Collin Higher Education Center
Faculty Resource Guide

Welcome
Welcome to the Collin Higher Education Center (CHEC)! The following information about the CHEC operations and facilities is provided to help make your teaching experience at the CHEC enjoyable and productive. Please bring any questions you may have to one of the Collin College staff members in the Student Services Center, suite 120 or call 972-599-3100. We are all here to assist you.

Building Information

➢ Hours
The Collin Higher Education Center building is open:
Monday – Friday, 7:00 – 11:00 p.m. and Saturday, 8:00 – 5:00 p.m. The building is closed on Sundays. Collin College Police are on duty during all building hours.

➢ Driving Directions (see attached maps)

Driving Directions

From the North:
Take US-75 (Central Expressway) South.
Take the El Dorado (exit 39).
Stay on the frontage road for a mile.
Exit the clover leaf with signs for Highway 5.
Take the first exit, which is Medical Center Drive.
Take the turn-around at the Medical Center Drive intersection.
Enterances are the first two on the right.

From the South:
Take US-75 (Central Expressway) North.
Exit Highway 5 (exit 38B) and follow the signs to Highway 5 East.
Take the turn-around at the Medical Center Drive intersection.
Enterances are the first two on the right.

From the East:
Take Highway 380 West
Turn left, heading South on Highway 5/North McDonald Street.
Bear right onto Spur 399/South McDonald Street.
Enterances are on the right just past the Medical Center Drive intersection.

From the West:
Take Sam Rayburn Tollway (TX Highway 121) East.
Exit at Medical Center Drive.
Take the turn-around at the Medical Center Drive intersection. Entrances are the first two on the right.

- **Parking**
  Parking is free at the CHEC, but requires a Collin College parking sticker. A parking sticker can be obtained at the information desk or the Student Services Center. Parking is available in any non-reserved parking space in the 5-level parking garage (to the east of the building) or parking lots (to the east and south of the building) during building hours. Please refrain from parking in the large empty lot to the west of the building. This lot does NOT belong to the college and does not have security lighting or parking striping.

- **Information Desk**
  The information desk is located in the first floor atrium. Information CHEC staff answer the CHEC’s main phone line (972-599-3100) and can assist with general inquiries, directions, and reception. For personal assistance, please see the staff in the Student Services Center (room 120).

- **Campus Closures**
  - In the event of inclement weather, the CHEC will be closed if and when the Collin College campuses are ordered closed. Campus closures are reported to DFW area TV and radio stations and posted on the Collin College web-page. Faculty can also learn of Collin College emergencies or campus closures by enrolling in CougarAlert, Collin’s automated emergency alert system. To establish an account, go to http://www.collin.edu/cougaralert.html. The service is free, but your wireless carrier’s usual text fees may apply for text alerts.
  - In the event that the home university closes for inclement weather, but the CHEC remains open, students have been directed to refer to their class syllabus and/or official university e-mail communication system to determine if their professor will conduct class. Faculty may want to address this situation in their syllabus and/or the first day of class.
  - On Collin College recognized holidays, the CHEC will be open if your home university has a class scheduled at the CHEC, but the Student Services Center will be closed. The Student Services Center Fall 2011 holidays include:
    - September 5  Labor Day
    - November 23-26  Thanksgiving Break
    - December 22-31  Winter Break

- **Classrooms**
  - Classrooms at the CHEC are located on the first and second floors of the building. Most are arranged in the traditional classroom format with tables and chairs. The CHEC also has three computer classrooms, and two classrooms equipped for video-conferencing instruction. The CHEC provides white board markers for classroom use. Specific markers are necessary for use with the CHEC’s whiteboards (Claridge Brand); please DO NOT use EXPO brand markers. If there are no markers in your classroom, please call 972-599-3100, or visit the Student Services Center to request some.
  - Faculty with needs beyond the typical classroom set-up should request those items during the schedule-building process during the semester prior to the class
offering, or as soon as possible before the semester begins. Room change requests will not be honored during the first two weeks of the semester.

- **Food and Drink**
  Food and drinks are not allowed in CHEC classrooms or computer labs. Please limit consumption of these items to appropriate locations in the building.

- **Faculty Break Room / Vending Machines**
  A break room for faculty and staff is located inside the Student Services Center on the first floor. The break room is equipped with a refrigerator with icemaker, a microwave oven, and a coffee-maker. There is a single table in the break room, and more seating in the adjacent informal meeting space. Vending machines for snacks and beverages can be located on the second floor, in the student lounge.
  There is no cafeteria or snack bar at the CHEC. However, a local restaurant guide, complete with a listing of all eateries within a mile of the CHEC and their student discounts, is available at the Information Desk and inside Student Services.

- **Patio / Courtyard**
  The patio courtyard between the main building and the parking garage has several tables and benches for faculty and students to utilize for eating, studying, or simply relaxing. The 12-foot high water wall completely blocks out the sounds of the world around you, allowing for a very peaceful and serene setting.

- **Children**
  By College policy, children under the age of 16 years may not be left unattended on College property, including the CHEC. Children are also not allowed in classrooms or computer labs at any time. If your child accompanies you to the CHEC, please keep them with you and under your supervision at all times.

- **Smoking**
  Collin College campuses are smoke free. Smoking is prohibited at the CHEC, even in parking areas. Collin College Police enforce this policy, which can carry a fine of up to $200 for violations.

- **Lost and Found**
  The Lost and Found service is located inside the Student Service Center in suite 120. Items can be claimed during the Student Service Center’s regular hours.

- **Elevators, Rest Rooms and Courtesy Phone**
  - Elevators are located just behind the information desk. Stairwells are located just east of the Information Desk (to the second floor only), and in the northwest and northeast corners of the building (access to all four floors).
  - Rest Rooms are located at the east end of the building on all floors.
  - A courtesy phone is located at the Information Desk. Only local calls can be made from the courtesy phone.
Finding Your Way around the CHEC (see attached Building Map)

- **First Floor**
  Most people will enter the CHEC through the east atrium doors near the parking garage. As you enter the atrium, to your immediate right will be the campus Police office. Past that, the information desk and elevators will be to your right. Behind the elevator lobby is the student services center and university offices. First floor classrooms are located in the U-shaped hallway located to the left and right of the student services center. On the opposite side of the atrium is the Learning Resource Center with a group study room, computers for accessing your home university’s library services, and several tables for quiet study. Also on that side of the atrium is the Board Room for the Collin College Board of Trustees.

- **Second Floor**
  As you exit the elevators on the second floor, you will see the Student Lounge. Second floor classrooms are located in the u-shaped hallway located to the left and right of the Student Lounge.

**Student Services Center (SSC)**

- **Hours and Staff**
  The Student Services Center is located on the first floor in room 120. The SSC is open Monday – Thursday 8:00am – 8:00pm, Friday 8:00am – 5:00pm, and Saturday 8:00am – Noon. The center is staffed by the following Collin employees:

  - Sabrina Belt, Associate Dean
  - Tessa Foreman, Administrative Assistant
  - Stephanie Hanson, Coordinator of Transfer Programs
  - Gloria Tyler, Administrative Assistant
  - Glinda Shaffer, Student Services Associate

- **Admissions/Registration**
  Admissions and registration for degree programs offered at the CHEC follow the policies and procedures of the home university. Computer workstations are available in the Student Services Center for students to access the online portals for their home university. Additionally, Collin employees and the on-site university representatives can offer assistance in these areas.

- **Advising**
  Academic advising is also a function of the home university offering the degree. Please visit with an on-site university representative for assistance, or contact the degree program contact person at the home university. Phone numbers and e-mail addresses for these contacts can be found on the CHEC web-page, under University Contacts.

- **Financial Aid**
  Financial Aid is also a function of the home university. Students should fill out the Free Application for Federal Financial Assistance (FAFSA) online at http://fafsa.ed.gov and contact the home university’s financial aid office directly. CHEC staff can only assist with general questions regarding financial aid.
**Faculty Correspondence / Turning in Assignments**

- As a service to faculty commuting to the CHEC, the Student Services staff can relay messages to students if class is to start late or needs to be canceled. Call the Student Services Center at 972-599-3100 and provide information to be relayed to students. You may also direct substitute professors or guest lecturers to Student Services for help.

- Should students need to turn in an assignment to a CHEC professor, they may leave the assignment with a Collin employee in the Student Service Center to be time-stamped and placed in the professor’s mailbox. This service is only available during the hours that the Student Service Center is staffed. Please see the Student Services Center staff to locate your mailbox.

- Other internal mail, USPS mail, etc. will also be distributed via your mailbox. For privacy reasons, please do not ask students to access your mailbox.

- **Course Evaluations**
  
  Course evaluation packets can be left with Student Services staff or deposited into the beige evaluations drop box located to the left of the mailboxes outside the campus mailroom (115) on the first floor. Packets will be delivered to the on-site university representative for appropriate routing to the home university.

**Other Services Available to Faculty**

- **Computer Labs**
  
  Computer labs at the CHEC are available for use by any class if not already scheduled for use. An instructor must be present when a class is using a computer lab. Availability is on a first come, first served basis. Please see the Student Services Center to schedule time in a computer lab.

- **Conference Rooms**
  
  Conference rooms of various sizes are available throughout the building. Faculty can reserve conference rooms through the Student Services Center at 972-599-3100.

- **Copying**
  
  Faculty may use the copier located in the alcove between the Student Services Center and classroom 100 on the first floor. Faculty can obtain a copy code in the Student Services Center or from their University’s on-site representative.

- **Scanning**
  
  The first-floor copy machine has a scanning feature. For assistance in scanning documents, please ask a Student Services representative.

- **Custodial Services**
  
  Report custodial needs to the information desk by calling 972-599-3100.

- **Media Services**
  
  Make all requests for media services (equipment and repairs) to Media Services: 972.599.3170. Media needs not permanently installed in classrooms such as video equipment, overhead projectors, laptops, or a projection system must be requested at least 24 hours prior to date needed. Media Services is available any time that classes are in session. The phone in each classroom can be used to reach Media Services.
Office Space
Office space is available to faculty on a first come-first served basis. There are offices in the Student Services Center and the Learning Resource Center equipped with a phone and computer. You may reserve an office for specific dates and times by calling the Student Services Center at 972-599-3100 or use an open office any time one is available. Office space at the CHEC is only provided for university personnel that are currently teaching classes at the CHEC and/or advising current or potential students in degree programs offered at the CHEC.

Campus Police/Security
Classroom access issues, including unlocking classroom doors, may be reported to the information desk at 972-599-3100. In case of fire or medical emergency, all classrooms are equipped with a phone to call 911. For other security issues, please call the Campus Police at 972-578-5555 or 5555 on any campus phone.

Supplies
- The CHEC does not generally provide classroom supplies, but in an emergency the Student Services staff may be able to assist. Supplies such as exam booklets, scantron sheets, pens, and pencils are available in a vending machine located in the student lounge. If you have a large class, please inform the staff of your test dates and the need for exam booklets and scantron sheets to ensure there are sufficient quantities available.
- The CHEC DOES provide white board markers for classroom use. Specific markers are necessary for use with the CHEC’s whiteboards (Claridge Brand); please DO NOT use EXPO brand markers. If there are no markers in your classroom, please call 972-599-3100, or visit the Student Services Center to request some.

Test Administration
- Proctored Exams – Universities are required to provide their own proctor for exams that require supervision when the regular professor cannot be present. The CHEC does not have staff available to proctor exams.
- Un-Proctored Make-Up Exams – Student Services staff will assist faculty in making arrangements for a make-up exam for a single student during the normal Student Services operating hours. Student Services staff can arrange a quiet testing room, receive the exam from the faculty, and safeguard the completed exam for return to faculty. Student Services staff are not available to monitor the exam or provide test security while the exam is in the student’s possession. Requests for this assistance must be made at least 48-72 hours in advance.
Maps

- District Campuses and Locations
  - Collin @ Allen – inside Allen HS
  - CHEC – Collin Higher Education Center
  - CPC – Central Park Campus
  - CYC – Courtyard Center
  - PRC – Preston Ridge Campus
  - RW – Rockwall Higher Education Center
  - SCC – Spring Creek Campus

- CHEC Site and Parking Map
  - There is ample parking in the 5-level parking garage