopied handouts cannot be used to replace texts or workbooks used in the classroom. The number of copies cannot exceed more than one copy per student and a notice of copyright must be affixed to each copy. Examples of what can be copied and distributed in class include:

- A complete poem if less than 250 words or an excerpt of not more than 250 words from a longer poem;
- A complete article, story, or essay if less than 2,500 words, or an excerpt from any work of prose of not more than 1,000 words or 10% of the work, whichever is less; or
- Not more than one short poem, article, story, essay or two excerpts may be copied from the same author, nor more than three from the same collective work or periodical volume (for example, a magazine or newspaper) during one class term.

As a general rule, a professor has more freedom to copy from newspapers or other periodicals if the copying is related to current events.

Faculty may not photocopy workbooks, texts, standardized tests, or other materials that were created for educational use. It is not fair use if the copying provides replacements or substitutes for the purchase of books, reprints, periodicals, tests, workbooks, anthologies, compilations, or collective works.

Any copyrighted material to be duplicated must be accompanied by a duplicating form signed at the bottom in the copyright section. This includes books that state that some parts of this text may be duplicated for classroom use. If copyright states, "All rights reserved," then copies will not be made. Books must be seen by the employee tending the counter.

Parking

Employees can pick up a parking decal at the Public Safety Office located in Room 1114 (Building 1000, 1st Floor), Monday - Friday: 9:00 a.m. - 7:00 p.m.
To receive your parking decal, you will need the following: MDC ID#, make, model, year, color, and tag number of your vehicle.

All campus employees are asked to park in south parking lots and the parking garage. Building 4000 lots are reserved for authorized individuals only. Staff parking is reserved in the garage on the second and third levels. Parking guidelines can be found at www.mdc.edu/hialeah/documents/ParkingGuide.pdf.

MEDIA AND NETWORK SERVICES

Media and Network Services
Juan Villegas, Director
Room 1321 (Building 1000, 3rd Floor)
Phone: 305-237-8704
Email: jvillega@mdc.edu

Media and Network Services business hours are:
  Monday-Friday: 7:00 a.m. – 10:00 p.m.
  Saturdays: 9:00 a.m. – 2:30 p.m.

The Media and Network Services department at the Hialeah Campus provides support to all campus computers, printers, and classroom media consoles. In addition, this department is responsible for graphic and video design, photography, and other event-related services.

HelpDesk
Non-event related requests should be submitted via hialeahhelpdesk@mdc.edu. Event-related requests should be submitted via the Event Request Form located at www.mdc.edu/hialeah/campus-information/form_events.aspx.

LEARNING RESOURCES

The Learning Resources at Miami Dade College provides an innovative, learning-centered environment that maximizes teaching and learning by integrating academic support services, resources, technology, and information literacy instruction to promote academic excellence.

HIALEAH CAMPUS

Glendora Phipps, Director
Room: 1405 (Building 1000, 4th Floor)
Phone: 305-237-8723
Email: gphilpp@mdc.edu

Revised August 14, 2014
Alex Hernandez, Associate Director  
Room: 1405 (Building 1000, 4th Floor)  
Phone: 305-237-8630  
Email: aherna26@mdc.edu

Learning Resources business hours at Hialeah Campus are:

- Monday – Thursday: 7:30 a.m. – 9:00 p.m.
- Friday: 7:30 a.m. – 5:00 p.m.
- Saturday: 8:00 a.m. – 1:00 p.m.

Overview of Services: The Learning Resources Division at Hialeah provides all library and computer courtyard services in one space – the Learning Commons (LC). All tutoring services are also offered in the Learning Commons. The Learning Commons describes a shared physical space for academic support as well as a philosophy of service that emphasizes the importance of a centralized, one-stop model to better support student services.

Tutoring and Research Support: Regardless of the course or discipline, all students are welcome to find tutors and librarians who can help them with assistance in research, writing, reading, and math as well as specialized help with programming, statistics, English as a Second Language, business, etc. Tutoring is offered on a first-come, first-served basis. Research appointments for individuals and groups can be made in advance at the front desk.

Some courses require mandatory tutoring sessions. A full description of tutoring and research support services – both required and optional – are described in detail in this guide: libraryguides.mdc.edu/hialeahLC. Links are provided to every discipline area lead for tutoring in case you have questions or would like to make a referral for your student.

Instahelp: The walk-in tutoring support is promoted through the theme of Instahelp. Instahelp was developed to make tutoring open and accessible to all students and faculty in one location. Now, not only are the tutors able to help students with course assignments and discipline-specific skills, tutors are also able to help students improve their comprehension of essays, textbook chapters, or even class notes. Students can come in on their own to the Learning Commons (Room 1405) or be referred by a faculty member. If a faculty member refers a student, follow up outreach will continue throughout the semester. Faculty can access the referral form via www.mdc.edu/main/library/forms/tutorialreferral.aspx.

Tutors will be visiting classes to promote the service. More information can be obtained by contacting Glenda Phipps, Director of Learning Resources, at (305) 237-8723 or gphipps@mdc.edu.

Integrated Support Options for Faculty: The Hialeah Campus offers models for academic support that can be integrated into a classroom setting. Embedded tutors and librarians can be requested for a semester-long collaboration or a one-day activity. If you are interested in an embedded librarian or tutor, a request must be made before the semester
start and is subject to availability. If you are interested in having a tutor or librarian attend for a specific assignment, please make that request using our online form located at www.mdc.edu/learning-resources/libraries/forms.aspx. This form can be used to request tutors and librarian support/instruction.

**Computers, Online Program Access, Printers, and Copiers:** The Hialeah Campus Learning Commons has over 100 computers available for student use. All computers in the Learning Commons are equipped with the latest software and online access to programs chosen by faculty to provide support for all academic areas. Additionally, students have access to digital equipment, such as headphones, microphones, and scanners. There are printers, copiers, and fax machines as well as equipment designed to meet the needs of the physically, visually, and hearing impaired students.

**Quiet and Group Study:** There is an area in the Learning Commons with no computers to encourage quiet study. Group study rooms can be booked at the front desk. Each group study room is designed with a shared table and monitor so students with up to 4 laptops can collaboratively work on class projects.

**Library Resources:** Although many library resources – articles, eBooks, streaming video – are available online, everything can be accessed from the Learning Commons as well as from any computer by going to www.mdc.edu/libraries. You can also use our Facebook page as a portal at www.facebook.com/MDCLearningResources. In addition to the online resources, magazines, popular academic books, and latest movies are available for checkout with a valid MDC ID. Also available for check out are tablets and laptops. Materials from any campus can be requested and delivered to the Hialeah Campus, and a large collection of classroom textbook reserves is available.

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**STUDENT SERVICES**

Students come first at Hialeah Campus! Student Services’ comprehensive initiatives of pre-college and college outreach, support services, interventions, and enrichment programs are strategically developed and implemented to facilitate student learning and development.

Students sometimes experience difficulties coping with college life and/or personal challenges. If you observe student behavior that makes you uncomfortable or you perceive to be troubling in any way, please discuss your observations immediately with your Chairperson for direct guidance.

Faculty members are highly encouraged to partner with Student Services by inviting us to your classrooms to discuss topics that would complement student learning in alignment with your instructional goals. Student Services professionals facilitate workshops on a variety of topics including financial aid and scholarships, education planning, standards of academic progress, service learning, leadership development, internships, credit-by-exam, civic responsibility, personal safety, wellness, accessing important resources, and much more!

Revised August 14, 2014
**ACCESS Services**

**Nelson Magana, Director**  
Room 2108 (Building 2000, 1st Floor)  
Phone: 305-237-8746  
Email: nmagana@mdc.edu

**Minerva Poblet, ACCESS Liaison**  
Room 2108 (Building 2000, 1st Floor)  
Phone: 305-237-8621  
Email: mpoblet@mdc.edu

A Comprehensive Center for Exceptional Student Services (ACCESS) strives to make all elements of the College accessible to students with disabilities. ACCESS helps College constituents better understand and meet the needs of students with disabilities. Faculty members are highly encouraged to discuss the services options of ACCESS Services, whenever appropriate.

Students with documented disabilities may receive services such as tutoring, note-taking, interpreting, technology training, and other reasonable accommodations that may be needed. ACCESS makes the College accessible to all students by providing the opportunity for full participation in programs and activities at the College. The ACCESS web page provides information about the services that are available to students with disabilities.

Only students who bring documentation from ACCESS will be provided with requested accommodations. It is the responsibility of the student with special needs to contact ACCESS Services to request accommodations and to provide faculty with this official documentation.

**Advisement and Career Services**

**Nelson Magana, Director**  
Room 2101 (Building 2000, 1st Floor)  
Phone: 305-237-8794  
Email: hiadvisement@mdc.edu

Advisement and Career Services provides students with a quality, learning-centered experience that enables them to establish and fulfill their educational and career goals. By facilitating an effective decision-making process regarding educational, transfer, and career goals, advisors promote appropriate course selection and assist students with referrals to internal and external resources and support services. Advisors use an intrusive advising approach to guide students in developing an Educational Plan, which serves as a road map of academic courses and career development activities geared toward program completion, transfer, and transition to the workforce.

Career Services for students are comprehensive with job readiness advisement that includes resume writing skill building, interview techniques, “dress for success,” and related matters. An up-to-date database of job vacancies exists for the benefit of students,
and students receive direct assistance in applying. Visit us at www.mdc.edu/main/advisement.

Advisement and Career Services business hours are:
   Monday – Thursday: 8:00 a.m. - 7:00 p.m.
   Friday: 8:00 a.m. - 4:30 p.m.

Financial Aid
Odalys Portela, Director
Room 2101-1 (Building 1000, First Floor)
Phone: 305-237- 8829
Email: hifinaid@mdc.edu

The Office of Financial Aid assists students in securing the funds needed to pay for their college education. There are federal, state, and institutional grants and scholarship programs, plus loan programs for the benefit of students. Faculty members should readily refer students to Financial Aid Services to explore the many options that are available. Visit us at www.mdc.edu/main/financialaid.

Financial Aid Services business hours are:
   Monday - Thursday: 8:00 a.m. - 7:00 p.m.
   Fridays: 8:00 a.m. - 4:30 p.m.

New Student Center
Nelson Magana, Director
Room 2101 (Building 2000, 1st Floor)
Phone: 305-237-8794
Email: hiadvisement@mdc.edu

The New Student Center assists students in making the transition to college life more efficient and successful, and will assist students with the following:

- Choosing a major or career
- The application process
- Testing information
- International student admissions and advisement
- Understanding the academic requirements of a particular program
- Applying for financial aid

New Student Center business hours are:
   Monday - Thursday: 8:00 a.m. - 7:00 p.m.
   Fridays: 8:00 a.m. - 4:30 p.m.

Service Learning
Corrinne Lockamy, Director
Institute for Civic Engagement and Democracy (iCED)
Room 4321 (Building 4000, 3rd Floor)
The Institute for Civic Engagement and Democracy (iCED) is a College-wide program that is responsible for myriad civic, leadership, and community partnership programs (see [www.mdc.edu/main/iced/](http://www.mdc.edu/main/iced/)). Faculty are encouraged to engage the iCED office at Hialeah Campus to identify enriching service learning opportunities that connect students to real-world problems and help them approach such problems with a sense of personal and civic responsibility.

**Student Life Department**

**Olivia Morris-Ford, Director**
Room 4213 (Building 4000, 2nd Floor)
Phone: 305-237-8736
Email: omorrisf@mdc.edu

The Office of Student Life is responsible for many programs and activities that take place outside the classroom and enhance life at the Hialeah Campus. College is a time to challenge ideas and beliefs, learn new concepts, and develop a sense of self. Participating in campus life helps students acquire the skills that will give them an edge on the competition after they graduate, no matter what they have chosen as their field of study. Through the Student Life Department, students may obtain their student ID, applications to form a new student organization, activities calendars, voter registration forms, student insurance applications, and the Student Rights and Responsibilities Handbook.

Faculty members are highly encouraged to volunteer and serve as faculty advisors to a student organization. Visit us at [www.mdc.edu/hialeah/student-life.aspx](http://www.mdc.edu/hialeah/student-life.aspx).

**Student Life business hours are:**
- Monday – Thursday: 8:00 a.m. - 7:00 p.m.
- Friday: 8:00 a.m. - 4:30 p.m.

**Testing Services**

**Dora Mejia-Montoya, Director**
Room 1225 (Building 1000, 2nd Floor)
Phone: 305-237-8759
Email: dmejiamo@mdc.edu

The Testing Department implements the latest advances in statistical methodology and computer technology to assist students and the community with various testing and assessment needs. Testing at Miami Dade College is comprehensive, employing numerous formats. In addition to serving students and the community, services are available for students with special needs. The Testing Department administers paper and pencil exams but specializes in computer based tests.

Apart from the standardized placement tests (PERT, TABE, Compass ESL), the center also administers the CLEP, GRE, SAT, ACT, MPRE, LSAT, and many more. Faculty members are...
highly encouraged to refer students, as appropriate, to learn how to earn credit-by-examination by taking the College-Level Examination Program (CLEP) test. Visit us at www.mdc.edu/main/testing/.

Testing Services business hours are:
  Monday - Thursday: 8:00 a.m. - 7:00 p.m.
  Friday: 8:00 a.m. - 4:30 p.m.
  Saturdays: By appointment

**HOTLINE INFORMATION**

Suicide Prevention Lifeline – 1-800-273-8255

Children’s Trust/Switchboard of Miami Hotline (Multiple Life Issues) – dial 211
MDC ALERTS

MDC Alerts will be one of the College’s main communication tools during hurricane season. If you have not already registered to receive alerts via the College’s new wireless emergency notification system, please do so at www.mdc.edu/main/alerts.

During hurricane season, emergency information will be communicated via the following primary routes:

- **MDC Hotline**: 305-237-7500. Provides general information and updates.
- **MDC Employee Hotline**: 305-237-7505. Provides more detailed information about College and campus conditions and plans.
- **MDC Alerts**: Registered users will receive an alert from the College’s new wireless emergency notification system when there are recommended protective actions or a change in normally scheduled College operations. As mentioned above, if you have not signed up for MDC Alerts, please do so at the MDC Alerts Web site at www.mdc.edu/main/alerts.
- **MDC Homepage**: www.mdc.edu. Provides general information and updates.
- **Local Media**: Postings regarding College closing and reopening information and other important news will be communicated to the major media.

Communication is vital in supporting our MDC community. If you or your family needs help in the aftermath of a storm, please contact your immediate supervisor.

Revised August 14, 2014
How to locate your classroom?

Sample:

1 2 2 0

Building  Floor  Room
About Us
The Hialeah Campus offers a full complement of programs, services, and activities to meet the educational, cultural, and training needs of our community. Strategically located and easily accessible from all parts of Miami-Dade and Broward counties, the Campus is host to numerous learning and enrichment opportunities offered in state-of-the-art classrooms. Among the greatest assets that the Hialeah Campus has to offer are our highly qualified and skilled faculty and staff members, who are committed to keeping student learning our number one priority. You will find that the Hialeah Campus creates an environment rich in teaching excellence, support services, community involvement, and dedication to student success. For more information, please visit our website at www.mdc.edu/hialeah.

Room: 4300  ☕  Phone: 305-237-8715  ☕  E-mail: hialeahdeansoffice@mdc.edu
Office Hours: Monday – Friday: 8:30 a.m. – 5:00 p.m.