

# **Employee Handbook**

# **2024-2025**

September 2024.V1.1

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# General Information

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## Introduction

Tyler Junior College (TJC) publishes the employee handbook as an information guide for all employees of the College. These guidelines are updated each year however, this is a “living” document, and employees should consult the online version for the most current information. Employees should also review the handbook at the beginning of each semester for revisions and/or additions which may have occurred and will apply for the upcoming term(s). All employees are responsible for following the guidelines presented in this manual.

While this handbook contains a number of policies and procedures, it does not cover all of the available information regarding the Institution. For more information, contact the responsible department, Human Resources, or visit the [TJC website](#).

The TJC Board Policy manual is the governing document of the institution. Any inconsistencies between it and any other handbook or policy are controlled by TJC Board Policy. All TJC policies may be found online at [Board Policy Manual](#).

## Statement of Nondiscrimination

Tyler Junior College gives equal consideration to all applicants for admission, employment and participation in its programs and activities without regard to race, color, religion, national origin, gender, gender identity, gender expression, sexual orientation, age, marital status, disability, veteran status or limited English proficiency (LEP). TJC respects the legal rights of each person to work and learn in an environment that is free from unlawful sexual discrimination including sexual harassment and sexual violence.

## College Governance

Legal control of TJC is vested in a Board of Trustees whose nine members are elected by the voters of the TJC College District to staggered terms of six years. The Board determines policies which govern College operations and activities. There is a clear and appropriate distinction between the policy making function of the Board and the responsibility of the administration and faculty to administer and implement policies. Upon recommendation by the president of the College, the Board approves employees of the administration, faculty, and staff.

## Accreditation

Tyler Junior College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate and baccalaureate degrees as well as certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Tyler Junior College.

The Automotive Technology, Certified Dental Assisting, Dental Hygiene, Diagnostic Medical Sonography, Emergency Medical Service Professions, Health Information Technology, Medical Laboratory Technology, Nursing (Associate Degree), Occupational Therapy Assistant,

Ophthalmic Medical Assisting, Physical Therapist Assistant, Polysomnography, Professional Tennis Management, Radiologic Technology, Respiratory Care, Surgical Technology and Veterinary Technician programs are nationally accredited through their respective organizations. The Associate Degree Nursing, Fire Academy, Law Enforcement Academy, Nurse Aide Program, and Vocational Nursing programs are state-accredited.

## Questions Regarding SACSCOC

Questions regarding compliance with SACSCOC standards, policies, and/or guidelines should be directed to the Institutional Accreditation Liaison (Director for Institutional Effectiveness). The Commission is to be contacted only if there is evidence that appears to support an institution's significant non-compliance with a requirement or standard. General inquiries about Tyler Junior College admission requirements, financial aid, educational programs or other offerings should be directed to the College and not the Commission. [\[GK Local, GK Regulation\]](#)

## Texas Higher Education Coordinating Board

The Texas Higher Education Coordinating Board (THECB) was created by the Texas Legislature in 1965 to represent the highest authority in the State in matters of public higher education and is charged with the duty to take an active part in promoting quality education throughout the State.

The mission of the THECB is to provide leadership and coordination for the Texas higher education system and to promote access, affordability, quality, success, and cost efficiency through 60X30TX, resulting in a globally competitive workforce that positions Texas as an international leader.

Further information about the THECB may be found on the THECB website (<https://www.highered.texas.gov/>).

## About TJC

Tyler Junior College (TJC) was established in 1926 as part of the Tyler Public Schools System. Tyler Superintendent G.O. Clough was named the first president of the College, and operations began in September of that year, with J.M. Hodges as the dean, nine faculty members, and 93 students. The College was first accredited by the Southern Association of Colleges and Schools Commission on Colleges in 1931.

Approximately 12,000 students enroll at TJC each fall semester at the central campus as well as off-campus instructional sites which include TJC West, TJC Jacksonville, TJC North and TJC Rusk. In addition, approximately 5,000 individuals take continuing studies courses each year at TJC West.

The Tyler Junior College District encompasses the tax districts of six independent school districts: Chapel Hill, Grand Saline, Lindale, Tyler, Van and Winona. The Texas Education Code identifies the service area of TJC to include the territory within the following additional districts: Alba-Golden, Arp, Bullard, Hawkins, Jacksonville, Mineola, New Summerfield, Quitman, Rusk, Troup, Whitehouse, and Yantis.

Throughout its history, TJC has embodied the truest sense of the term "community" as reflected in its core values: unity, caring, integrity, empowering, and excellence.

TJC offers more than 120 degree and certificate options, plus extensive customized training, adult education, and continuing studies, and offers opportunities for students to transfer to universities or to gain the skills needed to go directly into the workforce. The College received legislative designation, Texas Higher Education Coordinating Board approval, and accreditation by the Southern Association of Colleges and Schools Commission on Colleges, as an institution eligible to award baccalaureate degrees.

TJC features a 145-acre central campus and off-campus instructional sites, rigorous academics, 69 national athletic championships, stellar fine and performing arts programs, modern residential facilities, and organizations and clubs that promote student diversity.

## TJC Mission Statement

The College champions student and community success by providing a caring, comprehensive experience through educational excellence, stellar service, innovative programming and authentic partnerships. (*Board Policy [AD \(LOCAL\)](#)*)

## TJC Vision Statement

Educating everyone—the path to a better world. (*Board Policy [AD \(LOCAL\)](#)*)

## TJC Core Values

TJC's core values will guide the direction of the College and the decisions made on a daily basis. Core Values include unity, caring, integrity, empowering and excellence. ([Strategic Plan 2020- 2026](#))

## TJC Civility Statement

In keeping with its rich traditions, TJC pledges to maintain a civil campus climate in which students, employees, and visitors can experience a safe, mutually supportive, academically encouraging, egalitarian, and tolerant community.

## Information Dissemination Requirements

Tyler Junior College is required by federal regulations to disseminate information to prospective students, current students, and employees. This information includes, but is not limited to, academic programs, federal financial aid, and rights and responsibilities. For more information, see the [Consumer Information](#) webpage on the TJC website.

- 1) Institutional information about Tyler Junior College
  - a) General Information about TJC-TJC Catalog, Student Handbook, and Employee Handbook
  - b) Cost of Attending- Website, various pages
    - i) TJC Cost Calculator (<https://www.tjc.edu/costcalc>)  
Financial Aid Net Cost Calculator,  
(<https://apps.highered.texas.gov/net-price-calculator/> )
    - ii) Tuition comparison (<https://www.tjc.edu/tuition>)
    - iii) Business Services Website  
([https://www.tjc.edu/info/20063/business\\_services/157/tuition\\_and\\_fee\\_breakdown](https://www.tjc.edu/info/20063/business_services/157/tuition_and_fee_breakdown) )
    - iv) Refund Policy-Business Services Website

[https://www.tjc.edu/info/20019/tuition\\_andamp\\_cost/57/refunds](https://www.tjc.edu/info/20019/tuition_andamp_cost/57/refunds)

- 2) Academic Programs and student attainment:
  - a) Names of the associations, agencies, governmental bodies that accredit, approve or license TJC and our programs and a copy of this accreditation, licensure or approval— TJC Catalog.
  - b) Special facilities and services available to disabled students— TJC Catalog, Student Handbook
  - c) Offered degree programs, training and other education— TJC Catalog
  - d) GED program available—Continuing Education Catalog
  - e) Facilities associated with academic programs— TJC Catalog, Student Handbook
  - f) List of faculty and other instructional personnel— TJC Catalog, TJC Personnel Directory
  - g) TJC policy and criteria on transfer of credit and list of schools with established articulation agreements— TJC Catalog
  - h) TJC student body diversity by gender and ethnicity of full-time students who receive Federal Pell Grants— Office of Institutional Research, or in the Student Right to Know Information available at <http://www.tjc.edu/CIDR>.
  - i) Information on placement and types of employment obtained by TJC graduates who received degrees and certificates— This data is published by the Texas Higher Education Coordinating Board and is available at the following link: <http://www.txhighereddata.org/reports/performance/ctcasalf/ctcasf.cfm>
  - j) Retention rates of certificate- or degree-seeking first-time fulltime undergraduate students— Student Right to Know Information available at <http://www.tjc.edu/CIDR>.
- 3) Requirements for officially withdrawing from the school—TJC Catalog
- 4) What federal financial aid is available to students—Financial Aid Handbook, TJC Catalog, TJC Financial Aid Pamphlet, Financial Aid Website
- 5) What state and local aid, school aid and private aid is available—Financial Aid Handbook, TJC Catalog, TJC Financial Aid Pamphlet, Financial Aid Website
- 6) How students apply for aid and how eligibility is determined—Financial Aid Handbook, TJC Catalog, TJC Financial Aid Pamphlet, Financial Aid Website, Scholarships Website.
- 7) Rights and responsibilities of students receiving aid—Financial Aid Handbook, Financial Aid Website
- 8) How and when financial aid will be disbursed—Financial Aid Handbook, Financial Aid Website, Apache Access
- 9) Criteria for measuring satisfactory academic progress, and how a student who has failed to maintain satisfactory progress may reestablish eligibility for federal financial aid—Financial Aid Handbook, Financial Aid Website
- 10) Return of federal funds requirements under Title IV—Financial Aid Handbook
- 11) Terms and conditions for a student receiving federal education loans to obtain deferments— Financial Aid Website
- 12) Annual Campus Security and Fire Safety Report—Campus Police, Campus Police Web Page (<http://www.tjc.edu/campuspolice/reports>), Apache Access, Student Handbook, and Employee Handbook.

(This report contains information on the following: Law enforcement authority; Security awareness and crime prevention; Crime reporting; Access, maintenance, and security of campus facilities; Campus procedures for reporting crimes or emergencies; Campus crime statistics; Sex offense awareness, prevention, and reporting; Drug abuse awareness and prevention;



Penalties associated with drug related offenses; Emergency response and evacuation procedures; Fire safety practices and standards; fire statistics)

- 13) Missing persons procedures— Campus Police, Campus Police Web Page (<http://www.tjc.edu/campuspolice/reports>), Student Handbook, Employee Handbook, TJC Personnel Directory
- 14) Option to designate contact person— TJC Admissions Application available at <http://www.tjc.edu/Apply>, Residential Life and Housing Emergency Contact Form for on campus residents and available in the Residential Life Office, and the Tyler Junior College Traveler Information Sheet for TJC coordinated travel of student groups available from trip coordinator and required before the trip.
- 15) Vaccination policies—Residential Life Office, Handout from Residential Life Office, Residential Life Web Page ([www.tjc.edu/housing](http://www.tjc.edu/housing)), TJC Catalog, Student Handbook
- 16) Copyright infringement policies and sanctions—Library Web Page at [http://www.tjc.edu/info/2004252/library/489/about\\_the\\_library/4](http://www.tjc.edu/info/2004252/library/489/about_the_library/4)
- 17) Textbook information—course syllabus, TJC Campus Store, and TJC Campus Store webpage (<http://www.bkstr.com/Home/10001-10156-1>)
- 18) Family Education Rights and Privacy Act compliance information—TJC Catalog, Student Handbook, Employee Handbook, Financial Aid Website
- 19) Graduation and completion rates—Office of Institutional Research
- 20) Terms and conditions of any employment that is part of the financial aid package— Financial Aid Handbook, Board Policy Manual at <http://pol.tasb.org/Policy/Code/1076?filter=FEB>, Student Contract (if applicable)
- 21) Terms of, schedules for, and the necessity of loan repayment and required loan exit counseling—Financial Aid Handbook, Loan counseling sessions, Direct notice from the financial aid office, Disclosure statement from lender
- 22) Information on preventing drug and alcohol abuse—TJC Catalog, Student Handbook, Employee Handbook, Student Life and Involvement Office, Campus Clinic, Support Services
- 23) Information regarding the availability of SFA Program funds for study abroad programs that are approved for credit by the home school—Tyler Junior College does not participate in study abroad programs as stated in the Financial Aid Handbook
- 24) Athletic Scholarships and Equity in Athletics Disclosure information—Intercollegiate Athletic Office, or online at <http://ope.ed.gov/athletics> and in the Student Right to Know Information available at <http://www.tjc.edu/CIDR>.
- 25) Voter Registration Forms-Student Life and Involvement Office, Student Affairs Office
- 26) Sexual Harassment Policy—Policy and Procedures are found in the Board Policy Manual at FFDA (Local) for students and DIAA for employees found online at [www.tjc.edu](http://www.tjc.edu). For reporting violations of sexual harassment, contact Human Resources or the Title IX Coordinator.
- 27) Protected Expression on Campus: Tyler Junior College ensures that the common outdoor areas of the institution’s campus are deemed traditional public forum and permits any person to engage in expressive activities in those areas. For specific information regarding the usage of traditional public forums, see [Board Policy GD\(LOCAL\) - Community Expression and Use of College Facilities](#), [Board Policy FLA\(LOCAL\) - Student Expression and use of College Facilities](#)

This listing is also available in the Financial Aid Handbook, the Student Handbook, and the Employee Handbook and the TJC web page. The link is emailed to all current enrolled students on the following schedule:

Fall:	20th day
Winterterm:	5th day
Spring:	20th day
Maymester:	5th day
Summer 1&2:	10th day

\*Comprehensive information with active links is available online at <http://www.tjc.edu>.

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## Administrative Policies & Procedures

### Apache Access

[Apache Access](#) is a secure site designed to provide students, faculty and staff with intranet and internet services, resources and applications. It is a collection of tools for work success at TJC. For faculty and staff, Apache Access provides a direct link to Banner services, the training event calendar and registration links, as well as department-specific public forms. Faculty and students can log into their on-line courses through Apache Access. Apache Access is also available from the TJC webpage.

### Attendance

#### College Hours

All administrative and other campus services will be open from 8:00 a.m. to 5:00 p.m. five days per week, except for holidays designated by the official College District calendar. All full-time employees of these offices will discharge a 40-hour workweek. Exceptions may be posted as approved by the College President. Flexible periods may be established by the supervisor of an office within the time bands of 7:00 a.m.–8:00 a.m. and 4:00 p.m.–5:00 p.m. All non-exempt employees will maintain a daily time sheet if a time clock is not provided in the work area.

[\[DJRegulation\]](#)

#### Convocation

Faculty and staff attendance is required at all Convocation ceremonies and designated meetings as determined by supervisors. For faculty, a Time Off Request Form must be completed and on file with your supervisor at least one week prior to Convocation if attendance is not possible.

#### Holidays

Holidays are announced each summer in preparation for the publication of the academic year

calendar. The holiday schedule typically includes the following:

New Year's Day  
Martin Luther King, Jr. Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Eve  
Christmas Day

### **Reduced Operations Period**

Reduced operations days are announced each summer in preparation for the publication of the academic year calendar. These periods typically include the following:

Spring Break  
Thanksgiving Break  
Winter Break

### **Personal Calendar**

Meetings are scheduled through the Outlook Calendar. Calendars in Outlook should be kept up-to-date with all “occupied/busy” times, such as appointments, class times, office hours, departmental meetings, committee meetings, professional development, etc.

### **Summer Work Schedule**

The College District may observe a summer work schedule effective on the first Monday following the conclusion of the spring term. The summer work schedule will end at the close of business on the last Friday in July. During the period designated as summer work schedule, all full-time staff will discharge a 40-hour workweek. Offices will be open from 8:00 a.m. until 5:00 p.m. Monday through Friday. Flex scheduling will be permissible. The summer work schedule will be subject to the approval and implementation authority of the College President on an annual basis. [[DJ Regulation](#)]

## **Banner**

Banner is an administrative software application developed specifically for higher education institutions. Banner is TJC’s student information system and application database. The database is divided into modules: Accounts Receivable, Advancement, Finance, Financial Aid, Human Resources and Student (college credit and continuing education). Banner supports the integrated flow of information both within these modules, the extraction of certain data in reporting formats and provides information into such systems as Degree Works, BRM, and Apache Access. The Banner System allows administrative and academic areas to conduct official transactions and is the official data repository for TJC.

## Bookstore

The TJC Campus Store, located in the Rogers Student Center, is managed by Barnes & Noble College and is the official bookstore for TJC. Open to all students, staff, faculty, and alumni, the TJC Campus Store offers excellent selection and pricing on used, new, rental and digital textbooks for all TJC course offerings, plus any required course materials. School/office supplies are always available, along with the latest styles in imprinted TJC logo clothing and gift items.

## Budget and Spending

Each department operates under a budget approved annually by the TJC Board of Trustees. Each department has unique accounting and budget codes that match departmental spending to the approved budgetary line items. All spending must be approved in advance by the respective supervisor. Budget codes are available from each supervisor in the event there is a need to incur expenses on behalf of the College.

The receipt and expenditure of funds is centralized in the office of Business Services. Funds are received and deposited in the legal depository of the College District by a designated employee of the office. No employee may maintain special accounts, collect money from students, and/or disburse payments for College District-related activities without specific prior approval from the Executive Director, Business Services or Controller. [\[CD Regulation\]](#) All District accounts shall be subject to internal audit as deemed appropriate. [\[CDC Regulation\]](#)

## Supply and Equipment Requisition

A Supply and Equipment Requisition form must be used if requesting a purchase for a different budget year, and purchasing supplies or equipment from an agency fund. The form may be accessed in Apache Access.

## Check Request Form

Check Request forms are available in Apache Access for reimbursement, cash advances (small amounts for tips, meals, gas, etc.), contract labor or agency accounts. All areas of the form must be completed. Budget coding numbers and authorized approval signatures are required. If seeking reimbursement, receipts must be submitted excluding tax. Accounts Payable will reimburse employees via direct deposit. Check requests for agency accounts or contract labor payments will be mailed unless otherwise noted. Payments are generally processed within three (3) business days of receipt by Accounts Payable.

## Employee Expense Report Envelopes

Travel envelopes (obtained from Central Supply/Campus Services) are used when submitting receipts from a cash advance, receipts from a TJC related trip or receipts with the Visa statement (use appropriate Visa Expense Envelope). With use of personal vehicles, mileage is paid at the current reimbursement rate established by the College (check with Accounts Payable for current rate) or reimbursement for gas receipts, but not both. Reimbursements are not made for movies, tax, alcohol, or other personal expenses. Itemized receipts are required for reimbursement or when using a college credit card. All required information must be completed on the travel envelope and/or Visa envelope and forwarded to the supervisor for approval. If returning money, do

not send cash through campus mail. Cash should be delivered directly to Accounts Payable in the White Administrative Services Center building.

### **Texas Hotel Occupancy Tax Exemption Certificate**

To prevent state tax charges, employees staying in Texas hotels should take a tax exemption certificate with them when they travel to submit to the hotel. The form is available in Apache Access.

### **Texas Sales Tax Certificate**

TJC is exempt from paying Texas sales tax on purchases necessary for educational use. A tax exemption form must be provided when making purchases. Sales tax will not be reimbursed. Copies of the sales tax certificate form are available in Apache Access.

## **Building Access**

### **KeyCard**

Key card access requires approval from a supervisor. This authorization allows entry into designated building(s) outside of standard work hours. Building access is established for new employees as part of the onboarding process. For current employees, an electronic building access authorization form is available in Apache Access. The TJC Police Department will notify employees when they have been given access to the building(s) requested, or if they need to take their ID cards for coding. "Sharing" or "loaning" of ID cards is not permitted.

### **Keys**

Keys to offices, classrooms, and other campus locations will be requested by the new employee(s) utilizing the Key Request form and approved by the Dean or Department Chair of their department. This form may be accessed through Apache Access under Forms and Procedures. Once the Key Request form has been approved, please e-mail the form to the Facilities and Construction Department at [maintenancerequest@tjc.edu](mailto:maintenancerequest@tjc.edu). An e-mail will be sent back to the employee informing the employee that the key is ready for pick-up. The pick-up location for new key(s) is the Frank Baldwin Facilities and Construction building. In an effort to maintain current key logs, all keys requested must be signed for by the requestor. Lost keys MUST be reported to the Facilities and Construction office immediately.

Many areas are routinely locked for security reasons. Each person who receives and signs for keys assumes responsibility for the equipment and supplies in areas made accessible by such keys. Doors and cabinets should remain locked at all times and keys are not to be loaned to students or other individuals. Keys must be returned to the Facilities and Construction office upon termination of employment at TJC.

## **Campus & Procurement Services**

Campus and Procurement Services is comprised of the following areas:

- Mail services - regular and bulk
- Package receiving and delivery
- Duplications
- Fleet management

- Purchasing
- Requisitions approval and purchase orders
- Auction services
- Student insurance (certain groups) and college insurance
- Central supplies
- Shredding bins
- Records management
- Reviewing, updating, negotiating, generating, and managing all TJC contracts.

Campus Services provides contract management for the following:

- Custodial Services
- Food Service
- Book Store
- Vending Services
- Campus Clinic

## Acceptable Use Policy

### *Overview*

The TJC Acceptable Use Policy serves as a supplement to the TJC Information Security Standards. College information resources consist of computer devices, data, applications, and the supporting networking infrastructure. These technologies are critical to the multifaceted mission of the College.

While these resources help the College function, they also require responsible use from every user. You must use these technologies responsibly and with respect.

This policy establishes guidelines and best practices for acceptable use of information resources. It includes examples of what you can do and cannot do, and what rights you have. All of these guidelines are based on the following underlying principles:

- Information resources are provided to support the essential mission of TJC.
- TJC policies, state and federal law govern your use of information resources.
- The information resources infrastructure is provided for the entire campus. This infrastructure is finite, and all users are expected to use it responsibly.

This policy applies to all TJC faculty, staff, and student employees. It is intended to be a reference to assist with compliance with established TJC security controls, and adherence to TAC 202.

### *General*

- Access to the College District's technology resources is a privilege, not a right.
- TJC information resources are provided for the purpose of conducting the business of the College. However, users are permitted to use TJC information resources for use that is incidental to the user's official duties at TJC (Incidental Use) as permitted by this policy. Once employment has ended, all access to TJC resources will be removed.
- TJC owns the rights to all data and files on any computer, network, or other information system, used at TJC and to all data and files sent or received using any College system or

using the College's access to any computer network.

- Users who are College employees, including student employees, or who are otherwise serving as an agent or are working on behalf of the College have no expectation of privacy regarding any College data they create, send, receive, or store on College owned computers, servers, or other information resources owned by, or held on behalf, of College. College may access and monitor its information resources for any purpose consistent with College's duties and/or mission without notice.
- Users have no expectation of privacy regarding any College data residing on personally owned devices, regardless of why the data was placed on the personal device.
- Any and all data created or stored on College resources are subject to Public Information Requests.
- Employees are provided computing resources and access to the campus network as an integral part of the teaching process and/or the performance of their duties.
- TJC OTS does not support personal devices, even when used for TJC business.
- All users must always comply with applicable TJC information security policies and standards.
- Prohibited conduct regarding use of computers includes, but is not limited to:
  - theft or other abuse of computer time;
  - unauthorized entry into a file, to use, read, or change the contents, or for any other purpose;
  - unauthorized transfer of a file or use of another individual's identification and password;
  - use of computing facilities or equipment to send, receive, or transport obscene, abusive, or pornographic messages or images;
  - overloading or making the computing facilities nonfunctional; and
  - breaking into the computing facilities.
- Users shall never use College information resources to deprive access to individuals otherwise entitled to access College information; to circumvent College computer security measures; or, in any way that is contrary to the College's mission(s) or applicable law.
- Users should report misuse of College information resources or violations of this policy. How an incident is reported depends upon the nature of the incident:
  - If users believe that their personal safety is threatened, call 911.

For other incidents, users should contact the TJC Information Security Officer or the CIO, or email [security@tjc.edu](mailto:security@tjc.edu).

### ***Confidentiality & Security of Data***

- Users shall access TJC data only to conduct College business, and only as permitted by applicable confidentiality and privacy laws.
- Users must not attempt to access data on systems they are not expressly authorized to access. Users shall maintain all records containing College data in accordance with the College's Records Retention Policy.
- Users must adhere to all data standards and guidelines in regard to TJC data.

- All TJC Data is subject to a risk-based data classification standard maintained by the ISO and must be protected accordingly. Classifications are Confidential data, Controlled data, and Published data. Definitions of these classification types can be found in the TJC Data Classification Standard.
- Data classification is the primary factor for establishing necessary security controls. Additional controls may be warranted for systems where integrity, availability, and/or accountability requirements are more critical than the requirements for confidentiality.
- Users must not use or disclose confidential TJC data, or data that is otherwise restricted, without appropriate authorization.
- Users must ensure any individual with whom confidential TJC data is shared is authorized to receive the information.
- Users may not share College confidential data with friends or family members.
- Users will comply with the College's agreements to protect vendor information such as software code, proprietary methodologies, and contract pricing.
- Users must report violations of TJC policies regarding use and/or disclosure of confidential or restricted information to the Information Security Office ([security@tjc.edu](mailto:security@tjc.edu), (903) 510-3112).
- Users shall store confidential information or other information essential to the mission of College on OTS managed services, rather than local hard drives, personal cloud storage, or portable devices.
- All confidential TJC data must be encrypted during transmission over a network.
- Users who store confidential or controlled TJC data using commercial cloud services must use services provided or sanctioned by the College, rather than personally obtained cloud services (free or paid).
- Users must not try to circumvent login procedures on any College information resource or otherwise attempt to gain access where they are not allowed.
- Users may not deliberately scan or probe any College information resource without prior authorization. Such activities are not acceptable under any circumstances and can result in serious consequences.
- Devices determined by College to pose a threat to College information resources may be immediately disconnected by the College from a College network without notice (I.e. compromised devices, personal routers, gaming devices).

### ***Email***

- Emails sent or received by users while conducting College business are TJC data that are subject to state records retention and security requirements as well as Public Information Requests.
- Users are to use College provided email accounts, rather than personal email accounts, for conducting College business. Users are expected to use personal email accounts for conducting personal communication and business, rather than TJC provided accounts.
- When using TJC-provided email address to create accounts with third parties to conduct TJC business, users should never use identical or similar passwords that they use to log onto TJC owned resources.



- Emails containing Confidential Data must be encrypted with tools and processes approved by the ISO to reduce risk of interception.
- The following email activities are prohibited when using a College provided email account:
  - Sending an email under another individual's name or email address, except when authorized to do so by the owner of the email account for a work-related purpose.
  - Accessing the content of another user's email account except:
    - as part of an authorized investigation.
    - as part of an approved monitoring process; or
    - for other purposes specifically associated with the user's official duties on behalf of College.
  - Sending or forwarding any email that is suspected by the user to contain computer viruses.
  - Any incidental use prohibited by this policy.
  - Any use prohibited by applicable College policy.

***Incidental Use of information resources***

- Incidental use of College information resources must not:
  - interfere with user's performance of official College business,
  - result in direct costs to the College,
  - expose the College to unnecessary risks, or
  - violate applicable laws or other College policy.
- Users must understand that they have no expectation of privacy in any personal information stored by a user on a TJC Information Resource, including College email accounts.
- A user's incidental personal use of information resources does not extend to the user's family members or others regardless of where the information resource is physically located.
- Incidental use to conduct or promote the user's outside employment, including self-employment, is prohibited.
- Users may not be paid, or otherwise profit, from the use of any TJC-provided information resource or from any output produced using it.
- Users may not promote any commercial activity using TJC information resources.
- Incidental use for purposes of political lobbying or campaigning is prohibited.
- Storage of any email messages, voice messages, files, or documents created as incidental use by a user must be nominal.
- Users should use personally owned systems, rather than TJC College resources for conducting personal computing, and must understand that the personally owned content stored on TJC resources may be visible to TJC personnel whose job responsibilities involve the management and monitoring of TJC systems.

***Additional Requirements for Portable and Remote Computing***

- All electronic devices including personal computers, smart phones or other devices used to access, create or store College information resources, including email, must be password protected in accordance with TJC requirements, and passwords must be changed whenever there is suspicion that the password has been compromised.
- College data created or stored on a user's personal computers, smart phones or other

devices, or in databases that are not part of College's information resources are subject to Public Information Requests, subpoenas, court orders, litigation holds, discovery requests and other requirements applicable to College information resources.

- Unattended portable computers, smart phones and other computing devices must be physically secured.
- All remote access to networks owned or managed by the College must be accomplished using a remote access method approved by the College, as applicable.

### ***Password Management***

- TJC issued or required passwords, including digital certificate passwords, Personal Identification Numbers (PIN), Digital Certificates, Security Tokens (i.e. Smartcard), or similar information or devices used for identification and authorization purposes shall be maintained securely and shall not be shared or disclosed to anyone, for any reason.
- Users must not give others access to College information resources unless they are authorized and authenticated for such access.
- Users may not extend access to College information resources to others without permission (e.g., proxy services, accounts for non-TJC personnel, etc.)
- Each user will be held responsible for all activities conducted using the user's password or other credentials

### ***Disciplinary Actions***

- Instances of noncompliance, or attempted noncompliance, may constitute a security violation that is subject to investigation and possible disciplinary action, civil prosecution, and/or criminal prosecution in accordance with applicable policies and laws.
- Violations may result in disciplinary action by Human Resources in accordance with pertinent policies, up to and including termination of work relationships. Students involved in violations will be referred to the Dean of Students. Suspected illegal activities will be escalated to appropriate law enforcement agencies.
- This Policy does not create or supersede any existing TJC processes for taking disciplinary action. The ISO, which shall not take direct disciplinary action against a User, will participate in existing TJC processes for taking disciplinary action.

## **Copyright and Duplications**

### **Duplication of Office/Work Resources**

The College maintains duplicating devices for the use of faculty and staff. Employees are urged to make duplication requests judiciously, avoiding any waste.

Services include duplications, hole-punch, shrink-wrap, large-format printing (posters and small banners), spiral binding, folding, cutting, envelope printing, color paper purchase, and full-color capabilities. Requests should be submitted online at <http://www.tjc.edu/CampusServices/Duplications>.

Requests received by Duplications will have a minimum of a 24-hour turn around. In times of great demand (two weeks before the semester starts, first two weeks of school, and just before an examination period), requests for duplications should be made as far in advance as possible in order to provide adequate time for the work to be completed.

Faculty/staff are encouraged to make copies using any departmental printer on campus. Printer access numbers are an employee's A# without the "A". For assistance, contact the IT Service Desk. Requests for copier supplies (toner, staples, paper) are made through the online Central Supply form which is available through Apache Access.

## **Fair-Use Statute Section 107 of the Copyright Act of 1976**

### ***Limitations on exclusive rights: Fair use***

Notwithstanding the provisions of sections 106 and 106A, the fair use of a copyrighted work, including such use by reproduction in copies or phono-records or by any other means specified in that section, for purposes such as criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research, is not an infringement of copyright. In determining whether the use made of a work in any particular case is a fair use, the factors to be considered shall include:

- The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;
- The nature of the copyrighted work;
- The amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
- The effect of the use upon the potential market for or value of the copyrighted work.

The fact that a work is unpublished shall not itself bar a finding of fair use if such finding is made upon consideration of all the above factors [CT Legal]. For more information, refer to the following: [Copyright & Fair Use](#)

## **Custodial Requests**

Custodial services are contracted. Special requests or service issues should be e-mailed to [housekeeping@tjc.edu](mailto:housekeeping@tjc.edu) or call 903-510-2218.

## **Dining Services**

ARAMARK Higher Education® operates dining services on the TJC campus, providing a full range of options. Meal Plans and Declining Balance Dollars (DB/Apache Bux) are available for resident students, commuter students, and faculty/staff. Commuter students and faculty/staff may purchase meal tickets or a meal plan online at <https://tjc.campusdish.com/> or by visiting our dining office in Rogers Student Center. Dining services follows the Residential Hall Calendar for days open/closed.

## **Apache Junction**

Located in the Rogers Student Center, the Apache Junction offers full-service all-you-care-to-eat dining with multiple dining concepts including:

- [Home Zone](#) – old-fashioned cooking with a line-up of traditional home-style meals
- [The Grill](#) – sizzling burgers, chicken sandwiches, hot dogs, fries & more
- [Full Salad Bar](#) – salads which include fresh green leaf, iceberg and romaine lettuce, and a variety of fresh fruits, vegetables and dressings
- [Pizza](#) – a wide variety of pizzas and calzones Exhibition- cooked to order stir fry or pasta

- Dessert – delicate dessert creations

The Apache Junction is open to all students, faculty and staff by either using a Meal Plan, DB (Apache Bux), debit/credit card, or cash. You can view the weekly menu on <https://tjc.campusdish.com/>.

### **Rising Roll Gourmet Café' ®**

Located in the Pirtle Technology Building, Rising Roll has a large assortment of freshly- made sandwiches, wraps, bowls, salads, and breakfast items. Rising Roll also serves Caribou Coffee.

### **Chick-fil-A®**

Chick-fil-A is located in Crossroads Hall; Chick-fil-A is a quick-service chicken restaurant serving chicken sandwiches, salads, beverages, and waffle fries

### **Common Grounds**

Common Grounds is located in Vaughn Library and serves Starbucks fresh-brewed coffee and coffee beverages. A variety of pre-packaged sandwiches, salads, desserts, and breakfast items are also available for purchase.

### **Food/Catering Request**

Order catering for events or meetings by calling (903) 510-2516 or <https://tjc.catertrax.com>.

### **E-mail**

Outlook email is the official TJC communication application. Employees should check e-mail on a regular basis for important notifications including general work communications, evaluations and upcoming deadlines.

All TJC employees are required to use the institution's approved email signature. Templates are provided at [Marketing Downloads](#). Individual campus entities, locations, schools' departments, or personnel MAYNOT design their own email signatures. Adding quotes, slogans, messages, pictures, or any other content at the end of an email, in the email signature or below the email signature is not allowed.

Using a standard signature helps the people we communicate with respond to us with greater ease and helps reinforce our brand. No additional content, lines or phrases should be added to this signature or anywhere else.

### **Facility Use Request**

All meetings and events (excluding classes) using TJC facilities must be requested three days in advance through Apache Access.

### **Grant Process**

Applications for grants are welcome and encouraged to support academic programming, capital needs and research projects that have met the approval of the appropriate dean or VP. All applications for grants must be preceded by the approval of the Executive Cabinet. The Cabinet, which meets regularly throughout the year, must approve an External Funding Request for each

grant to be pursued. In order to meet the Cabinet's approval, proposed grant applications must clearly align with at least one objective of the most current Strategic Plan. No grant application may be submitted by a TJC employee or third party acting on behalf of TJC without the prior approval of an External Funding Request. Complete information can be found online at <http://www.tjc.edu/grants>.

## **Identification (ID) Card**

Employees must obtain an identification card upon completion of the onboarding employment process at TJC. All TJC official ID cards for faculty/staff and students are made through the main TJC Police Department office or the TJC Police Department substation located in the Roger's Student Center.

Employees must have their ID cards on their person while on the TJC campus, and shall present them when asked by a college official or member of the TJC Police Department.

The card must be presented for admission to College activities, use of the library, use of the OHPE Center, and for other College functions requiring identification. Upon proper approval and special coding, the card is used as a key for entry into the building at times when the building is locked. The card must be validated every two years.

In the event of suspension, resignation, non-renewal or dismissal, the identification card must be returned to the employee's supervisor or Human Resources office.

Lost or stolen cards are to be reported to the TJC Police Department office (903-510-2258) so that an investigation may ensue, if necessary.

Lost cards can be replaced by paying \$15 at the Cashier's Office and then obtaining a new card at the TJC Police Department or the Substation.

## **Family Identification Cards**

Family identification cards are for employees' immediate family members only. A spouse, sibling, or child (16 years or older) of an adjunct or full-time TJC employee may obtain a card. The family ID card does not apply to in-laws, parents, grandchildren, cousins, or fiancées.

The card may be used in the Library. It also gives access to the OHPE Center, Gentry Gym, the walking track, cardio room, racquetball courts, and the upper and lower weight rooms. The OHPE Center also provides a men's and women's locker room and showers for all patrons to utilize.

Employees can purchase ID cards for family members 16 and older for \$5.00 at the Cashier's office. ID cards will be made at the TJC Police Department office when a receipt is presented. Information needed includes the family member's name, employee's name and Apache ID number, and office phone number.

## **Lanyard Policy**

The full lanyard policy can be found at [www.tjc.edu/parking](http://www.tjc.edu/parking).

## Identification Number (A#)

All students and employees of TJC are assigned a unique identification number. The “A” number along with a personally selected password is used to log in to Apache Access where rosters, grades, and individual personnel information is located. The “A” number is also the access code for Xerox copiers on campus.

## Library Services

The Vaughn Library offers a variety of services, including the following:

### Library Webpage

The library’s online catalog and access to databases are available 24/7 at [tjc.edu/library](http://tjc.edu/library).

### Subject Guides

A subject guide can be thought of as a mini-website. Guides can be created for any topic and purpose. Subject guides point students and employees to useful resources and information within our library and on the Internet. For a full list of current subject guides, visit: <http://libguides.tjc.edu>.

### Library Catalog

The library’s online catalog can be accessed at <http://www.tjc.edu/library>. Search by Author, Title, Subject, Keyword, or ISBN. The call number indicates whether the book is part of our physical collection or is available as an electronic resource. For assistance in locating a book, please contact the Circulation Desk at 903-510-2502.

### Library Reference Chat

The Library Reference Chat box is found on the library’s web pages and staffed by professional librarians during the library’s hours of operation. Our patrons can chat live with one of the librarians regarding their library questions and information needs.

### Faculty/Staff Checkout Policy

Faculty/Staff may check out up to twenty (20) items for three (3) weeks with the option of renewing for an additional week. A current employee ID card is required.

### Periodicals and Journals

Vaughn Library subscribes to a variety of scholarly journals, popular magazines, government publications, newsletters, and newspapers. A complete listing of currently available periodical titles can be provided upon request. For inquiries or for purchase requests, contact the reference and user services librarian.

### Interlibrary Loan (ILL)

If Vaughn Library does not have a particular book or journal from which an article is needed, most print (and a few non-print) items from any library are available through loan, at no charge, to employees or students. Journal articles typically are emailed to your specified email address within 48 hours; print materials could take as long as three weeks for delivery.

The limit for print items is 25 items out concurrently for faculty and staff; there is no limit for journal articles.

### **Purchase Requests**

If you would like a particular book or journal added to the library collection, please contact the Collections Development Librarian.

### **e-Book and Audiobook Titles**

Many e-book and audiobook titles are available through a partnership with the Texas Academic Library Consortium via the Libby app. For more information and to access Vaughn Library's collection, visit: [tjc.edu/library](http://tjc.edu/library).

### **TexShare and Subscription Databases**

TexShare is a statewide cooperative program designed to improve library services for Texans. TexShare enables libraries to offer a broader range of materials and services than any single library can provide for its constituents. A TexShare membership card is available to employees by visiting the Vaughn Library Circulation Desk. With a TexShare card, members will be able to access some of the materials of participating libraries across the state. For more information, please visit [tsl.texas.gov/texshare/card](http://tsl.texas.gov/texshare/card).

### **TJC Archives and Special Collections**

Located in Vaughn Library, TJC Archives and Special Collections is dedicated to collecting and preserving items of enduring institutional value. Digitized editions of The Apache yearbooks from 1926-1981 and all issues of The Belltower are available on the Archives webpage (<https://www.tjc.edu/archives>). Digitization of all back issues of the student newspaper is ongoing.

Faculty and staff are strongly encouraged to send any files regarding the milestones of their program/department to the campus archivist. Artifacts (ex., band uniforms, photos, scrapbooks, programs/playbills, posters, etc.) should also be routed through the archivist rather than being discarded.

### **Lost or Stolen Items**

In the event an item is lost, a person may call the TJC Police Department at 903-510-2258. In the event an item is stolen or damaged, a report should be filed with the TJC Police Department by calling 903-510-2800 so that an investigation may ensue, if necessary. The investigating officer will need a detailed description of said property. This description includes a serial number, if personal property, the number issued by TJC if TJC property, or any other defining numbers that could aid in the investigation. It is advised that this information include any distinguishing marks or color to help locate missing property. Campus & Procurement Services is now the custodian of abandoned items. Processing of lost or abandoned property will follow CIB(Regulation).

### **Mail**

Mail and small packages are delivered to and picked up from building mail rooms. Outgoing mail must have the department budget code. Include the Outgoing Mail Form with the outgoing mail (located in Apache Access) to provide these details. For ease in returned mail, the department name should be in the upper left-hand corner. For larger packages, arrangements for pick up must be made with the Central Supply/Receiving staff at ext. 2006. Overnight shipments via FedEx,

UPS, or Lone Star Overnight must be in the Campus & Procurement Services mail room by 2:30 p.m. each day. Any packages or outgoing mail delivered to the mail room after that time may not go out until the following business day. Jobs over 250 pieces qualify for reduced bulk-rate postage. Contact ext. 2415 for details.

The TJC address is not to be used for personal mail, including but not limited to packages, personal bills, and magazines. The mail room - located in the basement of the Campus & Procurement Services Building - has an outgoing bucket for stamped mail. Employees may bring outgoing personal stamped mail to the mail room; however, no personal mail is to be sent through campus mail. The College is not responsible for personal mail.

## Maintenance Requests

All requests for maintenance in offices or classrooms should be directed to Facilities & Construction office by going to the Apache Access home page and clicking on the Maintenance Request link found under the Quick Link section. You may also request maintenance via e-mail ([maintenancerequest@tjc.edu](mailto:maintenancerequest@tjc.edu)) or phone (903-510-2252). After-hours emergency maintenance requests may be directed to TJC Police Department by calling the emergency number, 903-510-2222.

## Maps

TJC has several site locations. Downloadable maps are available at <https://www.tjc.edu/maps>.

## Moves and Setups

Moves & Set-ups, a part of the Facilities & Construction department, supports the College by working in coordination with the External Events Coordinator on event set-up and tear-down for approved facility use. They also are available to assist with moving college-owned furniture, large equipment and auction items. Requests for moves and set-ups can be made by going to the Apache Access Home Page and clicking on the Maintenance Request link located under the Quick Links section. Requests for event set-up and tear-down can also be submitted by email to [setups@tjc.edu](mailto:setups@tjc.edu). For requests at the TJC West Campus, email [setupswest@tjc.edu](mailto:setupswest@tjc.edu).

## New Employee Orientation

Employees are expected to participate in all orientations coordinated by the Office of Human Resources. New Faculty/Staff orientations are held at least monthly throughout the year. For more information, contact the Human Resources office at 903-510-2419.

Employees are also expected to complete compliance training within 30-days of hire date and at least once every two years. Some compliance training may be required annually as determined by law or accreditation standards.

## Parking

Parking permits are obtained online at <https://tjc.t2hosted.com>. Employees may have as many permits as needed. The permit must be affixed to the lower left corner of the rear window of your vehicle. Permits expire on August 31<sup>st</sup> of the academic year. Temporary permits are also available when needed. Also, the complete parking rules and regulations can be found at [www.tjc.edu/parking](http://www.tjc.edu/parking).



## Publication Request

Publication of flyers, brochures, programs, tickets, or posters for a TJC event or program, should be requested by completing the form at <https://tjc.edu/marketingrequest>. Login requires Apache Access credentials.

## Supplies

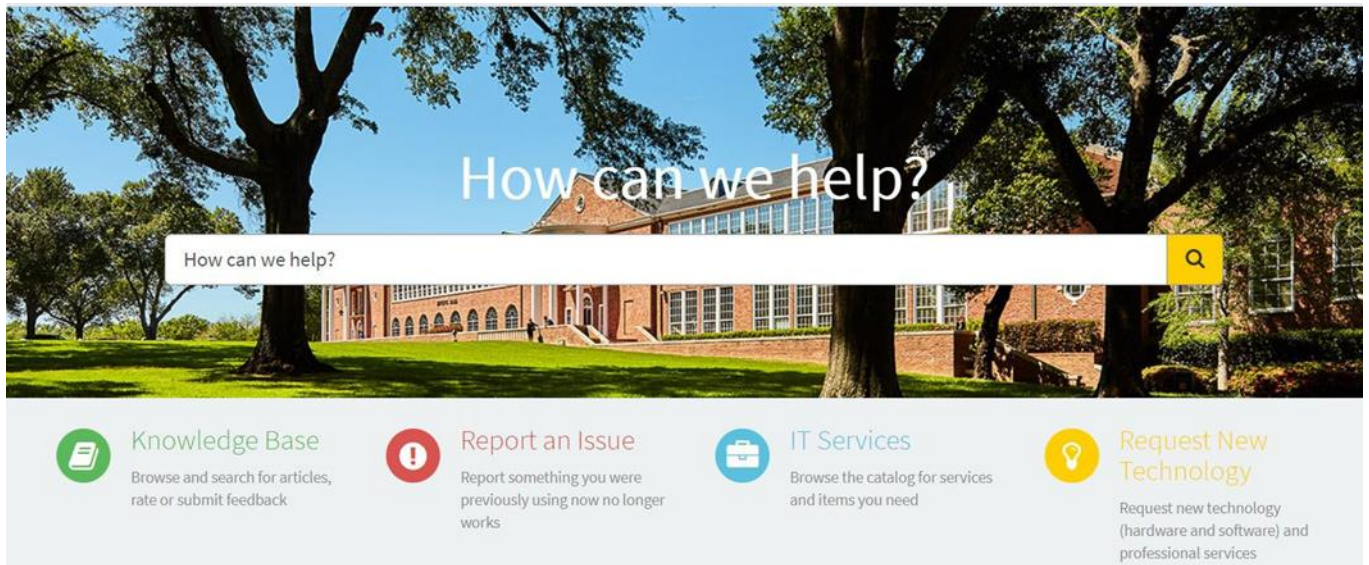
Contact your supervisor or department chair for specific procedures regarding supply availability or ordering of supplies.

## Technology Services

The mission of the Office of Technology Services (OTS) is to strategically support and partner with the TJC Community by providing reliable technologies, personnel, and solutions that champion student and community success.

To ensure that you receive the best possible support for your technology needs, OTS uses ServiceNow, a powerful and user-friendly service management platform. ServiceNow allows us to efficiently handle your requests, incidents, and any issues you might encounter with our services.

Whether you need help with a technical problem, require new software, or want to know more about the services we offer, ServiceNow provides the service portal to streamline the process and provide you with prompt and effective assistance. [Office of Technology Services Service Portal](#)



## Knowledge Base

This button leads to the knowledge base, which is like an online library filled with helpful information and answers to common questions regarding technology at TJC. It includes articles, guides, and how-tos that can help you solve problems or learn more about a service or product on your own. If you're stuck on something or just curious, the knowledge base is a great place to start finding quick and easy solutions.

## Report an Issue

This button will open an incident ticket. An incident is when something unexpected happens that

disrupts the normal functioning of a service or system. For example, if your email suddenly stops working, that's an incident. It needs to be fixed quickly so that everything can go back to normal.

## IT Services

This button leads to the catalog of all the technology services we offer. Think of it as a menu in a restaurant, but instead of food, it offers different types of IT support and services, like setting up a new account, providing software updates, or offering technical assistance. This catalog helps users know what help they can get and how to request it.

We are continually building out new catalog items to make requesting help from OTS even easier.

## Request New Technology

This button is for purchases or requests for professional services from OTS. It is a way to gather and manage big requests for new projects or services. You would use this request if there's a significant need for a new system, tool, or improvement that will require a lot of planning and resources. This helps track and prioritize these large-scale needs, ensuring they are properly reviewed and addressed in a structured way to support TJC's goals.

## Technology Purchases

### General Information

**All requests for technology, regardless of budget source, must be coordinated with and approved by OTS to ensure compatibility with TJC networks and systems.**

TJC provides full-time faculty and staff one TJC-owned device with a campus-standard software package to facilitate job responsibilities. This could be a desktop, a laptop, a zero client for VDI, or a tablet.

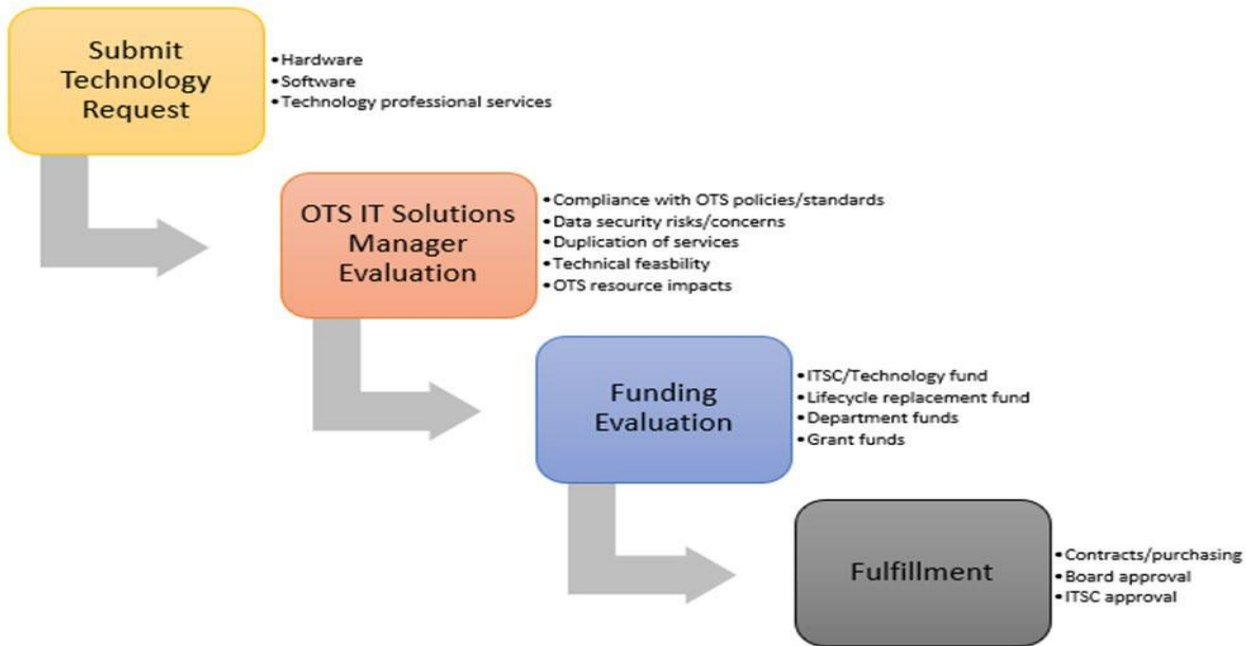
Planned computer equipment purchases are funded by TJC. Computers will be replaced on a lifecycle rotational basis depending on their specific use. OTS will budget and plan for the replacement of computers; therefore, individual departments do not need to budget for computer replacements. For lifecycle replacements, the old machines will be returned to TJC as the new devices are put into rotation.

Computer equipment purchases and replacements using departmental budgets are only allowed with OTS collaboration. Computer equipment purchases and replacements using grant funds are allowed with OTS collaboration.

The technology purchasing process is required for ALL technology, including

- Hardware,
- Software (including renewals),
- Cloud/Software-as-a-Service applications,
- Technology services or consultants,
- Outlook/Office 365 add-ons,
- Trial subscriptions, and
- Free solutions or open-source software.

Technology purchases follow this process:



The process is designed to evaluate each solution to ensure it meets OTS technology requirements and data security standards. It also helps OTS identify requests, in advance, where OTS consultation or support may be needed to help requestors understand project requirements, technical feasibility, and/or solution redundancy in advance of making a purchase.

The IT Solutions Managers also evaluate each technology request based on the following documentation:

- Compliance with OTS policies/standards
- Data security risks/concerns
- Duplication of services
- Technical feasibility
- OTS resource impacts
- Systems integrations
- Cost savings to the college
- Request scope of work
- Contract terms and conditions, renewals

## IT Steering Committee

The Information Technology Steering Committee (ITSC) oversees the approval and prioritization of IT projects submitted to OTS. During the annual planning cycle, campus stakeholders are expected to submit all projects that require technology budget or OTS personnel time for implementation and/or maintenance. This shall include license renewals for existing technology in addition to new projects.

ITSC shall consist of five or more members of business and academic leaders from across TJC who shall be appointed by the Executive Cabinet. Their responsibilities include

- Defining the medium and long-range technology goals and objectives of TJC in collaboration with OTS and making priority decisions on the annual project requests from across TJC departments;
- Providing strategic leadership for IT projects by ensuring those projects are aligned

- with TJC's strategic goals and objectives;
- Evaluating IT projects based on need and benefit to TJC on a departmental basis, and on budget, budget source, resource availability, and business case;
- Officially approving, denying, or delaying proposed IT projects for the upcoming fiscal year; and
- Approving the IT strategic plan.

ITSC meets bi-weekly from May to July and monthly from August to April. Membership of ITSC will be reviewed and adjusted every year. Members will serve staggered two-year terms.

## Technology Support

OTS has a defined support model for various types of technology used within TJC. This model helps ensure predictable and reliable support for all our customers based on the technology's designated level. Each level outlines specific support hours, data handling capabilities, and compliance requirements, ensuring the right level of assistance for each type of technology used within TJC.

- Level 0: Unsupported by OTS. Users get support directly from the vendor or manufacturer.
- Level 1: Supported by department, not OTS. Users, departments, or vendors are responsible for maintenance and support. OTS ensures access to necessary software on TJC devices.
- Level 2: Supported by OTS with limited resources. This technology has a limited user base and impact on TJC.
- Level 3: High-profile, mission-critical systems supported by a dedicated system admin. These systems require 24x7 support and are crucial to TJC's operations.

## Information Security Program

Information security is essential to the mission and institutional strategic goals of TJC. TJC supports a comprehensive campus-wide information security program and recognizes that information security is a shared responsibility. The information security program is designed to adequately protect the confidentiality, integrity, and availability of information and reduce risk to an acceptable level. The applicable policies and related security standards can be found in the OTS knowledge base in ServiceNow.

## Acceptable Use

### Overview

The TJC Acceptable Use Policy serves as a supplement to the TJC Information Security Standards. College information resources consist of computer devices, data, applications, and supporting networking infrastructure. These technologies are critical to the multifaceted mission of TJC.

While these resources help TJC function, they also require responsible use from every user. You must use these technologies responsibly and with respect.

This policy establishes guidelines and best practices for acceptable use of information resources. It includes examples of what you can do and cannot do and what rights you have. All of these guidelines are based on the following underlying principles:

- Information resources are provided to support the essential mission of TJC.
- TJC policies and state and federal law govern your use of information resources.
- The information resources infrastructure is provided for the entire campus. This infrastructure is finite, and all users are expected to use it responsibly.

This policy applies to all TJC faculty, staff, and student employees. It is intended to be a reference to assist with compliance with established TJC security controls and adherence to TAC 202.

### General

- Access to TJC's technology resources is a privilege, not a right.
- TJC information resources are provided for the purpose of conducting the business of the college. However, users are permitted to use TJC information resources for use that is incidental to the user's official duties at TJC (Incidental Use) as permitted by this policy. Once employment has ended, all access to TJC resources will be removed.
- TJC owns the rights to all data and files on any computer, network, or other information system used at TJC and to all data and files sent or received using any TJC system or using TJC's access to any computer network.

Users who are TJC employees, including student employees, or who are otherwise serving as an agent or are working on behalf of TJC have no expectation of privacy regarding any college data they create, send, receive, or store on TJC-owned computers, servers, or other information resources owned by, or held on behalf of, TJC. TJC may access and monitor its information resources for any purpose consistent with its duties and/or mission without notice.

- Users have no expectation of privacy regarding any college data residing on personally owned devices, regardless of why the data was placed on the personal device.
- Any and all data created or stored on TJC resources are subject to Public Information Requests.
- Employees are provided computing resources and access to the campus network as an integral part of the teaching process and/or the performance of their duties.
- OTS does not support personal devices, even when used for TJC business.
- All users must always comply with applicable TJC information security policies and standards.
- Prohibited conduct regarding use of computers includes, but is not limited to,
  - theft or other abuse of computer time;
  - unauthorized entry into a file to use, read, or change the contents or for any other purpose;
  - unauthorized transfer of a file or use of another individual's identification and password;
  - use of computing facilities or equipment to send, receive, or transport obscene, abusive, or pornographic messages or images;
  - overloading or making the computing facilities nonfunctional; and
  - breaking into the computing facilities.
- Users shall never use TJC's information resources to deprive access to individuals otherwise entitled to access college information, to circumvent college computer security measures, or in any way that is contrary to TJC's mission(s) or applicable law.
- Users should report misuse of TJC information resources or violations of this policy. How an incident is reported depends upon the nature of the incident:
  - If users believe that their personal safety is threatened, call 911.

- For other incidents, users should contact the TJC Information Security Officer or the CIO, or email [security@tjc.edu](mailto:security@tjc.edu).

### Confidentiality & Security of Data

- Users shall access TJC data only to conduct college business and only as permitted by applicable confidentiality and privacy laws.
- Users must not attempt to access data on systems they are not expressly authorized to access. Users shall maintain all records containing college data in accordance with TJC's Records Retention Policy.
- Users must adhere to all data standards guidelines in regards to TJC data.
- All TJC data is subject to a risk-based data classification standard maintained by the ISO and must be protected accordingly. Classifications are Confidential data, Controlled data, and Published data. Definitions of these classification types can be found in the TJC Data Classification, System Communication, & Information Handling Policy of the [TJC Information Security Program](#).
- Data classification is the primary factor for establishing necessary security controls. Additional controls may be warranted for systems where integrity, availability, and/or accountability requirements are more critical than the requirements for confidentiality.
- Users must not use or disclose confidential TJC data, or data that is otherwise restricted, without appropriate authorization.
- Users must ensure any individual with whom confidential TJC data is shared is authorized to receive the information.
- Users may not share TJC confidential data with friends or family members.
- Users will comply with TJC's agreements to protect vendor information such as software code, proprietary methodologies, and contract pricing.
- Users must report violations of TJC policies regarding use and/or disclosure of confidential or restricted information to the Information Security Office ([security@tjc.edu](mailto:security@tjc.edu) or 903-510-3112).
- Users shall store confidential information or other information essential to the mission of TJC on OTS managed services rather than local hard drives, personal cloud storage, or portable devices.
- All confidential TJC data must be encrypted during transmission over a network.
- Users who store confidential or controlled TJC data using commercial cloud services must use services provided or sanctioned by TJC rather than personally obtained cloud services (free or paid).
- Users must not try to circumvent login procedures on any TJC information resource or otherwise attempt to gain access where they are not allowed.
- Users may not deliberately scan or probe any TJC information resource without prior authorization. Such activities are not acceptable under any circumstances and can result in serious consequences.
- Devices determined by TJC to pose a threat to its information resources may be immediately disconnected by TJC from its network without notice (e.g., compromised devices, personal routers,

gaming devices).

## Email

- Emails sent or received by users while conducting college business are TJC data that are subject to state records retention and security requirements as well as Public Information Requests.
- Users are to use TJC-provided email accounts, rather than personal email accounts, for conducting college business. Users are expected to use personal email accounts for conducting personal communication and business rather than TJC-provided accounts.
- When using a TJC-provided email address to create accounts with third parties to conduct TJC business, users should never use identical or similar passwords that they use to log on to TJC-owned resources.
- Emails containing Confidential data must be encrypted with tools and processes approved by the ISO to reduce risk of interception.
- The following email activities are prohibited when using a TJC-provided email account:
  - Sending an email under another individual's name or email address except when authorized to do so by the owner of the email account for a work-related purpose.
  - Accessing the content of another user's email account except
    - as part of an authorized investigation,
    - as part of an approved monitoring process, or
    - for other purposes specifically associated with the user's official duties on behalf of TJC.
  - Sending or forwarding any email that is suspected by the user to contain computer viruses.
  - Any incidental use prohibited by this policy.
  - Any use prohibited by applicable TJC policy.

## Incidental Use of Information Resources

- Incidental use of TJC information resources must not
  - interfere with user's performance of official college business,
  - result in direct costs to TJC,
  - expose TJC to unnecessary risks, or
  - violate applicable laws or other College policy.
- Users must understand that they have no expectation of privacy in any personal information stored by them on a TJC information resource, including TJC email accounts.
- A user's incidental personal use of information resources does not extend to the user's family members or others regardless of where the information resource is physically located.
- Incidental use to conduct or promote the user's outside employment, including self-employment, is prohibited.
- Users may not be paid or otherwise profit from the use of any TJC-provided information resource or from any output produced using it.
- Users may not promote any commercial activity using TJC information resources.
- Incidental use for purposes of political lobbying or campaigning is prohibited.
- Storage of any email messages, voice messages, files, or documents created as incidental use by a user must be nominal.
- Users should use personally owned systems, rather than TJC resources, for conducting personal computing and must understand that the personally owned content stored on TJC resources may be visible to TJC personnel whose job responsibilities involve the management and monitoring of TJC systems.

## Additional Requirements for Portable and Remote Computing

- All electronic devices—including personal computers, smart phones and other devices used to access, create, or store college information resources, including email—must be password protected in accordance with TJC requirements. Also, passwords must be changed whenever there is suspicion that the password has been compromised.
- College data created or stored on a user's personal computers, smart phones, or other devices or in databases that are not part of TJC's information resources are subject to Public Information Requests, subpoenas, court orders, litigation holds, discovery requests, and other requirements applicable to TJC information resources.
- Unattended portable computers, smart phones, and other computing devices must be physically secured.
- All remote access to networks owned or managed by TJC must be accomplished using a remote access method approved by TJC, as applicable.

## Password Management

TJC issued or required passwords—including digital certificate passwords, personal identification numbers (PIN), digital certificates, security tokens (i.e., Smartcard), or similar information or devices used for identification and authorization purposes—shall be maintained securely and shall not be shared or disclosed to anyone for any reason.

- Users must not give others access to TJC information resources unless they are authorized and authenticated for such access.
- Users may not extend access to TJC information resources to others without permission (e.g., proxy services, accounts for non-TJC personnel).
- Each user will be held responsible for all activities conducted using the user's password or other credentials.

## Disciplinary Actions

- Instances of noncompliance, or attempted noncompliance, may constitute a security violation that is subject to investigation and possible disciplinary action, civil prosecution, and/or criminal prosecution in accordance with applicable policies and laws.
- Violations may result in disciplinary action by Human Resources in accordance with pertinent policies, up to and including termination of work relationships. Students involved in violations will be referred to the Dean of Students. Suspected illegal activities will be escalated to appropriate law enforcement agencies.
- This policy does not create or supersede any existing TJC processes for taking disciplinary action. The ISO, who shall not take direct disciplinary action against a user, will participate in existing TJC processes for taking disciplinary action.

## Travel

### Driver Authorization & Transportation/Vehicle Requests

To drive a TJC vehicle and/or use personal vehicles on college business, a fully-executed TJC driver application, along with a copy of the applicant's driver's license, must be completed each fiscal year and sent to Campus & Procurement Services. The driver criteria, driver application, and authorization for release of information forms are located in Apache Access.

NOTE: Motor Vehicle Records will be obtained and reviewed for all potential TJC drivers to



determine eligibility. Driver eligibility cannot be determined without a signed release.

Once an approved Driver Application and Authorization form is on file, an applicant may request a college-leased vehicle by completing the online Fleet Vehicle Request form in Apache Access. A vehicle will be assigned to the applicant based on availability. If a fleet vehicle is not available, procedures for renting a vehicle can be found on in Apache Access.

In addition to the leased vehicles, the campus fleet includes two 15-passenger activity vans for group use. The criteria for use of this vehicle is located in Apache Access.

### **Travel Forms and Authorization Procedure**

All business-related travel must be approved by immediate supervisors well in advance of travel dates, using the Professional Leave and Travel form located in Apache Access.

## **Web Content Updates**

The website provides a platform to showcase TJC's best qualities and project a positive image to the entire world. It is a strategic asset that carries enormous influence over recruitment and retention of students.

TJC's Office of Marketing and Communications has access to all areas of the TJC website and to ensure quality control, will edit/alter content as needed for clarity, grammar, spelling, usage, and style, as well as to conform with naming conventions and branding. TJC reserves the right to revise or delete content housed either on college IT resources or external resources according to the standards outlined in the web governance guidelines or web accessibility guidelines.

Because the departments whose pages represent them on the Web know their areas best, it is essential that each department work in conjunction with the Web Marketing team to ensure their web content is current, cogent, and content rich. While individuals across campus may create their own content, all updates must be published by the TJC Marketing Web team, who have the responsibility to edit as appropriate for consistency, accuracy and presentation.

Changes to the website should be requested by completing a form at <https://tjc.edu/marketingrequest>. Login requires Apache Access credentials.

## **Employee Benefits & Compensation**

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### **Campus Clinic**

Clinic services are available for an annual fee of \$75.00, which includes a flu shot. This payment can be either a one-time cash payment or a payroll deduction.

The clinic provides well-care services (not major medical or lab services) for participating faculty/staff at no charge. There is not a family option. A valid employee ID card is required to receive services. Flu shots are also available for any TJC employee for a fee paid at the WASC Cashier's Office.

### **Insurance**

Employees of Tyler Junior College have a comprehensive health and retirement benefits package offered through the Employee Retirement System of Texas (ERS).

Full-time employee benefits cover health insurance at 100% for employee and discounted health insurance for dependents. Additional optional coverages include: dental, vision, AD&D, life insurance, and long- and short-term disability. *Health benefits require a 60-day employment period.*

## Leave

All employees of the College are required to submit an electronic Time Off Request form in Apache Access to be approved by with their immediate supervisor upon returning to duty following an absence. The immediate supervisor has the responsibility of seeing that such forms are filed immediately with the appropriate dean or next level supervisor. Approved time off requests are processed and recorded through Human Resources. Leave that is approved, but in excess of available time, may result in a reduction of pay. Leave benefits require a 90-day employment period. [[DEC Regulation](#)]

The employee is expected to provide at least 30 days' notice when requesting a leave of absence for two or more weeks. When an employee becomes aware of a need for leave less than 30 days in advance, the employee must provide notice of the need for the leave to Human Resources and their supervisor as soon as reasonably practicable.

## Bereavement Leave

In the event of a death in an employee's immediate family, the College President may grant bereavement leave to an employee. Such leave may be approved for up to five workdays with pay in a single academic year. Bereavement leave shall not accumulate from year to year. Such leave shall be deducted from the employee's accumulated sick leave balance. [[DEC Local](#)]

## Jury Duty

Absences due to compliance with a valid subpoena or for jury duty shall be fully compensated by the College District and shall not be deducted from the employee's pay or leave balance. [[DEC Local](#)]

## Military Leave

Requests for short-term military leave, up to 15 working days, must be accompanied by a copy of orders signed by proper authority with reporting and ending dates. The College District will pay an employee's regular compensation for military leave if the leave occurs during the employee's normal workweek or period and during normal working hours. [[DECB Regulation](#)]

## Personal Leave

Each employee who is eligible for sick leave may use up to two sick leave days each academic year for reasons other than the employee's illness or illness in the immediate family. Personal leave shall be noncumulative and shall be deducted from the employee's accumulated sick leave balance. [[DEC Local](#)]

## Professional Leave and Travel

Professional Leave is by request and approved when a supervisor believes that a professional development opportunity is in the best interest of the employee and the College. Budget funds

are limited and professional leave is at the discretion of the supervisor and/or college.

### **Sick Leave**

Full-time 12-month employees shall earn one day (8 hours) of paid sick leave per month in accordance with administrative regulations. Full-time personnel who are employed less than 12 months shall earn a prorated share of sick leave. An employee shall not be permitted to use sick leave until he or she has been employed with the College District for at least 90 days. Sick leave shall accumulate to a maximum of 90 workdays. Sick leave shall be used for personal illness or illness of a member of the employee's immediate family unless otherwise provided in this policy. Upon termination or retirement from the College District, all accumulated sick leave shall be forfeited by the employee with exception of those employed prior to May 22, 1997. [\[DEC Local\]](#)

### **Sick Leave Pool**

The College District shall establish a sick leave pool that shall be available to a full-time employee with a minimum of one year of service with the College District, regardless of whether the employee has contributed to the pool of days or not. An employee who has at least one year of service in the College District may request leave from the pool if they experience a serious illness or injury and the employee has exhausted all paid leave. [\[DEC Local\]](#)

### **Vacation Leave**

Vacation must be approved in advance by the immediate supervisor and/or the appropriate dean.

Eligible employees shall earn vacation leave in accordance with the following schedule:

<u>Length of Employment</u>	<u>Per Month</u>	<u>Up to Per Year</u>
1-7 years	6.67 hours	10 days
8-10 years	8.00 hours	12 days
11-15 years	10.00 hours	15 days
16 or more years	13.33 hours	20 days

An employee on leave without pay shall not earn vacation leave during such absence nor shall the time be counted when determining his or her length of employment for purposes of determining the amount of vacation leave to which he or she is entitled. [\[DED Local\]](#)

## **Retirement**

Retirement benefits are provided under the Teacher Retirement System of Texas (TRS) or the Optional Retirement Program (ORP), and include an optional supplemental college-matching retirement program.

### **Primary Retirement**

#### TRS / ORP

All full-time employees are automatically enrolled in the Teacher Retirement System of Texas (TRS). Full-time faculty and eligible administrative employees *may elect* the Optional Retirement Program (ORP) as an alternative to TRS.

### TJC Supplemental Retirement Plan

The College contributes 4% of a full-time employee's salary into an alternative retirement plan administered by TIAA-CREF since TJC does not participate in Social Security\*. Additionally, the College will match an employee's contribution of 1 – 3%. Some vesting requirements will apply.

### \*Statement Concerning Employment in a Job Not Covered by Social Security

Your earnings from this job are not covered under Social Security. When you retire, or if you become disabled, you may receive a pension based on earnings from this job. If you do, and you are also entitled to a benefit from Social Security based on either your own work or the work of your spouse, or former spouse your pension may affect the amount of the Social Security benefit you receive. Your Medicare benefits, however, will not be affected. Under the Social Security law, there are two ways your Social Security benefit amount may be affected.

#### *Windfall Elimination Provision*

Under the Windfall Elimination Provision, your Social Security retirement or disability benefit is figured using a modified formula when you are also entitled to a pension from a job where you did not pay Social Security tax. As a result, you will receive a lower Social Security benefit than if you were not entitled to a pension from this job. For example, if you are age 62 in 2005, the maximum monthly reduction in your Social Security benefit as a result of this provision is \$313.50. This amount is updated annually. This provision reduces, but does not totally eliminate, your Social Security benefit. For additional information, refer to Social Security Publication, "Windfall Elimination Provision."

#### *Government Pension Offset Provision*

Under the Government Pension Offset Provision, any Social Security spouse or widow(er) benefit to which you become entitled will be offset if you also receive a Federal, State or local government pension based on work where you did not pay Social Security tax. The offset reduces the amount of your Social Security spouse or widow(er) benefit by two-thirds of the amount of your pension.

#### *For More Information*

Social Security publications and additional information, including information about exceptions to each provision, are available at [www.socialsecurity.gov](http://www.socialsecurity.gov). You may also call toll free 1-800-772- 1213, or for the deaf or hard of hearing call the TTY number 1-800-325-0778, or contact your local Social Security office.

### **Optional Tax-Sheltered / Tax-Deferred Plans**

#### Tax-Sheltered 403(b) Plans

Optional plans are available to employees. Employees may contribute up to the annual IRS maximum limitation in voluntary retirement savings to various approved vendors.

#### Tax -Deferred 457 Compensation Plan

An optional plan available to employees. Employees may contribute up to the annual IRS maximum limitation in this voluntary retirement savings plan.

## **Tuition Benefits**

### **Employee Family Scholarship**

Subject to annual budget approval and availability of funds, the College District has established an employee family scholarship available to eligible dependents of full-time faculty and staff. Complete guidelines and details of the scholarship are available in the Office of Human Resources and on Apache Access. [[DEB Local](#)]

### **Tuition Exemption: District Employee**

The College is committed to lifelong learning opportunities for its full-time faculty and staff through a district Employee Tuition Exemption. The district employee tuition exemption does not apply to student assistant employment. Complete guidelines and details of the exemption are available in the Office of Human Resources and on Apache Access. [[DEB Local](#)]

### **Tuition Reimbursement: Growing Our Own**

The College is committed to lifelong learning opportunities for its full-time faculty and staff through the Growing Our Own tuition reimbursement program. Subject to established guidelines and the availability of funds, full-time employees that have been employed five (5) consecutive years, may apply for a partial reimbursement of tuition expenses if enrolled in approved bachelor, master, or doctoral degree programs at regionally accredited institutions. Complete guidelines and details of the program are available in the Office of Human Resources and on Apache Access. [[DEB Local](#)]

## **Compensation/Classification**

### **Employee Classifications**

The College President or designee, within guidelines set out in federal regulations, will determine the classification of positions as “exempt” or “nonexempt” for purposes of compliance with the *Fair Labor Standards Act*.

#### Exempt

Exempt employees, faculty (full and part-time) and professionals (executive, administrative, and professional classifications), who receive a monthly salary representative of payment in full for services rendered inclusive of required hours worked, who meet both the salary and duties tests as established by law, are not eligible to receive overtime pay for hours worked in excess of a 40-hour workweek.

Exempt employees will not be compensated for “extra” hours unless the nature of the work is clearly unrelated to their major contractual responsibility. Flexible work schedules for these personnel should be planned and implemented so as to minimize the need for “extra” hours. [[DEA Regulation](#)]

#### Non-exempt

Non-exempt professional employees and classified staff who work a 40-hour workweek who do not meet the conditions outlined in the salary and/or duties test are eligible to receive pay for time worked over the 40-hour standard workweek.

All overtime worked by non-exempt employees must be approved in advance by the employee’s supervisor. Flexible work schedules for these employees should be planned and implemented within the same workweek to minimize overtime hours.

Employees who work approved overtime will record such hours on their time sheet rounded to the nearest quarter of an hour. Overtime hours may be converted to comp time if approved.

Overtime pay will be calculated on the basis of actual hours worked over 40 hours in a work week.

Paid time off such as vacation, sick leave, personal leave and holidays do not count as hours worked for the purpose of determining overtime pay eligibility. Employees required to work on a national, state or college recognized holiday will be compensated at their overtime rate. Jury duty will be considered as hours worked when calculating weekly hours worked. Hours worked in excess of eight hours in a workday during a week in which paid leave occurred will be paid at a regular rate of pay.

### **Credentials**

A Credential Evaluation Summary (CES) form must be completed for each individual who is hired as a faculty member. The form, with transcripts and supplemental documentation, if necessary, will be submitted by the Dean's office to the chief academic officer for approval. [[DBA Regulation](#)]

### **Job Descriptions**

Job descriptions are maintained by the Office of Human Resources and are to be updated at least annually, any time a vacancy occurs, or when significant changes are made to an employee's job duties.

### **Payroll**

#### Salaried employees

Both exempt and non-exempt salaried employees as defined are paid monthly on the last working day of the month. Full-time faculty and staff are paid one-twelfth of the salary amount. Non-exempt employee overtime pay and compensation for hours worked on a holiday are paid on the mid-month payroll following the month in which the time was worked.

Adjunct faculty are paid one-fourth of the agreement amount each semester beginning in the months of September and February. Winter, maymester and summer faculty supplemental contracts are paid once each term at the completion of the term.

#### Hourly employees

Non-exempt employees in the maintenance classification who are not salaried employees and who work a schedule that is subject to overtime and periods of emergency or holiday duty are paid bi-monthly for all hours worked in the preceding bi-monthly period. Overtime and emergency pay rates are paid at the same time and included with the regular pay computation. [[DEA Regulation](#)]

### **Direct Deposit**

College compensation is directly deposited to the bank account of the employee's choice. Changes to direct deposit accounts can be made in Human Resources (903-510-2419).

## Salary Schedules

TJC has approved five main salary schedules for full-time employees — four midpoint-based schedules for administrative/professional, technology, police, and classified job groups, and one set of placement structures for faculty based on contract length.

Personnel shall be paid according to a salary schedule or wage scale approved by the College President. TJC is committed to providing salaries that are internally equitable and externally competitive, based on the terms for a full-time, regular, 12-month schedule for work. For the current salary structures and placement guidelines, contact Human Resources at 903-510-2419 or find on Apache Access.

Commensurate salary is a salary calculated based on an employee's education, relevant experience, and any preferred certifications held, less those minimally required on the job description. These qualifications are applied as a percentage above the position's grade minimum.

### Faculty Salary Schedule

Salaries for full-time faculty positions are objectively based upon highest level of education and applicable experience per the Tyler Junior College Faculty Pay Plan. Salaries of faculty members will be established in accordance with the salary schedule and all provisions governing its use.

Faculty members will be responsible for notifying the instructional dean of any error in placement on the salary schedule; however, no retroactive payment will be made. [[DEA Regulation](#)]

## Performance

### Evaluations

The College is committed to providing excellence in education. Evaluations are one measure of its human resources. Every employee has the right to expect a periodic evaluation of his or her performance, the opportunity to review and rebut such evaluation with the direct supervisor, and the right to file a grievance according to established guidelines. Evaluations are completed according to the schedule adopted by the TJC Cabinet.

### Administrative, Professional, Support Staff

These full-time employees are evaluated by their direct supervisor according to established criteria and the responsibilities enumerated in their job description.

### Academic Personnel

#### *Dean*

Academic Deans are evaluated by the Provost, according to established criteria and the responsibilities enumerated in their job description.

#### *Department Chair*

Department Chairs are evaluated by the Academic Dean of the respective School, according to established criteria and the responsibilities enumerated in their job description.

#### *Faculty*

The faculty evaluation system is built upon instructional performance criteria and professional

performance of duties through:

- Self-Evaluation
- Supervisor Evaluation (Dean/Department Chair) & Goal-setting
- Classroom Observation
- Student Evaluation

## **Professional Development**

All employees are required to complete professional development as a condition of employment. [\[DKRegulation\]](#)

## **Recognition & Awards**

### Mattie Alice Scroggin Baker Excellence in Teaching Award

The Mattie Alice Scroggin Baker Excellence in Teaching Award was established in 1987 from the estate of Mattie Alice Scroggin Baker to recognize the contributions our full-time faculty provide to student learning in our community. Any full-time faculty member who has taught at TJC for five years with expected continuing employment may be nominated for this award. Nominations are handled by the Faculty Senate Faculty Development Committee and an election is held each year to determine a winner and runners-up.

### Adjunct Excellence in Teaching Award

The Adjunct Excellence in Teaching Award was established to recognize the contributions that our adjunct faculty provide to student learning in our community. Any adjunct faculty member who has taught at TJC for three consecutive years and has held a contract at least once during each of the three academic years with the expectation of continuing employment may be nominated for the award.

### Piper Professor Program

The Piper Professor Program is administered through the Minnie Stevens Piper Foundation. Ten awards of \$5,000 each are made annually to professors for superior teaching at the college level. Selection is made on the basis of nominations submitted by each college or university in the State of Texas.

Begun in 1958, with eight awards, the roster of Piper Professors includes outstanding professors from two and four-year colleges and universities, public and private. TJC is proud to have had 3 members of our faculty to be honored as Piper Professors in the history of the award.

Participation is by invitation only. To be eligible, candidates must be nominated through the college president's office. Guidelines regarding the number of nominations an institution may make, as well as eligibility based on full-time equivalent student body enrollment are outlined in the letter of invitation sent to the President.

### TJC Endowed Chair for Teaching Excellence

The TJC Endowed Chair for Teaching Excellence is a recognition program to honor and reward professors who demonstrate excellence in teaching. A professor must have four years of service as a full-time professor at TJC, and hold a multi-year contract to be eligible for consideration. Individuals, who are nominated by their peers, must provide appropriate information as required



to complete the intensive review process for possible Endowed Chairs election. If selected, that individual may not compete for another award until seven years have passed from the date of the original award.

A professor designated to hold an endowed chair will be awarded \$2,000 for each of two years (\$4,000 total). This “master teacher” will receive \$1,500 as a cash stipend and \$500 for professional development in each year he/she retains the chair. That portion of the award made for professional development may be applied toward any reasonable expense of a personal professional development plan, including travel, books, conferences, equipment, etc.

#### W. Oscar and Marguerite Herrin Award for Excellence

The W. Oscar and Marguerite Herrin Award for Excellence is presented to at least three classified staff employees of TJC who demonstrate the highest levels of service and dedication to the College. Eligible recipients must have been employed for at least three years and may not be nominated again for five years. The Herrin Awards are presented during the faculty/staff opening convocation each spring semester.

#### Employee Recognition

All full-time employees are recognized every five years by TJC administration for their service to the College. [[DP Local](#)]

#### Retiree Recognition

Retirees from the College are recognized annually during the late spring.

## Media Interactions

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### Social Media

TJC leadership understands and recognizes the importance of communicating through electronic and social media. Employees of TJC who participate in social media are encouraged to present a professional presence online that is consistent with TJC’s educational mission.

This policy provides guidance for employee use of social media, which should be broadly understood to include social network sites (such as Facebook, Twitter, Instagram, Snapchat, etc.), all forms of social media (such as text messaging, instant messaging, email, blogs, chat rooms, video-sharing web sites), and other editorial comments posted on the Internet.

The following policies apply to professional use of social media on behalf of TJC as well as personal use of social media.

Official TJC social media accounts include all TJC programs, departments and affiliate groups. All TJC social media accounts must also have a Marketing representative set up as an administrator.

With respect to TJC official sites, the following apply:

- Only official TJC logos or branding may be used.
- Individual views are prohibited.
- Must be approved by TJC's Social Media Specialist in advance.

TJC may remove any content from its official media sites that violate this policy.

As an employee of TJC, you are a representative of our institution, regardless of whether you are currently at work, home, or any other location. Avoid writing or posting anything that is inconsistent with TJC's mission or would create a disruption in the workplace.

If an employee chooses to use social media for personal purposes, the employee is responsible for using privacy tools, and should always assume that everything you write, exchange or receive on a social media site is public.

- Employees are encouraged to adjust privacy settings to prevent viewing by students.
- Employees are responsible for content on their page. Such content should be consistent with the educational goals and purpose of TJC and should not undermine the effectiveness of the workplace or the inclusiveness of the College.
- Employees' social media activities should not interfere with job duties and responsibilities. Those who participate in personal social media should do so during breaks, mealtime or off time. Personal social media accounts should not be accessed during work hours.
- Only public information should be posted. No sensitive, personal, or confidential information (as defined by applicable law) may be included in any post or comment.
- Never share photos or personal information about our students unless you have their express written permission to do so (or the written permission of their parent or guardian if under 18). This includes humorous stories and encounters you may have had recently or in the past -even if you believe the student may understand. The privacy of our students is paramount.
- Never post comments about a coworker, student or vendor that could be perceived as defamatory, harassing, hurtful, threatening, retaliatory or discriminatory.
- Never share confidential information such as student information, operations, strategies, personnel matters, health issues of another person, academic records or financial matters.
- Do not respond to negative or offensive posts about TJC. This often does more harm than good. Report anything you find to TJC's Social Media Specialist.
- TJC will not tolerate any posts or comments that are obscene, incite violence, or are defamatory.
- Never respond as a representative of TJC unless your job description and job responsibilities designate you as such. Be sure that any postings or comments on personal social media sites are clearly your views and do not appear to be the viewsof TJC.
- TJC does not endorse people, products, services and organizations. Never make an endorsement on behalf of TJC.
- Unless approved in advance and in writing by Marketing and Communications, your social media name, handle and URL should not include TJC's name, logo, or other branding.
- TJC discourages employees in management/supervisory roles from initiating "friend" requests with employees they manage. Managers/supervisors may accept friend requestsif initiated by the employee, and if the manager/supervisor does not believe it will negatively impact the work relationship.

- TJC discourages employees from associations with/or “friending” students on social media.
- Private workplace issues which are not a matter of public concern should not be posted online.
- If an employee allows access to his/her social media account by students or the public, or otherwise makes online posts that create a disruption to the College’s workplace or its educational mission, then it may result in discipline, up to termination.
- Misuse of social media or violations of this policy may result in disciplinary actions up to and including termination.

## Communication with News Media

TJC needs to be able to communicate accurately, effectively and consistently with different audiences including the media. The Director of Public Affairs and Media Relations (“Director”) is the primary and official liaison to the news media and is responsible for coordinating all official College comments including both proactive statements and responses to requests. This procedure applies to all employees (faculty, administrators, staff and student employees) when they are acting in their capacity as employees of the College, including when they are asked questions by the media.

### 1. Requests for Official College Position or Response

All inquiries seeking an official College response, a statement on behalf of the College, responses regarding TJC policy, information regarding TJC events or TJC actions, or TJC’s official position should be referred to the Director.

Authorization to speak on behalf of the College may only be given by the President, the Vice President of Operations or Director of Public Affairs and Media Relations. No employee may make official statements on behalf of the College without such express authorization. Any employee who has not been authorized to speak to the media in the context of his or her role as a College employee must direct inquiries from the media about the official College comment on all matters regarding the institution to the Director.

College employees must adhere to relevant TJC policies, rules, or procedures as well as all federal, state and local laws regarding the release of any information, including those that apply to privacy and confidentiality, such as HIPAA and FERPA.

### 2. Requests to Employees Regarding Subject Matter Expertise

Individual faculty, administrators and staff are permitted to provide subject-specific comments based on their area of expertise in their academic concentration or their professional field. This includes athletics coaches and staff on matters related to their programs or teams.

When offices and/or individuals are contacted for their expertise, they are encouraged to notify the Director who is available to consult with employees about the most effective ways to communicate with the media. Any questions that fall outside of a faculty member’s academic interest or expertise should involve consultation with the Director. Questions also may be referred to the Director.

### 3. Personal Speech

Nothing herein is intended to restrict the freedom of employees from commenting on matters of public concern when speaking as a private citizen. When speaking as a private citizen, the employee should make every effort to indicate that the opinion expressed is his or hers as an individual, and that he/she does not speak for the College.

## Personnel Policies & Procedures

Personnel policies are established at TJC with regard to employment matters. These policies are general in nature; they are not intended to be exhaustive in every detail. Interpretations and/or elaborations are set forth in the approved TJC Board Policy Manual available on the internet by key word search at [Board Policy Manual](#) and from the Office of Human Resources by calling 903-510-2419.

### Adverse Employment Action

The College District prohibits any adverse employment action, including termination or discrimination, against any employee who in good faith reports child abuse or neglect or participates in a related investigation. (Board Policy [DHC \(LOCAL\)](#))

### Americans with Disabilities Act (ADA)

For information regarding Americans with Disabilities Act of 1990 as amended see [Board Policy Manual](#). [[DIAB](#), [DAA](#), [DBB](#)]

### Disciplinary Process (Non-contractual)

As a matter of policy, the College seeks to resolve conduct and performance problems in the most informal and positive manner possible. However, under those circumstances when disciplinary action, including termination, becomes a necessary means of modifying undesirable situations, the College has established general guidelines and procedures. For more information and complete guidelines and procedures, see [[DL Regulation](#)].

### Employee Grievance Procedures

TJC shall receive, process, and resolve employee grievances fairly, equitably, and promptly. All TJC employees shall be free to make use of the established grievance procedures without fear of prejudice, discrimination, restraints, coercion, or reprisal of any nature. A copy of the complete grievance procedure from the TJC Board Policy Manual may be secured from the Executive Director of Human Resources or is available online at [[DGBA Regulation](#)].

### Family Educational Rights and Privacy Act (FERPA)

Based on Federal Law, educational institutions are required to protect the privacy and confidentiality of personally identifiable information contained within the student's education record under the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended. FERPA allows disclosure with NO consent in emergency situations to protect the health and safety of the student or other individuals.

A consent for disclosure of education records must:

- be signed and dated by the student

- specify the records that may be disclosed
- state the purpose of the disclosure
- identify the party or class of parties to whom disclosure may be made

NOTE: A school MAY disclose education records without consent when:

- the disclosure is to school officials who have been determined to have legitimate educational interests as set forth in the institution's annual notification of rights to students;
- the student is seeking or intending to enroll in another school;
- the disclosure is to State or local educational authorities auditing or enforcing Federal or State supported education programs or enforcing Federal laws which relate to those programs;
- the disclosure is to the parents of a student who is a dependent for income tax purposes. Parents must provide a copy of their most recent 1040 filed tax return showing the dependent student;
- the disclosure is pursuant to a lawfully issued court order or subpoena; or
- the information disclosed has been appropriately designated as directory information by the school.

Under no circumstances should grades be posted in a designated public place for individual students or groups of students to view.

### **Annual Notification**

A school must annually notify students in attendance that they may:

- inspect and review their education records;
- seek amendment of inaccurate or misleading information in their education records;
- consent to most disclosures of personally identifiable information from education records.

The annual notice must also include:

- a description of who is considered to be a school official and what is considered to be a legitimate educational interest so that information may be shared with that individual; and
- information about who to contact to seek access or amendment of education records.

### **Means of Notification**

The means of notification may include student newspaper; calendar; student programs guide; rules handbook, or other means reasonably likely to inform students. Notification does not have to be made individually to students. TJC posts this notification requirement on Apache Access.

NOTE: The following information should also be a link from your faculty syllabus.

*Based on Federal Law, we are required to bring to your attention your rights under the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended. This federal law protects the privacy and confidentiality of personally identifiable information contained within the student's education record.*

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records.

These rights include:

- The right to inspect and review their educational records.
- The right to request an amendment to their educational record if they believe there is an inaccuracy.
- The right to restrict any or all information from public access.
- The right to file a complaint with the US Department of Education if they feel the College has failed to Follow FERPA guidelines.

## Outside Employment

A full-time employee shall give full-time service to the College District. Outside employment that interferes with the regularly assigned duties of the employee shall not be permitted. [[DBF Local](#)]

A full-time employee may accept employment outside his or her assignment duties of the College District as long as such employment does not reduce the efficiency of the employee. The employee's immediate supervisor will determine whether such work is detracting from the efficiency of the individual employee.

Since full-time professors are assigned a full teaching load, instructors are not permitted to teach in any other institution without prior approval by the administration. Notification and written request for approval of outside employment should be submitted no less than one month prior to the beginning of such employment. [[DBF Regulation](#)]. The form is available in Apache Access.

Employees will be required to inform the immediate supervisor of any change in an outside employment status and must complete a new form annually or when changes occur. Violations may result in disciplinary action, up to and including termination of employment.

## Professional Conduct

For information on Ethics or Employee Codes of Conduct refer to [DH \(LOCAL\)](#) and/or [DH\(EXHIBIT\)](#).

### Code of Ethics

All TJC Employees will be held subject to the Employee Code of Ethics as stated in the Board Policy Manual [[DH \(Exhibit\)](#)]. Therefore, all employees shall:

- Treat all persons with respect, dignity, and justice, discriminating against no one on any arbitrary basis such as race, color, national origin, religion, gender, gender identity, gender expression, sexual orientation, age, marital status, disability, veteran status or limited English proficiency (LEP), or any other basis prohibited by law.
- Strive to help each student realize his or her full potential as a learner and as a human being.

- Encourage and defend the unfettered pursuit of truth by colleagues and students supporting the free exchange of ideas, observing the highest standards of academic honesty and integrity, and seeking always an attitude of scholarly objectivity and tolerance of other viewpoints.
- Work to enhance cooperation and collegiality among students, faculty, administrators, and other personnel.
- Recognize and preserve the confidential nature of professional relationships, neither disclosing nor encouraging the disclosure of information or rumor that might damage or embarrass or violate the privacy of any other person.
- Maintain competence through continued professional development, shall demonstrate that competence through consistently adequate preparation and performance, and shall seek to enhance that competence by accepting and appropriating constructive criticism and evaluation.
- Work cooperatively and respectfully with all coworkers, supervisors, and students, and act in the best interest of the departments and College district as a whole.
- Make the most judicious and effective use of the College District's time and resources.
- Fulfill the employment agreement both in spirit and in fact, shall give reasonable notice upon resignation, and shall neither accept tasks for which we are not qualified nor assign task to unqualified persons.
- Support the goals and ideals of the College District and shall act in public and private affairs in such a manner as to bring credit to the College District.
- Not engage in sexual harassment or sexual violence of students, colleagues, or any other person, including off campus activities and events, and shall adhere to the College District's policy on sexual conduct [DIA Local].
- Observe the stated policies and procedures of the College District, reserving the right to seek revision in a judicious and appropriate manner.
- Participate in the governance of the College District by accepting a fair share of committee and institutional responsibilities.
- Support the right of all employees to academic freedom and due process and defend and assist those accused of wrong doing, incompetence, or other serious offense so long as the individual's innocence may reasonably be maintained.
- Not support the continuation of employment by the College District of an individual whose persistently unethical conduct or professional incompetence has been demonstrated through due process.
- Accept all rights and responsibilities of citizenship, including participation in the formulation of public policy, always avoiding use of the privileges of our public position for private or partisan advantage.

The Texas Community College Teachers Association (TCCTA) also publishes a code of Professional Ethics at

<https://drive.google.com/file/d/1hOLsYhIWH4ccH7VtAMwks2GGy9KqoqIR/view%20Ethics.pdf>

### **Prohibited Conduct**

Employees shall not engage in misappropriation of College property. Employees must abide by all

ADA, FERPA, and sexual harassment guidelines as well as local, state, and federal policies. Student dishonesty, including cheating, plagiarism, or knowingly furnishing false information to the College will not be tolerated. This is not a comprehensive list of prohibited conduct; for more information see the [Board Policy Manual](#).

### **Protected Expressions on Campus**

Tyler Junior College ensures that the common outdoor areas of the institution's campus are deemed traditional public forums and permits any person to engage in expressive activities in those areas. For specific information regarding the usage of traditional public forums, see Board Policy GD(LOCAL) – Community Expression and Use of College Facilities at <https://pol.tasb.org/PolicyOnline/PolicyDetails?key=1076&code=GD#legalTabContent>

## **Records Management Program**

The TJC Records Management program was established in 1990 and recognized by the Board of Trustees in response to legal mandate (Local Government Records Act, Subchapter B., Section 203.026) to establish a College-wide records management program by January 1, 1991.

The Records Management program falls under the Office of the Vice-President for Financial and Administrative Affairs, with the Director of Campus & Procurement Services designated to coordinate the program.

The Records Management program was established with the goal of bringing a consistent approach to TJC record keeping practices, freeing up valuable office space from record storage, and ensuring the retention and/or destruction of all records (including e-mail) created and managed by the College. The Records Management program commitment is to serve in a way that best meets department needs, while protecting employees and the institution, from legal and fiscal liability.

The Records Management also provides a variety of services to College departments, including:

- Planning, support, and institution-wide guidance on all aspects of record keeping practice and disposition scheduling; and
- Secure disposition methods of outdated records and documentation

### **Personnel Files**

Each employee's permanent personnel file (both material and electronic data) is retained in the Office of Human Resources. In addition to employment credentials, this file includes official college transcripts, evaluations and other relevant documentation used to document faculty eligibility to teach at TJC. Some employee personnel information is available through Apache Access. An employee has the right to review his/her personnel file during normal business hours in the Human Resources office with a Human Resources staff member present. The employee must request an appointment in writing to the Human Resources Office, and will be required to present photo identification before accessing the personnel file.



## Shredding Bins

TJC provides shredding bins for the disposal of information-sensitive documents. There are currently four bins on the dock of the White Administrative Services Center, one bin in Genecov, two bins in Pirtle, one bin in Jenkins, one bin on the dock of Rogers Student Center, one bin in PotterHall, two bins at Rogers Nursing, one bin at TJC North, and one bin at West Campus. Bins are not to be moved without prior permission from Campus & Procurement Services. Each bin is locked for security and is collected every two weeks by a certified shredding agency. All documents to be shredded must be placed in the bins. No boxes marked “shred” will be collected. Paper clips and staples may be left on the documents, but any binder clips, brads, or folders containing metal must be removed. Please note: these are not recycling bins or trash bins. Only information-sensitive documents are to be disposed of in the bins.

## Separation

### Reduction in Force

If and when circumstances require or make advisable a reduction in the employee work force, an equitable system for selection of employees to be separated or dismissed will be utilized. All contracts will, unless excepted by the Board, contain a provision that a reduction in force may take place when the Board determines that a financial exigency or program change requires that the contract of one or more teachers, administrators, or other professional employees be terminated. Such a determination constitutes the necessary cause for dismissal.

Using the following criteria, the College President will determine which particular employees will be subject to dismissal and will submit the recommendation to the Board.

- *Certification:* Appropriate degree certificate and/or endorsement for current assignment required by the Southern Association or Texas Higher Education Coordinating Board.
- *Elimination of Position:* The review of organizational structure determines the lack of need or the vitality for the position or program and/or the ability to absorb or combine positions.
- *Performance:* Employee’s effectiveness as reflected by the most recent written evaluations and/or other appraisal or disciplinary documentation, including reprimands, memos to the file, observations or other documented conferences, and those serving on a performance improvement plan.
- *Seniority:* Years of service in the College District.
- *Professional Background:* Professional education and work experience related to the current assignment.

After considering the College President’s recommendation, the Board will determine which employees will be dismissed. [[DMC Regulation](#)]

### Resignation (Non-Contractual)

Resignations shall be in written form. A two-week notice is the minimum acceptable time for

non-contractual personnel resignations. [[DL Regulation](#)]

### **Suspension with or without pay**

At the discretion of the College, a classified employee may be suspended from employment with or without pay pending further investigation of a matter, including possible official action by outside legal agencies.

A classified employee may be suspended from work in a without-pay status for a specified period of time for disciplinary purposes, following oral and written warnings or without warning for more serious initial offenses. For more information regarding this status, please review [[DL Regulation](#)].

In no event will the use of paid leave time be allowed during a period of suspension without pay. Should a paid holiday occur during a period of suspension without pay, the suspension period will be extended by the number of holidays occurring during the suspension period.

### **Termination**

#### Full-Time Faculty Member

A faculty member may be dismissed for good cause before the completion of the term fixed in his or her contract. Before any faculty member is dismissed for good cause, he or she will be given reasonable notice in writing of the proposed action and the grounds set forth in sufficient detail to fairly enable him or her to show any error that may exist. [[DMAA Regulation](#)]

#### Full-Time Professional or Administrative Employee

A full-time professional or administrative employee may be dismissed for good cause. Before the staff employee is dismissed for good cause, he or she will be given reasonable notice in writing of the proposed action and the grounds set forth in sufficient detail to fairly enable him or her to show any error that may exist. [[DMAA Regulation](#)]

### **Sexual Harassment**

The College District respects the legal rights of each person to work and learn in an environment that is free from unlawful sexual discrimination, including sexual harassment and sexual violence, or harassment based on any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of College District policy. [[DIAA, DIAB Local](#)].

### **Title IX**

Title IX of the Educational Amendments of 1972 (Title IX), 20 U.S. C §§ 1681 et seq., and its implementing regulations, 34 C.F. R. Part 106 prohibit discrimination on the basis of sex in educational programs or activities operated by recipients of Federal financial assistance. Sexual harassment of students [or employees], which includes acts of sexual violence, is a form of sex discrimination prohibited by Title IX. By an amendment to the Civil Rights Act of November 1980

and subsequent state legislation, sexual harassment is expressly outlawed and is considered a violation of College policy.

Sexual harassment is defined as:

- A school employee conditioning an aid, benefit, or service of the institution upon person's participation in unwelcome sexual conduct (often called quid pro quo harassment); or
- Unwelcome conduct that a reasonable person would find to be so severe, pervasive **or** objectively offensive that it denies a person equal access to the school's education program or activity, or
- Any instance of sexual assault, dating violence, domestic violence, and stalking.

Prohibited is any behavior that represents repeated or unwanted sexual attention or sexual advances, when acceptance of such attention or advance is made a condition of reward or penalty.

### **Title IX Grievance Procedures**

Freedom from Discrimination, Harassment, and Retaliation - Sex and Sexual Violence [[DIAA \(Local\)](#)]

The College District prohibits discrimination, including harassment, against any student or employee on the basis of sex, gender, gender identity, or gender expression. Retaliation against anyone involved in the complaint process is a violation of College District policy and is prohibited.

Discrimination is defined as conduct directed on the basis of sex/gender that adversely affects the student or employee.

For the purposes of this policy, College District officials are the Title IX coordinator and the College President. Reports of discrimination based on sex, including sexual harassment or gender-based harassment, may be directed to the Title IX coordinator. The College District designates the following persons to coordinate its efforts to comply with Title IX of the Education Amendments of 1972, as amended:

Stephanie Cecil  
Chief Human Resources Officer  
Title IX Coordinator  
1327 South Baxter, Tyler, TX 75701  
(903) 510-2023

Freedom from Discrimination, Harassment, and Retaliation - Other Protected Characteristics  
[DIAB \(Local\)](#)

The College District prohibits discrimination, including harassment, against any student or employee on the basis of race, color, religion, national origin, disability, age, marital status,

veteran status, limited English proficiency, or any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of College District policy and is prohibited.

Discrimination is defined as conduct directed on the basis of race, color, religion, national origin, disability, age, marital status, veteran status, limited English proficiency, or on any other basis prohibited by law, that adversely affects the student or employee.

For the purposes of this policy, College District officials are the ADA/Section 504 coordinator and the College President. Student reports of discrimination based on disability may be directed to the ADA/Section 504 coordinator:

Stephanie Cecil  
Chief Human Resources Officer  
Title IX Coordinator  
1327 South Baxter, Tyler, TX 75701  
(903) 510-2023

The College District designates the following person to coordinate its efforts to comply with Title II of the Americans with Disabilities Act of 1990, as amended, which incorporates and expands the requirements of Section 504 of the Rehabilitation Act of 1973, as amended:

Stephanie Cecil  
Chief Human Resources Officer  
Title IX Coordinator  
1327 South Baxter, Tyler, TX 75701  
(903) 510-2023

The College President or designee shall serve as coordinator for purposes of College District compliance with all other antidiscrimination laws.

## **Tobacco-Free Workplace**

The College district prohibits the use of all tobacco products on all College district property and in all College district facilities [[CGD \(Local\)](#)]. Violators of this policy shall be subject to appropriate disciplinary action [[DH \(Local\)](#)].

## **Safety & Security**

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The TJC Police Department office is service-oriented, trained in professional standards and dedicated to the safety and comfort of our students, employees and visitors. Our primary concern is to protect life and property to allow the educational process to evolve safely. TJC Police Officers and Public Safety Officers are trained to respond to criminal actions or other emergencies that may occur on campus. TJC Police Officers are licensed Texas police officers.

**To report an emergency call 911.**

**For non-emergencies contact the TJC Police Department office at 903-510-2800 or 903-510-2222.**

**Access to Campus Facilities**

Section 51.209 of the Texas Educational Code states “The governing board of a state institution of higher education or its authorized representatives may refuse to allow persons having no legitimate business to enter on property under the board’s control, and may eject any unauthorized person from the property on his refusal to leave peaceably on request.

Identification may be required of any person on the property, and the person must provide that identification on request.” Members of the Campus community are required to have their Campus issued identification card with them at all times. The TJC Police Officers and Public Safety Officers have been vested with the above authority by the Board of Trustees

**Crime Prevention on Campus**

If a crime is to be committed, the offender must have the desire, ability, and opportunity to commit the crime. Law enforcement can do little to remove the offender’s desire and ability to commit crimes, but together WE can remove the element of opportunity. THIS IS CRIME PREVENTION. Together we can remove the temptation of opportunity by taking a few simple precautions.

Protect Your Property

- Lock your residence every time you leave, even for a short time. This includes your motor vehicle.
- Do not leave valuables lying out in the open or in unlocked vehicles.
- Engrave your driver’s license number on all valuable property.
- Record the serial numbers and brand names of all property of value.

Protect Your Self

- Lock your doors when you take a nap or retire for the evening. Do not block open-entry doors to residence halls after hours.
- Require identification before admitting someone unfamiliar into your residence or your vehicle.
- Avoid walking alone at night, if possible, and stay on lighted routes.
- Report suspicious persons or circumstances. This could stop a crime before it happens.
- You may offer confidential assistance and information to TJC Police Department.

Crime prevention is important to the campus community and you can help by reporting any crime or suspected crime to your TJC Police Department immediately. By doing so, you may be preventing someone from becoming a victim of a serious crime.

**Law Enforcement Authority and Interagency Relations**

The TJC Police Department is recognized as a police agency throughout the State of Texas. TJC Police Department is comprised of licensed police officers and public safety officers. The main

building of the TJC Police Department is located at 1025 S. Baxter

The TJC Police Department is a full-service law enforcement agency. The police officers of the department are vested with all the powers and immunities as other peace officers in the State of Texas. The TJC Police officers have the authority to make arrests, issue traffic citations and enforce parking and traffic regulations on the TJC campus and public streets.

The TJC Police officers are licensed peace officers and have passed the Texas Commission on Law Enforcement (TCOLE) licensing examination for police officers. Police officers with TJC Police Department must also receive at least forty hours of in-service training every two years in order to comply with the State of Texas licensing requirements for police officers. The primary jurisdiction of the TJC Police Department officers is the TJC Campus.

TJC Police Department receives its primary support from the City of Tyler Police Department. TJC Police Department also receive support from the Smith County Sheriff's Department, and the Texas Department of Public Safety. TJC Police Department enjoys a good relationship with other local and regional law enforcement and criminal justice agencies. There is a written Inter-Local Agreement in place between the TJC Police Department and the City of Tyler Police Department for campus emergencies and the investigation of serious criminal offenses.

### **Maintenance and Security of Campus Facilities**

TJC Police Department personnel routinely check doors, lights and the grounds for defects and unsafe conditions. All safety concerns are directed to the Facilities and Construction Department for corrections.

Parking lots and campus buildings are patrolled by TJC Police Department to ensure the safety of students, employees and visitors. Safety issues such as poor lighting, excessive vegetation and shrubbery growth are reported. Students and employees may also assist by reporting any safety or security hazard. Recommendations are forwarded to TJC Police Department and to the Executive Director, Facilities and Construction.

### **Reporting Crimes and Emergencies**

All criminal offenses that occur on campus should be reported immediately to the TJC Police Department office. The TJC Police Department office is operational twenty-four hours a day, year around and is located at 1025 S. Baxter Street. This location is clearly marked on Campus maps.

### **Security Awareness**

The TJC Police Department office provides the following information and programs:

- Crime Prevention Materials and Presentations: These are available at the TJC Police Department office upon request.
- Texas Crime Victim's Compensation Act: Information is available at the Office of TJC Police Department and is given to anyone who is a victim of a violent crime or a relative of a victim of a violent crime.

- External Awareness: Crime prevention statistics and information are distributed through the TJC Police Department Web site, campus newspaper, bulletin boards, and annual reports.
- Security Surveys: Performed regularly to assure that the physical elements that contribute to crime are reduced, i.e., doors are locked, vegetation is under control and internal and external lighting is appropriate.
- Escort Service: Upon request, TJC Police Department provides students and employees escort to their vehicles after dark.

## General Safety & Security Information

### Alert System

Tyler Junior College (TJC) has partnered with Rave Mobile Safety to provide an emergency alert system capable of delivering messages to your TJC and personal email addresses as well as your landline and cell phone in the event of an emergency, weather-related incident, or another type of issue where a campus-wide notification is warranted.

TJC automatically enrolls current faculty and staff into the TJC Alerts (Rave Mobile Safety) system and encourages you to log in via the link below to confirm your contact information and choose your notification preferences. You can enter up to three email addresses, three mobile phone numbers, and three voice-only telephone numbers.

To get started and manage your account, go to: <https://www.getrave.com/login/tic>

Your username is your **A-Number**.

Your password is the **password used to log into your TJC accounts**.

The College is providing this emergency alert service free of charge to all members of the TJC community; however, please note that your cellular phone provider may charge a per-text messaging fee for the delivery of emergency notifications to your phone.

We urge you to log into the Rave website today, where you can enter additional contact information and take advantage of other choices, such as preferred language. Please click on the “My Account” tab under your name at the top of the page to add to or update your information.

The use of The TJC Alert System for security/crime or weather notifications is at the discretion of the President, Provost, Vice President of Operations, Chief of Police, or the Director of Institutional Safety and Emergency Management.

### Concealed Handguns on Campus

TJC is committed to providing a safe environment for students, faculty, staff, and visitors, and to respecting the right of individuals who are licensed to carry a handgun where permitted by law. A license holder may carry a concealed handgun while on campus premises. A license holder is prohibited from carrying a concealed handgun onto the campus premises where prohibited by law and where prohibited by TJC policy based on the nature of the student populations, specific

safety concerns, and the uniqueness of the campus environment. Pursuant to section 30.06 of the Texas Penal Code each area designated as a gun-free zone will have signage posted advising that persons may not enter this property with a concealed handgun. Individuals who observe a violation of this policy are required to report the incident immediately to TJC Police Department, so it can be documented and properly investigated. For more information on this policy, please visit [Concealed Carry](#).

**Drug-Free Campus Statement & Zero Tolerance Policy**

As a drug-free campus, TJC adheres to the Drug-Free Schools and Communities Act amended 1989 which requires a clear statement regarding the consequences of drug use and abuse. In support of the Drug-Free Schools and Communities Act, TJC maintains a Zero Tolerance Policy. Thus, any student or employee found in violation of the Student Code of Conduct which prohibits the use, possession, or distribution of any illegal drugs or related paraphernalia as defined by the Comprehensive Drug Abuse Prevention and Control Act of 1970 will receive swift and appropriate disciplinary and/or legal action.

**Institutional Safety and Emergency Management**

The Institutional Safety and Emergency Management office is available to provide guidelines and information about safety codes, as well as material safety data sheets (MSDS) on products that may be used in the classroom and throughout the campus.

**First Aid Kits**

First Aid Kits are maintained at all locations. The following is a list of First Aid Kit locations. Kits may be restocked yearly by contacting the on-campus clinic at 903-510-3862.

Baldwin Maintenance Building	Office
Genecov	First floor, G222
	Mail room
	Basement, GB1
Jenkins Hall:	Faculty Lounge
Ornelas Health & Physical Education Center	Information/Registration Desk
Pirtle Technology Complex	Second floor, Faculty Lounge
Potter Hall	Room 105
Campus Services	Campus Services
West Campus (RTDC):	Continuing Education Office
	Child Development Office, 136
Research & Marketing Services	Top floor, Institutional Effectiveness
Rogers Student Center	Second floor, RSC271
	Testing center, RSC279
	Support Services office, RSC258
	Third floor, RSC301
Skills Training Center	Automotive Technology office



Vaughn Library

Wagstaff Gymnasium  
White Administrative Services Center  
WASC Extension  
Rogers-Palmer Performing Arts Center  
Wise Cultural Arts Building

Lindale  
Jacksonville  
Rusk

Basement

Library Circulation Desk  
Intercollegiate Athletics office  
Student Financial Aid office  
Information Technology  
FA104  
Music office  
Speech and Theatre workroom  
Suite B  
Faculty office/lounge/copy room  
Skills lab

### **Gang-Free Campus Statement & Zero Tolerance Policy**

Premises owned, rented or leased by TJC, and areas within 1,000 feet of the premises are “gang-free” zones. Certain criminal offenses, including those involving gang-related crimes, will be enhanced to the next highest category of offense if committed in a gang-free zone by an individual 17 years or older. See Texas Penal Code, Section 71.028 for the consequences of engaging in organized criminal activity within “gang-free” zones.

### **Sex Offenses**

TJC is committed to maintaining an environment free from all exploitation and intimidation based on sex. TJC will not tolerate sexual assault or sexual harassment in any form.

It is the policy of TJC that sexual assault, including rape and other offenses, is a violation of the Board Policy Manual, the Student Code of Conduct, and the Texas Penal code.

TJC provides various programming to enhance sexual assault awareness and prevention throughout the year. Specific emphasis is given during Apache Orientation and Residential Life Hall meetings. Selected faculty and staff members and community experts give presentations and provide resources upon request. Informational pamphlets are provided upon request through TJC Police Department, at the Visitor Information Center, and at the Counseling Center.

If the allegations are against an employee, TJC Police Department and the Office of Human

Resources will conduct a concurrent investigation. If the subject of the inquiry is suspended without pay or dismissed as a result of the investigation, those actions will be in accordance with procedures outlined in the Board Policy Manual. However, any disciplinary action decided upon will not preclude the continuance or subsequent outcome of the TJC Police Department investigation, including the filing of criminal charges against the subject unless directed to do otherwise by the complainant and/or the District Attorney’s office. Parties to any sex-related offense (forcible and non-forcible) are entitled to and will be given results of any disciplinary actions taken.

Any sex-related offense (forcible or non-forcible) alleged to have been committed on campus will be investigated by TJC Police Department. TJC Police Department Officers will investigate and take action on violations of federal, state, and local laws. TJC Police Department will assist when requested with violations of the Student Code of Conduct anywhere on campus. TJC Police Department will refer their actions and reports to the Student Discipline Committee and the Title IV office. The Student Discipline Committee will be notified and kept informed of the progress in the investigation. Possible sanctions against a student found guilty of sexual assault through on-campus proceedings include expulsion, suspension, and probation. Students whose presence poses a continuing danger to persons or property or an ongoing threat of disruption to the academic process may be immediately removed from the College with loss of all college privileges. The accuser and the accused perpetrator are entitled to have an adviser or advocate present during campus disciplinary proceedings. Parties to any sex-related offense (forcible and non-forcible) are entitled to and will be given results of any disciplinary actions taken.

Complaints of sex-related offenses (forcible or non-forcible) committed while on TJC property by persons other than students or employees will be investigated by TJC Police Department and arrests made and charges filed according to law.

In those instances where sexual assault is alleged, the victim is strongly encouraged to report the incident to a law enforcement agency. A sexual assault victim may seek on-campus assistance by contacting TJC Police Department 903-510-2800 or 903-510-2222 or by visiting the TJC Police Department Office at 1025 S. Baxter; or by contacting the TJC Counseling Office located in the Rogers Student Center weekdays (903) 510-2389. To file an emergency sexual assault, report off-campus call the City of Tyler Police Department at 911 or (903) 531-1000; or the East Texas Crisis Center at (903) 509-2526.

Upon request by the victim of a sexual assault, College personnel will assist in notifying these authorities. Victims can avail themselves of various professional referral programs located on campus and off campus. Other private organizations can be identified upon request. Students should refer to the Student Handbook for more information. Employees should refer to the Board Policy Manual for further details. A comprehensive list of agencies that provide counseling, mental health, or other social services are published in the Student Handbook.

Reporting an assault does not mean that the victim must press charges or take the case to criminal trial or a college disciplinary hearing. If you prefer anonymity, TJC Police Department can report the crime under a pseudonym and the crime will be prosecuted without revealing your name. Even if a victim has not decided whether to press charges, calling the police and going to the hospital will allow for his/her emotional or medical needs to be cared for and will preserve the option of the victim to press charges.

Should an assault occur off-campus, call the local law enforcement authorities as soon as possible. If the assault occurs on campus, contact TJC Police Department as soon as possible. If an

assault occurs, don't change clothes or bathe. All physical evidence, including seminal fluids, hair, blood types, and scrapings of flesh from the victim's nails may be used in court.

After reporting a sexual assault, a victim has the option for, and may request assistance in, changing academic, living conditions, or employment situations. A student victim may request assistance from TJC Police Department, the Student Discipline Committee, and Residential Life. If the victim is a faculty or staff member, assistance may be obtained from TJC Police Department, the Chief Human Resource Officer, and the appropriate supervisor.

Accommodations will be made only if so, requested by the victim, and only if such changes are reasonably available.

Counseling and referral information for survivors of sexual assault is available on campus through the Counseling Center and off-campus through the East Texas Crisis Center.

### Campus Sex Crime Prevention Act

Law enforcement agency information provided by the State regarding Registered Sexual Offenders may be obtained by accessing the sexual offender database maintained by the Texas Department of Public Safety. The Texas Department of Public Safety's Web site is

<https://www.dps.texas.gov/>

## **Terms to Know**

### Lockdown

A term used to describe an emergency procedure that controls or restricts access to buildings for safety reasons. Because TJC has numerous buildings, an open campus, public streets, and a state highway that bisects the property, it is not possible to lock down the entire campus. However, it is possible to lockdown specific buildings.

### Suspend Normal Operations

A term used when the College temporarily suspends normal operations and activities. The suspension occurs if there is a significant emergency or dangerous situation (i.e. severe weather). The suspension generally includes academic classes/instruction, business operations, sporting events, conferences, socials and outdoor activities. During a suspension of normal operations and activities, essential personnel (as determined by the circumstances) continue to provide needed services until the significant emergency or dangerous situation has been resolved.

## **Emergency Situations**

### **Active Shooter**

**RUN** - Leave the area. If there is an accessible escape path, attempt to leave the premises.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.

- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officer.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

**HIDE** - If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture. If the active shooter is nearby:
- Lock the door.
- Silence your cell phone and/or pager.
- Turn off any source of noise (i.e., radios, televisions).
- Spread out as much as possible.
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

If evacuation and hiding out are not possible:

- Remain calm.
- Dial 911, if possible, to alert police of the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

**FIGHT** - As a last resort, take action against the shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

When the police arrive, they may not know who the shooter(s) are. Since perpetrators have been known to hide in the crowd, it is important to obey all law enforcement commands. Officers may order everyone to raise their hands or even place handcuffs on them. This is done for safety reasons to prevent further injury and possible escape by the perpetrator(s).

### **Armed Subject/Aggravated Assault**

If there is an armed individual on campus, TJC Police Department are trained to deal with this incident and will respond immediately upon notification.

- Immediately move to a safe location.

- Call 911 as quickly as you can.
  - Stay calm, and provide information about your location, the suspect and any injuries.
  - Stay on the phone until the dispatcher tells you to hang up.
  - Alert others, if you can do so safely.
  - Stay in a safe place until you are notified that the emergency is over.
- Give the dispatcher the following information:
  - Building/site name and location.
  - Your name and phone number.
  - Exact location and number of shooters.
  - Description of shooter, type of weapon, number of hostages, if any.
  - Number and location of injured persons.

### **Assault**

- Contact TJC Police Department at 903-510-2800 or 903-510-2222
- Administer first aid, if possible.

### **Bomb Threats/Explosions**

If you receive a bomb threat:

- Obtain as much information as possible from the caller.
- Keep caller on phone as long as you can.
- Have someone notify TJC Police Department immediately.
- When a threatening call is received, attempt to learn the following:
  - When is the bomb set to go off?
  - What is the explosive?
  - What does it look like?
  - Where in the building is it?
  - Did you place the bomb?
  - What does the voice sound like? (Man, woman, child, accents, etc.)?
  - Were there any identifiable sounds in the background?
  - Exact wording of the threat.
- CALMLY notify others in your area.

Immediately after the call:

- Evacuate area/building.
- Call 911.

TJC Police Department will notify campus administrators when it is safe to return to the building.

### **Death at the College**

**Contact TJC Police Department at 903-510-2800 or 903-510-2222**

Faculty/staff should take charge of the situation, secure the area, maintain calm, and remove unnecessary participants from the area.

## Death Notification

**Contact TJC Police Department at 903-510-2800 or 903-510-2222**

In the event of a student death on the TJC campus, the Vice President for Operations/Chief Operations Officer, in addition to the emergency notification list, will be notified. The Vice President for Operations/Chief Operations Officer will then notify the next of kin and submit a report of final disposition to the Provost.

After normal school hours or during weekends, TJC Police Department officers will contact on-campus personnel and assist in implementing appropriate measures.

## Emergency Messages

Requests for emergency student notifications are referred to and handled by the TJC Police Department office. The TJC Police Department office will contact the appropriate Dean's office and the message will be delivered by a member of the Dean's staff or a representative of the Provost office.

Messages delivered should be to call a family member or to go to a destination designated by a family member of the message recipient. The instruction to deliver the emergency message must come directly from a family member. The College representative delivering the message should stand by as the student receives the message to offer the services of the College and to counsel the student.

After hours, the TJC Police Department officer on duty will handle requests as directed by TJC Police Department Guidelines. Emergency messages delivered in the residence halls will be delivered by a Residence Director if available.

## Fire/Alarm Procedures

All fires should be reported to the TJC Police Department by calling 903-510-2800 and 911. Fire alarms should be sounded in areas where they are available. Buildings should be evacuated immediately for large uncontrolled fires or heavy smoke. All doors should be closed after building is evacuated. Once

outside the building, individuals should proceed to safe areas at least 200 feet from the building, with care taken not to block passageways and roadways so accessibility can be maintained for rescue personnel. Employees and students should not return to the building until appropriate authorities at the scene declare an all-safe condition. In the event of injuries, TJC Police Department will render fire aid and call for Emergency Medical Service (EMS) assistance.

**To report a fire emergency, call 911 and 903-510-2800 or 903-510-2222**

Tampering or playing with fire extinguishers, smoke detectors, exit lights, or emergency lights. Because it is imperative that fire and safety equipment functions properly when it is needed, the

following acts are prohibited:

- Tampering with or pulling a fire alarm under false pretense.
- Removing smoke detector batteries or otherwise rendering a smoke detector inoperative.
- Propping open stairwell fire doors.
- Obstructing halls and stairwells with furniture, debris and/or other items.

Those who jeopardize the security or safety of others will be subject to severe disciplinary action. Tampering with fire equipment or acts of arson can result in civil and criminal prosecution, and disciplinary measures.

If you hear a FIRE ALARM:

- EVACUATE and call TJC Police Department.
- Close door against fire.
- Do NOT use elevators.
- Use fire exit stairwells.
- CALMLY evacuate to the designated evacuation location.

If you discover a FIRE:

- Activate the nearest fire alarm pull station.
- Call 911.
- Notify others in your area.
- Leave building quickly, using stairs.
- CALMLY evacuate to the designated evacuation location.

### **Hazardous Materials**

- Call 911. Give a location and description of the hazardous materials. Stay on the line to give additional information while unit is responding.
- Contact the Director, Institutional Safety and Emergency Management at 903-510-2106.
- Determine the source of the leak or spill. If safety permits, stop more of the substances from being released.
- Obtain Safety Data Sheets (SDS) for the substances, maintained by Director, Institutional Safety and Emergency Management.
  
- Contact Institutional Safety and Emergency Management and Facilities and Construction to coordinate control of electricity, gas, air conditioning, and ventilation. Close off the affected area
- If you remain in the building, move away from the affected area and have everyone breathe through wet paper towels.
- If you evacuate, go to an outside area upwind of the source.
- Note the names of any victims and their physical symptoms.
- If anyone goes away for medical treatment, give information about the incident to medical personnel.
- The Director, Institutional Safety and Emergency Management shall ensure that contact

is made to the appropriate authorities.

### **Intruder/Suspicious Person/Disruptive Subject**

- Notify TJC Police Department at 903-510-2800 or 903-510-2222 and/or call 911.
- Provide the dispatcher with as much information as possible, including clothing description, height, build, hair color, eye color, jewelry, vehicle description, license plate number, etc.
- Provide the address of the building or closest parking lot number involved and your exact location.
- Provide a thorough description of the incident to ensure that proper resources are dispatched.
- Do not hang up until the dispatcher tells you to do so.
- If possible, take a picture with a cell phone or other camera.

### **Medical Emergencies/Accidents**

Subjects suffering injuries or illness will not be transported to medical facilities in TJC Police Department patrol vehicles. If a subject requires transportation to a medical facility, TJC Police Department will contact Emergency Medical Services (EMS). Under no circumstances may an employee of the College transport an injured or ill student or visitor from the campus. TJC Police Department will contact Emergency Medical Services (EMS).

In the event of a medical emergency or accident involving TJC students, employees or visitors on campus, call 911, then notify TJC Police Department that 911 has been called. The TJC Police Department officer will render temporary medical assistance and contact the Campus Clinic at 903-510-3862, or call 911 for Emergency Medical Services (EMS). If, in the opinion of the person reporting the medical emergency or accident, the situation is life threatening, call 911 for immediate assistance, then notify TJC Police Department at 903-510-2800 or 903-510-2222.

TJC Police Department officers responding to the scene of a medical emergency or accident will administer first aid as necessary and appropriately disseminate a Medical Emergency/Accident Report. Employees are expected to report any medical/accident incident regardless of the severity.

### **Missing Person**

Each resident will be informed regarding the Missing Student Notification procedures upon check-in at their residence hall. Each resident will provide the name and contact number of an individual(s) that should be contacted in case of an emergency.

Upon determination that a student is missing, TJC Police Department and the Vice President of Student Affairs will be notified immediately. The individual identified on the Residential Life and Housing Emergency Contact form will be contacted no later than 24 hours after the time the student is determined missing, in accordance with official notification procedures established by the College.



For any resident under the age of 18, who is not emancipated, the institution will notify a custodial parent or guardian no later than 24 hours after the time that the resident is determined to be missing by College staff. When a member of the College community has reason to believe that a student is missing, all possible efforts will be made immediately to locate the student to determine his or her condition.

### Procedures

Once the Vice President for Student Affairs has confirmed that a student is missing, the following steps will be taken:

- Notifies the President and appropriate staff and faculty that a student has been missing for more than 24 hours.
- Files a missing person report with TJC Police Department, who in turn notifies Tyler Police Department.
- Notifies the person designated as an emergency contact on the Resident Hall Student Information form.
- If the student is under 18, and not an emancipated individual, the student's custodial or legal guardian is notified.

### **Power Outage**

The procedures below were developed to serve as a model for the College's response in the event of power outages affecting or potentially affecting the College. All portions of the procedures are subject to the discretion of the College President. Interruptions in electrical power to the Main campus may impede any or all of the notification methods described below. Every attempt will be made to notify faculty, staff and students through as many communication methods as are available at the time.

If the source of the outage is internal and the best information available to the Director, Facilities and Construction is that the outage may be short term, no campus-wide schedule alteration will occur and the parties will be so advised.

If the source of the outage is external and the best information available to the Director, Facilities and Construction is inconclusive or indicates that the outage may be long term, parties listed in will be advised that class cancellations may be possible. Instructional deans will notify their respective faculty members to hold classes until, in the view of the faculty member, doing so is no longer possible. Instructional deans and department chairs should regularly communicate to faculty that TJC's standard practice will be to continue with classes unless extenuating circumstances and/or the unavailability of electricity makes doing so impossible.

Regardless of the source of the outage, internal or external, if power has been off for a period of one hour or more by 4 p.m., and the best information available to the Director, Facilities and Construction remains inconclusive or negative, the Director, Facilities and Construction, and the Director, Institutional Safety and Emergency Management will make recommendations to

the president and/or members of the Cabinet regarding the cancellation of night classes and announce any such cancellation.

### **Sexual Assault**

- Contact TJC Police Department at 903-510-2800 or 903-510-2222.
- Administer first aid, if possible.

### **Sexual Harassment**

For issues of sexual harassment or discrimination in the workplace, refer to the Grievance Procedures in the Employee Handbook or contact the Human Resources office at 903-510-2419.

### **Theft/Burglary**

In progress:

- Call TJC Police Department at 903-510-2800 or 903-510-2222 and/or 911.
- Tell the dispatcher what is happening.
- Provide a description of the person(s) committing the crime.
- Give the direction of travel if the person starts to leave.
- If safe, follow the person at a distance and continue to provide the dispatcher with updated information.

If already completed:

- Call TJC Police Department to report.
- Gather as much information about the stolen items as possible.
- Cancel credit cards or checks.

### **Vandalism**

- Notify TJC Police Department at 903-510-2800 or 903-510-2222. Inform them of the kind, extent and location of the damage, and the approximate time it was incurred.
- Secure the area by appropriate means and leave all items within the affected area intact for the investigation.
  
- Notify maintenance and custodial services for assistance with cleanup operations when TJC Police Department investigation has been completed.

### **Weather Emergencies**

In the event of inclement weather or power outage, the Chief of Police, Director, Institutional Safety and Emergency Management and the Director, Facilities and Construction will monitor the situation and make the recommendation regarding campus closure, late start or early close. The recommendation will be forwarded to the Vice President of Operations who will notify the Executive Cabinet of the recommendation. The decision and updates will be sent through TJC Alert, will be published on the TJC website, and posted on social media.

## Flash Flooding

In the event of severe weather and rainstorms, areas adjacent to the TJC campus are prone to flooding. TJC Police Department officers are aware of these areas and will take appropriate action to inform those who are leaving, if hazardous conditions exist.

## Tornado

The Director Institutional Safety and Emergency Management and Campus Police office will monitor the National Weather Service reports during normal school hours. TJC Police Department will monitor during non-school hours.

In a severe weather alert, the City of Tyler sounds sirens to indicate the need for safety measures to be implemented. With the activation of this system, all persons will need to take cover.

Under a tornado warning, employees and students are encouraged to proceed to designated safe areas as indicated by building emergency exit signage. If no safe areas are indicated, proceed to interior hallways, basements, or interior walls, avoiding windows and open areas. Individuals should remain in these safe areas until notification is received over phone, email and text or by an informed college representative.

Terms you should know:

- Severe Thunderstorm Watch: Conditions are conducive to the development of severe thunderstorms in and around the watch area.
- Severe Thunderstorm Warning: Issued when a severe thunderstorm has been observed by spotters or indicated on radar, and is occurring or imminent in the warning area.
- Tornado watch: Conditions are favorable for the development of severe thunderstorms and multiple tornadoes in and around the watch area. People in the affected areas are encouraged to be vigilant in preparation for the severe weather.
- Tornado warning: Spotters have sighted a tornado or one has been indicated on radar, and is occurring or imminent in the warning area. When a tornado warning has been issued, people in the affected area are strongly encouraged to take cover immediately.

If you are outside:

- Try to get inside a building as quickly as possible and find a small, protected space away from windows.
- Avoid buildings with long-span roof areas. If you cannot find a place to go inside, crouch for protection next to a strong structure or lie flat in a ditch or other low-lying area. Cover your head and neck with your arms or a jacket, if you have one.

If you are in a building:

- Make sure you have a portable radio, preferably a NOAA (National Oceanic and Atmospheric Administration) weather radio, for weather alerts and updates.
- Keep away from all windows and glass doorways.

- Go to the innermost part of the building on the lowest floor.
- Do not use elevators because the power may fail, leaving you trapped.
- Stay inside until you are certain the storm has passed, as multiple tornadoes can emerge from the same storm.
- Do not leave a building to attempt to “escape” a tornado.

### **Inclement Weather**

The procedures below were developed to serve as a model for the College’s response in the event of severe inclement weather affecting or potentially affecting the College. All portions of the procedures are subject to the discretion of the College President. Interruptions in electrical power to the main campus may impede any or all of the notification methods described below. Every attempt will be made to notify faculty, staff and students through as many communication methods as are available at the time.

#### During the Night or Prior to the Start of Class Day

In the event of inclement weather during the night that may cause the cancellation of classes the next day, TJC evaluate conditions and recommendations will be made according to the TJC Emergency Operations Plan regarding closure or latest start time. TJC’s decision to close or start late will impact all locations.

The Director of Public Affairs and Media Relations will send an update using the following notification systems:

- area news media outlets will receive the latest word regarding changes to the regular operation schedule for the College;
- on the public website, the status of operation for credit and noncredit classes will be noted at <https://www.tjc.edu/news>

#### During Daytime Classes

In the event of inclement weather during the operation of day classes that may warrant the cancellation of classes during a portion of the day and/or the evening, the Director, Institutional Safety and Emergency Management will:

- monitor National Weather Service forecasts and local radar;
- contact the Texas Department of Public Safety for road condition report of surrounding areas;
- attempt to ascertain whether or not Tyler Independent School District has closed or intends to alter its schedule.

Upon receiving information regarding a decision to alter the schedule of operation, instructional deans will inform faculty at their own discretion.

As soon as possible, and by no later than 4:00 p.m. for 6:00 pm classes, TJC will utilize all forms of communication.

The Director of Public Affairs and Media Relations will send an update using the following

notification systems:

- area news media outlets will receive the latest word regarding changes to the regular operation schedule for the College;
- on the public website, the status of operation for credit and noncredit classes will be noted at [www.tjc.edu/news](http://www.tjc.edu/news);

### **Remote Locations: Inclement Weather/Power Outages**

The Director, Institutional Safety and Emergency Management and Chief of Police will determine the proper course of action if there is a power outage or severe weather affecting only the operation of the West Campus, Lindale, Jacksonville, or Rusk locations, and communicate with TJC Police Department, the Director of Facilities and Construction and the Director of Public Affairs and Media Relations.

The Director of Public Affairs and Media Relations will provide updates via news media, or the public website at [www.tjc.edu/news](http://www.tjc.edu/news).

## **Resources/Services**

### **Health Risks of Alcohol and Drugs**

#### Alcohol

Alcohol consumption causes a number of marked changes in behavior. Even low amounts significantly impair the judgment and coordination required to driving a car safely. Low to moderate doses of alcohol also increases the incidence of a variety of aggressive acts. Moderate

to high levels of alcohol cause marked impairments in higher mental functions, severely altering a person's ability to learn and remember information. Very high levels cause respiratory depression and death. If combined with other depressants of the central nervous system, much lower levels of alcohol use can lead to dependence on alcohol. Sudden cessation of alcohol intake is likely to produce withdrawal symptoms, including severe anxiety, tremors, hallucination, and convulsions. Alcohol withdrawal can be life threatening. Long term consumption of large quantities of alcohol can lead to permanent damage to vital organs such as the brain and the liver. Prolonged alcohol abuse causes bleeding from the intestinal tract, damage to nerves and the brain, psychotic behavior, loss of memory and coordination, damage to the liver often resulting in cirrhosis, impotence, severe inflammation of the pancreas, and damage to the bone marrow, heart, testes, ovaries, and muscles. Damage to the nerves and organs are usually irreversible. Cancer is the second leading cause of death in alcoholics and is 10 times more frequent than in non-alcoholics. Females who drink during pregnancy may give birth to infants with fetal alcohol syndrome.

These infants have irreversible physical abnormalities and mental retardation. In addition, research indicates that children of alcoholic parents are at a greater risk than other children of becoming alcoholics.

#### Tobacco (Nicotine)

The smoking of tobacco products is the chief avoidable cause of death in our society. Smokers are more likely than nonsmokers to contract heart disease. Some 30 percent of cancer deaths are linked to smoking. Chronic obstructive lung diseases such as emphysema and chronic bronchitis are 10 times more likely to occur among smokers than among nonsmokers. Smoking during

pregnancy poses serious risk such as spontaneous abortion, pre-term birth, low birth weights, and fetal and infant deaths. Because nicotine is highly addictive, addicts find it very difficult to stop smoking. Fewer than 20 percent of typical smokers succeed in stopping on the first try.

### Designer Drugs

Illegal drugs are defined in terms of their chemical formulas. To circumvent these legal restrictions, underground chemists modify the molecular structure of certain illegal drugs to produce analogs known as designer drugs. These drugs can be several hundred times stronger than the drugs they are designed to imitate. Many of the so-called designer drugs are related to amphetamines (MDMA, X, speed). Bootleg manufacture creates overdose and contamination risks. These substances can produce severe neurochemical damage to the brain. The narcotic analogs (fentanyl, china white) can cause symptoms such as those seen in Parkinson's disease: uncontrollable tremors, drooling, impaired speech, paralysis, and irreversible brain damage. Analogs of amphetamines and methamphetamines cause nausea, blurred vision, chills or sweating, and faintness. Psychological effects include anxiety, depression and paranoia. As little as one dose can cause brain damage. The analogs of phencyclidine cause illusions, hallucinations, and impaired perception.

### Cocaine

Cocaine stimulates the central nervous system. The use of cocaine can cause death by cardiac arrest or respiratory failure. Its immediate effects include dilated pupils and elevated blood pressure, heart rate, respiratory rate, and body temperature. Occasional use can cause a stuffy or runny nose, while chronic use can ulcerate the mucous membrane of the nose. Injecting cocaine with contaminated equipment can increase the risk of AIDS, hepatitis, and other diseases.

Cocaine can produce psychological and physical dependency, a feeling that the user cannot function without the drug. In addition, tolerance develops rapidly. Crack or freebase rock is extremely addictive, and its effects are felt within ten seconds. The physical effects include dilated pupils, increases pulse rate, elevated blood pressure, insomnia, loss of appetite, tactile hallucinations, paranoia, and seizures.

### Other Stimulants

Stimulants can cause increased heart and respiratory rates, elevated blood pressure, dilated pupils, and decreased appetite. In addition, users may experience sweating, headaches, blurred vision, dizziness sleeplessness, and anxiety. Extremely high doses can cause a rapid or irregular heartbeat, tremors, loss of coordination, and even physical collapse. An amphetamine injection creates a sudden increase in blood pressure that can result in stroke, very high fever, or heart failure. In addition to the physical effects, users report feeling restless, anxious and moody.

Higher doses intensify the effects. Persons who use large amounts of amphetamines over a long period of time can develop an amphetamine psychosis that includes hallucinations, delusions and paranoia.

### Anabolic Steroids

Anabolic steroids are a group of powerful compounds closely related to the male sex hormone testosterone. Steroid users subject themselves to more than 70 side effects ranging in severity from liver cancer to acne, as well as psychological as well as physical reactions. The liver and cardiovascular and reproductive systems are most seriously affected by steroid use. In males, use can cause withered testicles, sterility, and impotence. In females, irreversible masculine traits can develop along with breast reduction and sterility. Psychological effects include very aggressive behavior known as “road rage” and depression. While some side effects appear quickly, others, such as heart attacks and strokes, may not show up for years.

### Hallucinogens or Psychedelics

Lysergic Acid (LSD), mescaline, peyote, and phencyclidine (PCP or “angel dust” cause illusions and hallucinations, and their use impairs and distorts one’s perception of surrounding, causes bizarre mood changes and results in visual hallucinations that involve geometric forms, colors, and persons or objects. The physical effects may include dilated pupils, elevated body temperatures, increased heart rate and blood pressure, loss of appetite, sleeplessness, and tremors. It is common to have bad psychological reactions to LSD, mescaline, and psilocybin. The user may experience panic, persistent memory problems and speech difficulties. Users who discontinue use experience “flashback” consisting of distortions of virtually any sensation for long periods after discontinued use. Mood disorders, such as depression, anxiety and violent behavior, also occur. In later stages of chronic use, users often exhibit paranoid and violent

behavior. Large doses may produce convulsions and coma, as well as heart and lung failure. Withdrawal may require psychiatric treatment for the accompanying persistent psychotic states. Suicide is not uncommon.

### Solvent Inhalants

The immediate negative effects of inhalants (e.g. glue, lacquers, plastic cement) include nausea, sneezing, coughing, nosebleeds, fatigue, lack of coordination, and loss of appetite. Solvents and aerosol sprays also decrease the heart and respiratory rates and impair judgment. Amyl and butyl nitrite cause rapid pulse, headaches, and involuntary passing of urine and feces. Long term use may result in hepatitis or brain damage. Deeply inhaling the vapors, or using large amounts over a short time, may result in disorientation, violent behavior, unconsciousness, or death. High concentrations of inhalants can cause suffocation by displacing the oxygen in the lungs or by depressing the central nervous system to the point that breathing stops. Long term use can cause weight loss, fatigue, electrolyte imbalance, and muscle fatigue. Repeating sniffing of concentrated vapors over time can permanently damage the nervous system. Fumes from these substances cause problems similar to alcohol. Incidents of hallucinations and permanent brain damage are more frequent.

### Marijuana (Cannabis)

All forms of cannabis have negative physical and mental effects. Use of cannabis may impair or reduce short-term memory and comprehension, alter sense of time and reduce ability to perform tasks requiring concentration and coordination, such as driving a car. Research also shows that students do not retain knowledge when they are “high”. Motivation and cognition may be altered,

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making the acquisition of new information difficult. Marijuana can also produce paranoia and psychosis. Because users often inhale the unfiltered smoke deeply and then hold it in their lungs as long as possible, marijuana is damaging to the lungs and pulmonary system. Marijuana smoke contains more cancer-causing agents than tobacco smoke. Long term users of cannabis may develop psychological dependence and require more of the drug to get the same effect. The drug can become the center of their lives.

### Narcotics

Narcotics initially produce a feeling of euphoria that often is followed by drowsiness, nausea, and vomiting. Users may experience constricted pupils, watery eyes, and itching. An overdose may produce slow and shallow breathing, clammy skin, convulsions, coma, and possible death. Tolerance to narcotics develops rapidly and dependence is likely. The use of contaminated syringes may increase the risk of such diseases as AIDS, endocarditis, and hepatitis. Addiction in pregnant women can lead to premature, stillborn, or addicted infants who experience severe withdrawal symptoms.

## **Campus Penalties for Alcohol and Drugs**

### Employees

The unlawful use, possession, or distribution of drugs or alcohol will result in a disciplinary penalty of disciplinary probation, demotion, suspension without pay, or termination, depending upon the circumstances.

### Students

The Campus will impose a minimum disciplinary penalty of suspension for a specified period of time or suspension of rights and privileges, or both, for conduct related to the use, possession or distribution of drugs that are prohibited by state, federal, or local law. Other penalties that may be imposed for conduct related to the unlawful use, possession, or distribution of drugs or alcohol include disciplinary probation, payment for damage to or misappropriation of property, suspension of rights and privileges, suspension for a specified period of time, expulsion, or such other penalty as may be deemed appropriate under the circumstances.

## **Available Drug Counseling/Rehabilitation Services**

### Employees

The TJC group health insurance program provides treatment of drug and alcohol abuse for all benefits-eligible employees. The department of Human Resources will provide assistance to employees seeking treatment for drug or alcohol abuse.

### **Community Services**

Several sources of assistance are available in the local community for students and others experiencing problems. In some cases, assistance is free or nominal, but the student must determine the cost involved for themselves. If requested, the College will assist a student through a formal referral to sources listed below or other sources which may be available. Specific sources of assistance include:

#### ADOPTION SERVICES

Adoption Network\* ..... 800-367-2367



Loving Alternatives ..... 903-533-1288

**ALCOHOL/DRUG ABUSE**

Alcoholics Anonymous/AI-Anon\* ..... 903-597-1796

AI-Anon/AI-Ateen\* ..... 903-597-6492

East Texas Council on Alcoholism & Drug Abuse (ETCADA)\* ..... 800-441-8639

UT Health East Texas Behavioral Health Center ..... 903-266-2200

East Texas Substance Abuse Coalition ..... 903-939-9010

The Beginning ..... 903-581-9472 or 800-466-8253

**APARTMENT LOCATORS**

Home Finders (apartment rental & locator agency) ..... 903-595-4663

Rental Properties & Management ..... 903-593-2211

**AUTOREGISTRATION AND LICENSING**

Auto Registration (Smith County Tax Office) ..... 903-590-2900

Driver's License Renewal (Texas Dept. of Public Safety) ..... 903-939-6014

**CREDIT AND DEBT COUNSELING**

Consumer Credit Counseling Service ..... 903-581-6691

**CRISIS SERVICES**

Texas Abuse Hotline\* ..... 800-252-5400

Catholic Counseling Services\* ..... 1-800-BABYDUE (800-222-9383)

Child Protective Services (TX Dept. of Human Services) ..... 800-252-5400

East Texas Crisis Center (ETCC; Business Office) ..... 903-509-2526

24-Hour Hotline (ETCC)\* ..... 903-595-5591 or 800-333-0358

East Texas Food Bank ..... 903-597-3663

Parent Services Center, Inc ..... 903-595-2235

PATH (People Attempting to Help) ..... 903-597-7284

Salvation Army\* ..... 903-592-4361

School Supply Train (PATH) ..... 903-597-7284

Survivors' Network (ETCC Incest Support Group) ..... 903-509-2526

East Texas Cares Resource Center (AIDS Counseling) ..... 903-592-0757

WIC (Women, Infants & Children) ..... 903-592-7635 or 800-942-3678

**DISABILITY SERVICES**

**Tyler Deaf and Hard of Hearing Center**

(Voice and TDD) ..... 903-617-6204

**Department of Assistive and Rehabilitative**

Services Blind Services ..... 903-581-9945

Vocational Rehabilitation..... 903-581-8151

EMPLOYMENT ASSISTANCE

Workforce Solutions of East Texas ..... 903-561-8131

TJC Career Planning..... 903-510-3346

GOVERNMENT OFFICES

North East Texas Public Health District Administration ..... 903-535-0030

Chronically Ill & Disabled Primary Care/Treatment..... 903-535-0030

Preventive Care, Family Planning & Immunization ..... 903-535-0060

Social Service Department ..... 903-535-0066

Vital Statistics (birth and death records) ..... 903-535-0031

Smith County Tax Assessor-Collector Auto Registration  
..... 903-590-2900

Smith County Veterans' Service Office ..... 903-590-2950

Smith County Property Tax Department..... 903-590-2920

Social Security Administration ..... 1-800-772-1213

*Texas Department of Health and Human Services Commission*..... 903-595-4841

Tyler City Hall..... 903-531-1100

Tyler Police (non-emergency) \* ..... 903-531-1090

Tyler/Smith County Crimestoppers\* ..... 903-597-2833(CUFF)

Tyler Neighborhood Services (Housing Assistance, Summer  
Food Program, and Community Development)..... 903-531-1303

HOSPITAL/EMERGENCY HEALTH CARE

Ambulance\* ..... 9-1-1

UT Health Jacksonville\* ..... 903-541-5000

UT Health Tyler\* ..... 903-597-0351

Poison Control Center\* ..... 800-222-1222

North East Texas Public Health District (Preventive Care) ..... 903-535-0060

\* Indicates telephone numbers answered 24 hours a day.

The University of Texas Health Center at Tyler\* ..... 903-597-0351

Christus Trinity Mother Frances Health System (TMFHS)\* ..... 844-606-3627

INFORMATION/REFERRAL

Better Business Bureau ..... 903-581-5704

JUVENILE/RUNAWAY SERVICES

Care Shelter (Youth & Family Enrichment Centers) \* ..... 903-534-0414  
 Juvenile Probation (Smith County) \* ..... 903-535-0850

**LEGAL AID**

Lone Star Legal Aid.....903-595-4781  
 Family Law Hotline (legal advice and counseling) ..... 800-777-3247  
 Family Violence Legal Line (Texas Advocacy Project ..... )800-374-4673  
 Lawyer Referral (State Bar of Texas) ..... 800-496-0043  
 National Domestic Violence Hotline\* ..... 800-799-7233  
 Smith County District Attorney's Office ..... 903-590-1720

**MENTAL HEALTH SERVICES**

Mental Health Hotline..... 9-8-8  
 Andrews Center Behavioral Healthcare System\* ..... 903-597-1351  
 ETBU Counseling Center ..... 903-705-0424  
 Tyler Counseling Assessment Center ..... 903-581-0933  
 UT Health East Texas Behavioral Health Center..... 903-266-2200

**PARENT SERVICES**

Coats for Kids (PATH) ..... 903-597-7284  
 Parent Services Center, Inc ..... 903-595-2235  
 Parents Anonymous of Tyler.....903-597-1831  
 WIC (Women, Infants & Children) ..... 903-592-7635 or 800-942-3678  
 TXU Energy (electric service) ..... 800-818-6132  
     Service restoration\* ..... 800-818-6132

\* Indicates telephone numbers answered 24 hours a day.

Additional sources of information and assistance within the community may be available. Please contact the Dean of Student's office for more information.

**Common Texas Offenses and Punishments**

Manufacture or delivery of controlled substances (drugs)      Health & Safety Code § 481.113

*Minimum Punishment:* Confinement in State Jail for a term of not more than 2 years or less than 180 days. In addition to confinement an individual may be punished by a fine not to exceed \$10,000.

*Maximum Punishment:* Imprisonment in the Institutional Division of TDCJ for life or for a term of not more than 99 years or less than 10 years, and a fine not to exceed \$100,000.

Possession of controlled substances (drugs)

Health & Safety Code §

481.115 *Minimum Punishment*: Confinement a State Jail for any term of not more than 180 days. In addition to confinement, an individual may be punished by a fine not to exceed \$10,000.

*Maximum Punishment*: Imprisonment in the institutional division of TDCJ for life or for a term of not more than 99 years or less than 10 years, and a fine not to exceed \$100,000.

Delivery of Marijuana

Health & Safety Code § 481.120

*Minimum Punishment*: A fine not to exceed \$2,000; confinement in jail for a term of not more than 180 days; or both such fine and confinement.

*Maximum Punishment*: Imprisonment in institutional division TDCJ for life or for a term of not more than 99 years or less than 10 years, and a fine not to exceed \$100,000.

Possession of Marijuana

Health & Safety Code § 481.121

*Minimum Punishment*: A fine not to exceed \$2,000; confinement in jail for a term not to exceed 180 days, or both such fine and confinement.

*Maximum Punishment*: Imprisonment in the institutional division of TDCJ for life or for a term of not more than 99 years or less than 5 years, and a fine not to exceed \$50,000.

Driving While Intoxicated

Penal Code § 49.04, 49.09,

12.34 (Includes intoxication from alcohol, drugs, or both)

*Minimum Punishment*: A fine not to exceed \$2,000; confinement in jail for a term not to exceed 180 days or less than 72 hours; both such fine and confinement.

*Maximum Punishment*: Imprisonment in the institutional division of TDCJ for any term of not more than 99 years or less than 5 years; and by a fine not to exceed \$10,000.

Public Intoxication

Penal Code § 49.02

*Minimum Punishment*: A fine not to exceed \$200.

*Maximum Punishment*: A fine not to exceed \$200.

Purchase/Consumption/Possession of alcohol by a minor

Alcoholic Beverage Code § 106.02,  
106.04, 106.05

*Minimum Punishment*: A fine not to exceed \$200. Performance of Community Service for not less than 8 or more than 12 hours. Suspension of driver's license for a period of 30 days. Attendance at an Alcohol Awareness Course.

*Maximum Punishment*: Upon third conviction- a fine of not less than \$250 or more than \$2,000; confinement in jail for a term not to exceed 180 days; or both the fine and confinement.

Performance of Community Service for not less than 20 or more than 40 hours. Suspension of driver's license for a period of up to 180 days. Attendance at an Alcohol Awareness Course.

Sale of alcohol to a minor

Alcoholic Beverage Code § 106.03

*Minimum Punishment*: A fine not to exceed \$4,000; confinement in jail not to exceed 1 year; or both such fine and confinement.

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*Maximum Punishment:* A fine not to exceed \$4,000; confinement in jail not to exceed 1 year; or both such fine and confinement.

## **Required Reporting & Statistics**

### **Jeanne Clery Disclosure (Crime Statistics)**

TJC makes available to you the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act Report. The TJC Police Department collects and publishes specific information on campus crime statistics, security policies and services. This information is summarized in this document.

\*\*The information in this section comes from the Jeanne Clery Disclosure Reports; under Title IV, this information must be provided to all current students and employees, as well as prospective students and employees. For the most current report, please refer to the website at [Clery Reports](#).

### **TJC Police Department Crime Statistics**

To ensure compliance with the Campus Security Act, the TJC Police Department collects and reports campus crime statistics. These statistics reflect crimes that have been reported to TJC Police Department. For up-to-date reports, visit <https://www.tjc.edu/CampusPolice/Reports>.

### **TJC Police Department Fire Statistics**

To ensure compliance with the Campus Security Act, the TJC Police Department collects and reports campus fire statistics. These statistics reflect fires that have been reported to TJC Police Department. For up-to-date reports, visit <https://www.tjc.edu/CampusPolice/Reports>.

## **Complaint and Commendation Procedures**

The TJC Police Department is a community-oriented police agency and as such is dedicated to providing the best possible service to the faculty, staff, students and visitors. Our employees strive to make your contact with the department as professional, courteous, and informative as possible. If any employee of the TJC Department has presented him/herself in an exemplary manner you may call the department and recommend that he/she be commended for their service. On the other hand, if you have an unpleasant or unprofessional experience with an employee of the TJC Police Department, you may choose to register a complaint with the department.

### **Commending an Employee**

If an employee has done a good job and you want to say thanks, we would appreciate hearing from you. You may call or visit the police department during regular business hours and ask to speak to a supervisor within the division the departmental employee works. You can even send us a letter to our mailing address (see next page) or [TJCPD@tjc.edu](mailto:TJCPD@tjc.edu), outlining the circumstances of how you were helped or impressed by the employee. Please try to obtain the name of the employee(s) when providing us with the commendation this information.

After the commendation is received, it will be forwarded through the employee's chain of command and ultimately reviewed by the Chief of Police. After the review, the employee could

receive a letter of recognition, letter of commendation or even an award presented by the Chief of Police.

This type of recognition is greatly appreciated by the TJC Police Department, and you can be assured that we will continue to serve the community in the most courteous and professional manner possible.

### **Registering a Complaint**

We encourage you to let us know if you have a negative experience with any police department employee. This experience may have resulted in police officer misconduct or employee misconduct. In any event, each legitimate complaint on departmental employees is taken seriously and handled with the utmost professionalism.

If you have a complaint, you should first call the department at 903-510-2258 and ask to speak with the involved employee's supervisor. If the employee's supervisor is unavailable, then you may be forwarded to the next available supervisor in the employee's division.

When filing a complaint, it is important that you remember the name of the police officer or employee (if known), the date and approximate time of the incident, any available witness names and the circumstances outlining any wrongdoing committed by the employee. The TJC Police Department policy requires that complaints involving serious misconduct be placed in writing and signed by the person making the complaint. If there are valid reasons this cannot be done, we will try to make other arrangements.

Depending on the seriousness of the allegations against the employee, the Chief of Police, Chief of Police's designee or the employee's supervisor may investigate the complaint. The investigation will be thoroughly reviewed to determine if the employee's actions violated any criminal laws and/or departmental policies or procedures. Once the investigation is completed and officially closed, you will be sent a letter outlining the disposition of the complaint.

If the complaint is sustained (proven true), the employee will receive the appropriate training or disciplinary action. These actions are counseling, oral reprimand, written reprimand, suspension, demotion or termination.

In the event that your complaint is not supported by sufficient evidence, the complaint will not be sustained. If the complaint is proven false or not factual, the disposition will be unfounded. If the incident complained of occurred, but the actions of the employee are deemed lawful and proper, then the disposition will be exonerated.

If it becomes necessary that you register a complaint against an employee of the TJC Police Department, you can be assured it will be given a fair and thorough investigation. You can also be assured that the Chief of Police will review your complaint.

Please do not hesitate to commend an employee or file a complaint when necessary. This information is invaluable in the College's continuing effort to provide the best possible service to the community and to be the best law enforcement agency in Texas.

**Mailing address:**  
TJC Police Department  
P.O. Box 9020  
Tyler, TX 75711  
Phone: 903-510-2258

**Physical address:**  
TJC Police Department  
1025 S. Baxter St.  
Tyler, TX 75701  
Phone: 903-510-2258

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