

EverettCC.edu/CCECInstructors

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# **General Questions & Concerns**

The Operations Team is available to help answer all general questions or direct you to the appropriate person, as needed. Contact <a href="mailto:learn@everettcc.edu">learn@everettcc.edu</a> or 425-267-0150 for the most comprehensive, speediest service.

# **CCEC Staff Directory**

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# **WELCOME**

Thank you for choosing to be a part of the Corporate & Continuing Education Center (CCEC) team! Your experience, expertise, and dedication to teaching is a big part of why CCEC is one of the largest, most successful continuing education programs in the state!

We expect all CCEC team members to exemplify Everett Community College's mission: *To educate, equip, and inspire each student to achieve personal and professional goals, contribute to our diverse communities, and thrive in a global society.* 

And to embody CCEC's core values:

### Respect, encourage, and empower others

- Treat others as you wish to be treated
- Seek first to understand, then be understood
- Understand that everyone is our customer with unique needs and goals
- Develop and sustain positive relationships. Have fun!

### Work together to deliver excellence

- Deliver outstanding customer service from the customer's perspective
- Be accountable for your own work, but be prepared to help others
- · Take pride in our work; Excellence is the standard
- Work individually to build team trust and cooperation

### Act with integrity in all things

- Exemplify our mission and values to those we serve
- Always behave professionally and ethically
- Communicate proactively, transparently, and truthfully with tact and diplomacy

## Overcome problems with mindful solutions

- Take initiative to make a positive difference
- Be open to giving and receiving constructive feedback
- Identify and communicate obstacles to success; bring your solutions
- Pursue professional development opportunities

#### Practice the 5 Dimensions of Equity™ in all work:

- Aspiration: Allows for individuals to dream possibilities and build self-efficacy
- Access: Allows for individuals to experience a sense of ownership and belongingness
- Achievement: Nurture and grow talent as an individual and as a member of a collective
- Economic Progress: Allows individuals to be self-fulfilled, contributors of society
- Engagement: Allows for individuals to exert influence within social, cultural contexts

Learn more at http://www.everettcc.edu/ccec/about-ccec

#### Communication

CCEC primarily communicates to instructors through email, so it is important that you regularly check and read your emails completely and notify us if your email address has changed. This is especially important if you are teaching an online course.

# **Teaching Locations**

Teaching opportunities for CCEC are available in Everett, Bothell, Kirkland, Arlington, and other locations throughout the region. We also offer opportunities to teach 100% online. CCEC is the first program in the state to operationally manage continuing education programs across multiple colleges. It is one of the largest continuing education programs in the state of Washington.



# **Hours of Operation**

Monday – Thursday: 7 a.m. – 6:30 p.m.

Friday: 7 a.m. – 3:30 p.m.

Additional staffing depends on what classes are being held on-site.

CCEC follows the EvCC academic calendar, which includes holiday closures. To allow all CCEC staff to enjoy holiday weekends, CCEC will be closed the weekend prior to a Monday holiday closure or the weekend following a Friday holiday closure.

# **Student Snapshot**

At CCEC you will be teaching adults, often over the age of 30. These adult learners are interested in CCEC classes for a variety of reasons, including advancing their career, skilling up for a current or new position, or taking classes for personal interests. Many students are currently employed and have families and are choosing to take classes in addition to these responsibilities. Some students are completing full certificate programs and others are taking one or two classes at a time.

# **Student Expectations**

Students are responsible for their own academic success (attendance, participation, demonstrated knowledge to meet satisfactory completion), having required materials and books, knowing their schedules, and communicating with their instructors about their learning needs.

If a student does not meet attendance, participation, and/or knowledge requirements for the course, they can arrange through the Operations Team to retake the same course for up to one year. Make-up work to allow a student to meet attendance, participation, and knowledge requirements of the course is at the discretion of the instructor. The instructor is responsible for coordinating any make-up assignments that they allow and for notifying operations of a student's completion.

Students who may be struggling academically are encouraged to use EvCC resources such as Disability Services, Transitional Studies, and the Tutoring Center.

See also: Classroom Management & EvCC & CCEC Policies section of this guide

# Instructor Classification

Instructors can be paid as either an employee or a vendor.

Vendors need to exclusively be a vendor and cannot be both an employee and a vendor. All vendors are required to have an EvCC contract signed by both parties and complete a W-9 with matching information. Individual vendor instructors must provide a Contractor Status Verification Form with social security number, per the WA Department of Retirement Services. Employees must complete EvCC hire paperwork provided by the college.

# **Instructor Pay**

CCEC is a self-support unit of the college and is exempt from state faculty contracts.

For employees, first and sometimes second paychecks will be paper check, even if opting for direct deposit. Checks are distributed through EvCC's human resources office on main campus for pick up or by mail if requested. Employees are paid on the 25<sup>th</sup> for work completed on the 1<sup>st</sup>-15<sup>th</sup> and on 10<sup>th</sup> for work completed on the 16<sup>th</sup> through the end of the month. Employee earnings, deductions and leave can be tracked at <a href="https://www.ctc.edu/~everet/empearnlv/">https://www.ctc.edu/~everet/empearnlv/</a>

Vendors invoice CCEC once a class is complete. The invoice should include an invoice number, class title and item number, number of students enrolled, vendor name, address, and amount owed according to the contract agreement. Payment terms per contract are Net 30 Days.

Additional information about direct deposit and pay are shared via email at the time of hire.

# **Course Schedules & Assignments Process**

CCEC now operates on a biannual production schedule. Fall/winter schedules and assignments begin in the summer, and spring/summer schedule assignments begin in the late fall.

CCEC sends out teaching agreements and schedule confirmations via email. Most classes are offered on a first come, first served basis. Please be sure to review the course catalog and let your program manager know which classes you are interested in teaching. Use the course proposal form if you are interested in offering a new class that is not yet in our catalog.

Please confirm that you have the latest course information and current edition of any required text for the classes that you are scheduled to teach. CCEC provides required texts to instructors, but will not provide replacements for lost or misplaced textbooks.

# **Class Status: Go or Cancel Decisions**

CCEC determines a minimum enrollment for each class to consider a class a go. It is our goal to run every class; however, we do cancel classes for low enrollment. Approximately four days prior to a class start, class enrollment is verified and a class status decision is made. Each instructor is sent an email notification, which indicates the class status. A class go notification includes class dates, times, location, room number, directions, parking pass (if applicable), electronic rosters with student contact information (if online), and class evaluation information. Please review this information as class information may have changed. It is important to confirm receipt of this notification with a reply email.

# **Schedule Changes**

If you are assigned to teach a course and are unable to fulfill your commitment, please notify your program manager, via phone, as soon as possible. If you cannot connect directly with a program manager, please call the Operations Team at 425-267-0150.

If your class has started and you are unable to teach a section as scheduled, you are responsible for scheduling section make-ups with your class. You must also immediately notify your program manager about any make-up session dates.

# **Teaching Expectations**

# **Arrival Time & Parking**

Please plan to arrive no less than 15 minutes prior to the start of your class to prepare for an on-time start and to allow students time to enter the class and get settled. Starting and ending on schedule is required of all classes. If teaching online, please have your materials prepared and be logged in 15 minutes in advance of class.

If a location requires a parking pass, a pass will be emailed to instructor and students via the class notification approximately four days prior to the class start date.

# **Accessing Your Classroom**

Refer to your confirmation email for the room assignment for each class you are scheduled to teach. Classrooms should be ready for instruction 15 minutes prior to class start time. If your classroom is not ready for instruction when you enter the room, please be sure to notify the Operations Team at <a href="mailto:learn@everettcc.edu">learn@everettcc.edu</a> or 425-267-0150. You may also use your instructor evaluation to communicate anything out of the ordinary. See below for site-specific details.

#### **Online Classes**

If teaching online, be sure to confirm that you have access to all required technology resources at least one week in advance of your class start date. You'll need to generate the invitation link for your virtual classroom and email the link to your students within 24 hours of the class start date using the roster information that is provided to you with the class go notification. Please include <a href="mailto:learn@everettcc.edu">learn@everettcc.edu</a> on your invitation. Any students who register after this time will be given the link by the operations team on the start day of the class.

When determining your virtual classroom settings restrictions and settings, please keep in mind that students may need to join after the start of class (factoring in technology issues, etc.). Our policy is to allow registered students to join class at any time. Additional support resources for teaching online can be found at EverettCC.edu/CCECInstructors.

## **Corporate & Continuing Education Center**

CCEC staff will unlock your room, but the door will remain closed. If the classroom is locked, please visit the Operations Team at the front desk for assistance.

#### **EvCC Main Campus, AMTEC, and Aviation**

Classrooms are kept locked when not in use. EvCC Security will unlock your classroom prior to the class start. The door will remain closed. If the door is locked, please call EvCC Security at 425-388-9990 to request a room unlock. In some instances, the college will issue you a key – this is determined on a case-by-case basis.

### **CCEC – Bothell (Cascadia College)**

Classrooms are left unlocked during regular college hours. If your classroom is locked, please call UW Security at 425-352-5359 or visit the Campus Safety Office at LB2 Building street level on Campus Way NE. A photo ID will be required.

## **CCEC – Kirkland (Lake Washington Institute of Technology)**

Classrooms are kept locked when not in use. If the door is locked within 15 minutes of your class start time, please call LWTech Security at 425-739-8224 or visit the Safety and Security Office at E145 (East Building) to request a room unlock. In some instances, the college will issue you a key – this is determined on a case-by-case basis.

#### **EvCC North County (Weston High School)**

Classroom are locked when not in use. Weston High School custodial staff will unlock your classroom prior to the class start. If the door is locked, please call CCEC operation staff at 425-267-0150.

## **Instructor Packets, Materials, and Hubs**

CCEC is actively trying to **go green** and reduce paper waste and we are moving toward more electronic materials. Currently, most CCEC classes receive a class packet, which includes door signs, a class roster, instructor responsibility guidelines, names tents, VMWare instructions, and parking passes. Class materials (print, books, kits, etc.) will be provided according to the class description. If CCEC provides class materials, the materials will be located with the packet. CCEC utilizes instructor hubs at offsite locations to store instructor packets, books, and materials (flipcharts, markers, post-its, etc.). See below for site-specific details.

#### **Online Classes**

CCEC staff will email materials and student roster information with the class go notification. You will also be CCd on the student confirmation email that includes their materials. Use the provided roster to send your students the invitation link to their virtual classroom and CC learn@everettcc.edu. On the day of the class, the operations team will check for late registrations and send the access link you provided along with materials to any students who signed up late. We will also provide you with an updated roster, if necessary. When your class ends, return your completed roster to <a href="mailto:learn@everettcc.edu">learn@everettcc.edu</a>

### **Corporate & Continuing Education Center**

CCEC staff will deliver the class packet and materials to the assigned classroom. If additional class materials are needed, please see the Operations Team at the front desk for assistance. Return your instructor packet to the labeled box located on the table in the front lobby that is between the front desk and the staircase.

### **EvCC Main Campus, AMTEC, and Aviation**

CCEC staff will deliver the class packet and materials to the assigned classroom. If additional class materials are needed, please see contact the Operations Team at 425-267-0150. Return your instructor packet to CCEC in person to 2333 Seaway Blvd in Everett, or via intercampus mail (MS 15, Attn: Operations). If you would like to mail the packet to CCEC, please contact the Operations Team to request a pre-paid mailing envelope.

## **CCEC – Bothell (Cascadia College)**

CCEC has space at Cascadia College in CC1/CC2 and CC3 to allow for an instructor materials hub. Each instructor is responsible to pick-up the required class materials at the appropriate building hub prior to class start.

Each instructor will be issued a proxy card to gain access to the material hub locations during your first class at Cascadia College. The materials for your first class will be delivered to the assigned classroom. Materials for all following classes will be delivered to the appropriate materials hub.

After your class, please return your packets to the same hub location that you received them from.

#### CC1/CC2 Hub

The material hub for classes held in buildings CC1/CC2 is in CC1-154 inside the Student Learning & Student Success hallway. If the door to CC1-154 is locked, please use the issued proxy card to enter the room. The door is locked after 6:00PM on Mondays through Fridays and all day on weekends. Waive the proxy card in front of the card reader located on the left side of the door. As soon as you enter the hallway door, enter the copy room on your left. Cupboards 21 and 23 are for CCEC.

#### CC3 Hub

The material hub for classes located in building CC3 is in CC3-326. This room is located on the third floor of the building, accessed from the stairs located in the middle of the building from the main lobby of CC3. At the top of the stairs on your right, you will find a large set of double doors. The large set of double doors remain unlocked until 10:00PM on days CCEC has scheduled classes. After 10:00 PM, security will lock the doors and CCEC staff and faculty will not have access to the room. The issued proxy card will not allow entrance into this hallway after 10:00 p.m. After entering the double doors, turn right at the first hallway and then left at the end of the short hallway. Proceed straight ahead, and CC3-326 will be on the left side of the hall (work space/copy room) about midway down. Cupboards 9 and 10 are for CCEC. The cupboards are labeled and located on the bottom right toward the back of the room.

#### CCEC - Kirkland (Lake Washington Institute of Technology)

CCEC has space at Lake Washington Institute of Technology in room A104G to allow for an instructor materials hub. Each instructor is responsible to pick-up the required class materials at the materials hub prior to class start. After your class, please return your packets to the same hub location that you received them from.

#### **EvCC North County (Weston High School)**

CCEC has space at Weston High School in front of room 131 to allow for an instructor materials hub. Each instructor is responsible to pick-up the required class materials at the materials hub prior to class start. After your class, please return your packets to the same hub location that you received them from.

#### **Electronic Materials**

In CCEC's efforts to **go green** more instructors are transitioning to CCEC's electronic roster system to track attendance and grading in CampusCE. If using an electronic roster, a printed packet will not be provided. An electronic door sign will be emailed as an attachment to your class notification. If materials or books are

provided by CCEC, please follow the instructions listed above by location. Be sure to notify the Operations Team at <a href="learn@everettcc.edu">learn@everettcc.edu</a> that your class attendance and grades are complete in CampusCE once your course ends.

If you are not currently using the electronic roster system, but are interested in doing so, please contact your program manager to request access.

## **Special Media and Printing Requests**

Special media arrangements and supplemental printing requests must be submitted each quarter <u>at least two weeks prior to your class start date</u>. Instructors will not be reimbursed for printing expenses. Please contact the Operations Team at <u>learn@everettcc.edu</u> or 425-267-0150 to submit your request.

For any suggested curriculum/material changes, please contact the program manager.

## IT Details & Assistance

CCEC uses two systems of IT to conduct classes, instructor stations (computers and projectors) and VMWare (virtual desktop). EvCC North County (Weston High School) uses a laptop cart available in front of room 131. Retrieve the key to the cart from the hub. The instructor station hardware is maintained by the institution where your class is located. The VMWare at all locations is maintained by EvCC. To access the computer and VMWare, please refer to the instructions posted at the instructor station and provided in your instructor packet

During business hours, contact CCEC's Operations Team for any IT issue at 425-267-0150 (or ext. 0150 from EvCC and CCEC classroom phones). If after business hours, contact the IT department that is listed by location below.

### **Corporate & Continuing Education Center and O**

EvCC IT Department at 425-388-9333 or via email at helpdesk@everettcc.edu.

## **EvCC Main Campus, AMTEC, and Aviation**

EvCC IT Department at 425-388-9333 or via email at helpdesk@everettcc.edu.

## **CCEC – Bothell (Cascadia College)**

For non-VMWare issues contact Cascadia College IT Department at 425-352-8288 (2-8228 from Cascadia College campus), <a href="https://helpdesk@cascadia.edu">helpdesk@cascadia.edu</a>, or visit CC2-171 (first floor of CC2). For VMWare issues contact EvCC IT Department at 425-388-9333 or via email at <a href="helpdesk@everettcc.edu">helpdesk@everettcc.edu</a>.

### **CCEC – Kirkland (Lake Washington Institute of Technology)**

For non-VMWare issues contact Lake Washington Institute of Technology Information Technology Services at 425-739-8100 (8603 from LWTech campus) or visit Technology Center at T318. For VMWare issues contact EvCC IT Department at 425-388-9333 or via email at helpdesk@everettcc.edu.

#### **EvCC North County (Weston High School)**

EvCC IT Department at 425-388-9333 or via email at helpdesk@everettcc.edu.

## **Rosters & Grading**

Rosters are the official record retained by the college that indicate a student's class attendance and official grade. Grading for CCEC is a S or U grade. Issue a "S" grade for Satisfactory and a "U" grade for Unsatisfactory. Satisfactory completion is determined by a minimum of 70% attendance, active participation, and completion of learning objectives. Exceptions apply for special programs. Instructors are notified in such instances.

All roster information is confidential and is not to be shared or used for any purpose other than to show class attendance and completion.

If a student does not appear on the roster, they may or may not have registered and/or paid for the class. Please allow the student into the class, but collect the student name, phone number, and email address and

forward that information to the Operations Team following the first class so we may contact them to register or research registration issues. The Operations Team can be reached at <a href="learn@everettcc.edu">learn@everettcc.edu</a> or 425-267-0150.

# **Classroom Management**

Instructors are responsible for managing the instructional environment, including covering all course materials and objectives and for starting and ending class on time for all sessions.

Classroom doors should remain closed during instruction times. Classroom activities and audio/visual elements should be at appropriate levels as to not disturb adjacent classroom or workspaces.

### **Student Support**

The Center for Disability Services (CDS) office provides qualified students with documented disabilities an equal opportunity to participate in the variety of educational, recreational, and social opportunities available at Everett Community College. CDS provides academic accommodations for students with a documented permanent or temporary physical, mental, or sensory disability; resource and referral information; and advocacy support as necessary and appropriate.

Request for disability services begin with the Center for Disability Services. The CDS can be reached at 425-388-9272 or <a href="mailto:cds@everettcc.edu">cds@everettcc.edu</a>.

Students who need additional academic support can refer to <a href="EverettCC.edu/Transitional">EverettCC.edu/Transitional</a>

### Incident / BIT reporting

If there is a serious concern about a student's behavior that should be formally addressed, a BIT report can be filed with the college for college administration to follow up on. BIT reports can be accessed at <a href="https://cm.maxient.com/reportingform.php?EverettCC">https://cm.maxient.com/reportingform.php?EverettCC</a>. If a student is disrupted to the learning environment they can be asked to leave the classroom for the day, but they cannot be told not to return for future classes without due process. Please notify your program manager immediately if there are serious behavioral issues with students.

See also: Emergency & Safety

## Student questions and general support

Students with questions about college policies, class schedules, and registration should be directed to the Operations Team at learn@everettcc.edu or 425-267-0150.

## **Course Evaluations**

Each CCEC course has a dedicated evaluation form. Evaluations are important and are used to understand the perceptions and needs of course content, materials, instruction, and environment. <u>Please remind your</u> students to complete the course evaluation at the end of your course.

In keeping with CCEC's **go green** practice, all course evaluations for students and instructors are now online. The link to the course evaluation is provided to all students and instructors via the class notification email sent approximately four days prior to the class start and is also available at <a href="EverettCC.edu/CCECEvals.">EverettCC.edu/CCECEvals.</a>.

Instructor course evaluation are available at <u>EverettCC.edu/CCECInstructors</u>. Use your instructor evaluation to report on any non-urgent issues related to your teaching experience.

# **Marketing Your Class**

Direct communication from subject area experts and peers is the most impactful way to encourage interest in your classes. In addition to the many ways that we market CCEC programs, we have several tools and resources available to help you reach and interact with potential students to help fill your classes. Visit <a href="EverettCC.edu/CCECInstructors">EverettCC.edu/CCECInstructors</a> for details.

# **Emergency & Safety**

# **Emergency Procedures**

Emergency procedures for lockdowns, disasters, hazards, evacuation, etc. are posted in each classroom. AEDs, first aid kits, fire extinguishers are available at each location. Please make yourself aware of your surroundings. Instructors should review emergency procedures at least once per quarter. You may also review EvCC's Emergency Management Resources at <a href="https://www.everettcc.edu/administration/cwt-security/emergency-management/resources">https://www.everettcc.edu/administration/cwt-security/emergency-management/resources</a>

## **Security Contact Information**

- For all life-threatening emergency situations, regardless of location, immediately dial 911
- CCEC Everett: 425-388-9990 (from off-campus phones) / 9990 (from on-campus phones)
- CCEC Bothell: 425-352-5222 (emergencies) / 425-352-5359 (non-emergencies)
- CCEC Kirkland: 425-739-8224 (from off-campus phones) / 8224 (from on-campus phones)
- CCEC Arlington / EvCC North County: 425-388-9990 (EvCC Security)
- EvCC Main Campus, AMTEC, Paine Field: 425-388-9990 (from off-campus) / 9990 (from on-campus)

## **Emergency Alerts**

All instructors are encouraged to subscribe to emergency alerts to stay informed about sudden campus closures and other emergency activity. We will not send messages when the college is open. Our goal is to keep the college open if it is safe. If the location of your class is open, but it is unsafe for you to travel to that location, notify the Operations Team as soon as possible.

Visit EverettCC.edu/CCECInstructors for links to subscribe to emergency alert systems.

You can also check directly with EvCC, Cascadia, LWTech websites and social media accounts for additional information.

How closures are determined for each CCEC location:

**CCEC – Everett (Seaway Blvd) location:** This location will be closed if the main EVCC campus is closed. If the campus needs to close during one of your sessions, please follow campus announcements as they are issued. Every effort will be made to post closure information by 6 a.m. for day classes and 4 p.m. for evening classes.

**CCEC – Bothell (Cascadia College) location**: If EvCC closes and Cascadia College is open, CCEC - Bothell classes will be held. If Cascadia College is closed, CCEC - Bothell classes will be cancelled.

**CCEC – Kirkland (LWTech) location:** If EvCC closes and LWTech is open, CCEC - Kirkland classes will be held. If LWTech is closed, CCEC - Kirkland classes will be cancelled.

**CCEC – Arlington:** This location will be closed if the main EvCC campus is closed. If Arlington schools are closed and EvCC is open, classes will be canceled at Weston High School. If the campus needs to close during one of your sessions, please follow campus announcements as they are issued. Every effort will be made to post closure information by 6 a.m. for day classes and 4 p.m. for evening classes.

**Contracts:** If a contracted course is scheduled at a closed CCEC location, that course will be cancelled and rescheduled. If the class is scheduled at a company location and college campuses are closed while the business remains open, the class will not be cancelled and will be held as scheduled.

**Online:** If you are teaching remotely, but have an internet or power outage, please notify the Operations Team as soon as possible.

# **EvCC & CCEC Policies**

Refund and schedule policies and terms are posted on the CCEC website. If you or your students have any questions about these policies, please contact our Operations Team at 425-267-0150 or <a href="mailto:learn@everettcc.edu">learn@everettcc.edu</a>.

# Confidentiality/FERPA

All student educational records are handled in accordance with the Family Educational Rights and Privacy Act of 1974. For more information visit <a href="https://www.everettcc.edu/enrollment/ferpa">https://www.everettcc.edu/enrollment/ferpa</a>.

## Student Handbook

Everett Community College follows several guidelines that support a civil and respectful environment and provide procedures to assure fair treatment. It is the responsibility of students to be familiar with and adhere to all College Policies and Procedures. Visit EverettCC.edu/StudentHandbook for details.

## **Nondiscrimination**

Everett Community College does not discriminate based on, but not limited to, race, color, national origin, citizenship, ethnicity, language, culture, age, sex, gender identity or expression, sexual orientation, pregnancy or parental status, marital status, actual or perceived disability, use of service animal, economic status, military or veteran status, spirituality or religion, or genetic information in its programs, activities, or employment. The Title IX Coordinator has been designated to handle inquiries regarding nondiscrimination policies and can be reached at 2000 Tower Street, Everett, WA 98201, TitleIXCoordinator@everettcc.edu, or 425-388-9271.

Additional Everett Community College policies can be found at <a href="https://www.everettcc.edu/administration/policy">https://www.everettcc.edu/administration/policy</a>.

# **THANK YOU!**

Be sure to visit EverettCC.edu/CCECInstructors for more valuable information!