



Commonwealth College

THE HONORS COLLEGE • UNIVERSITY OF MASSACHUSETTS AMHERST



STAFF HANDBOOK

2009-2010

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PURPOSE

This handbook is intended to provide information and to offer guidance. It contains general information about Commonwealth College, articulates current Commonwealth College policies and offers guidance on performing common tasks and procedures. This guide is not all-inclusive, but it can serve as a starting point for locating the information necessary to negotiate the Commonwealth College Offices with ease. It will be updated annually.

This handbook should be one of the first resources that staff members consult when seeking information about Commonwealth College policies and procedures.

GENERAL INFORMATION

The following lists basic information that all staff members should know:

Commonwealth College

Mailing address

504 Goodell Building
University of Massachusetts Amherst
140 Hicks Way
Amherst, MA 01003-9272

NOTE: This is the mailing address for all Commonwealth College staff members located in 504 Goodell and 408 Goodell. Please do not use 408 Goodell as a mailing address. See below for contact information for the Community Engagement Program.

Office locations

504 Goodell
408 Goodell

Main phone number

(413) 545-2483

Fax number

(413) 545-4469

Main email address

comcol@comcol.umass.edu

Website

www.comcol.umass.edu

Community Engagement Program of Commonwealth College (CEP)

Mailing address 610 Goodell Building
University of Massachusetts Amherst
140 Hicks Way
Amherst, MA 01003-9272

NOTE: This is the mailing address for all CEP staff members located in 610 Goodell and 609C Goodell. Please do not use 609C Goodell as a mailing address.

Office locations 610 Goodell
609C Goodell

Main phone number (413) 545-2015

Fax number (413) 577-4000

Main email address cep@comcol.umass.edu

CEP website www.comcol.umass.edu/CEP

Office of National Scholarship Advisement (ONSA)

Mailing address 504 Goodell Building
University of Massachusetts Amherst
140 Hicks Way
Amherst, MA 01003-9272

Office location 408 Goodell

Main phone number (413) 577-2610

Fax number (413) 577-2620

Main email address onsa@comcol.umass.edu

ONSA website www.comcol.umass.edu/onsa

LETTER FROM THE DEAN

Dear Staff,

Welcome to Commonwealth College! As the honors college at the University of Massachusetts Amherst, we are committed to offering academically talented students a community that promotes engagement with peers, leading scholars, and society. You are part of a dedicated group of staff who strive to support and engage these students everyday, and who also make working at Commonwealth College exciting and enjoyable. I look forward to having you as part of our team.

I welcome any and all ideas you may have on improving our college. Please feel free to contact me by email, or catching me in my office, or passing by in the hallway.

Assume Good Will
Think Positively
Make it Happen.... at Commonwealth College



Priscilla M. Clarkson
Distinguished Professor
Dean, Commonwealth College

MISSION AND ACADEMIC PHILOSOPHY OF COMMONWEALTH COLLEGE

Mission

We are here to enhance undergraduate education for Commonwealth College students using the resources of a large, public research university and to offer students an academic community that promotes engagement with society, with leading scholars, and with their peers.

Academic Philosophy

The ecology of the university depends on a deep and abiding understanding that inquiry, investigation, and discovery are the heart of the enterprise, whether in funded research projects or in undergraduate classrooms or graduate apprenticeships. Everyone at a university should be a discoverer, a learner. That shared mission binds together all that happens on a campus. The teaching responsibility of the university is to make all its students participants in the mission. Those students must undergird their engagement in research with the strong “general” education that creates a unity with their peers, their professors, and the rest of society. (The Boyer Commission on Educating Undergraduates in the Research University, *Reinventing Undergraduate Education: A Blueprint for America’s Research Universities*, 1998, 9)

Commonwealth College works to provide its students a foundation for successful lifelong learning. The curriculum emphasizes inquiry and critical analysis, independent research, collaborative work, engagement with society, and effective communication skills. The College strives to nurture its students’ love of learning and to develop their ability to critically assess problems. The College encourages discovery, creativity, initiative, responsibility, collaboration, leadership, and independent thought. These are the attributes that enhance opportunities for individuals, organizations, and society as a whole.

In step with the land grant mission of the University, Commonwealth College promotes meaningful engagement with society. The College works with the University and surrounding community to afford its students academically based opportunities such as internships, co-ops, experiential learning courses, leadership training, and community service learning courses (courses that integrate work in the classroom with active outreach to the community in order to meet community needs). The college also promotes student leadership through specific leadership courses, through its speaker series and alumni mentoring/shadowing programs, and by encouraging student participation in college activities such as peer mentoring, committee work, and events planning.

OVERVIEW OF COMMONWEALTH COLLEGE

Our academic philosophy is to provide students a foundation for successful lifelong learning. The curriculum emphasizes inquiry and critical analysis, independent research, collaborative work, engagement with society, and effective communication skills. The College strives to nurture its students’ love of learning and to develop their ability to critically assess problems. The College encourages discovery, creativity, initiative, responsibility, collaboration, leadership, and independent thought. These are the attributes that enhance opportunities for individuals, organizations, and society as a whole.

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STRATEGIC PLAN OF COMMONWEALTH COLLEGE

The strategic plan is currently in development.

COMMITMENT TO COMMUNITY, DIVERSITY, AND SOCIAL JUSTICE

In the Fall of 2000, the dean and staff recognized the need to give attention to diversity in the College—to promote *awareness* of diversity, *commitment* to diversity, and the *presence* of diversity within the students and staff of the college. Over the years, staff members participated in trainings and workshops and established task groups designed to further address issues of diversity within the college. In accordance with a campus-wide initiative, this original commitment to diversity was broadened and re-framed as a commitment to Community, Diversity, and Social Justice (or CDSJ; see <http://www.umass.edu/ohr/cdsj/> for more information). The task groups were replaced by what is now the Commonwealth College CDSJ Committee. This committee supports the college's units' and other committees' CDSJ goals related to students, staff, and faculty.

HISTORY OF COMMONWEALTH COLLEGE

The Honors Program at the University of Massachusetts Amherst was founded in 1962. In 1996, the Massachusetts Board of Higher Education undertook an initiative to establish a new public honors college for the Commonwealth. Because of UMass Amherst's status as the only Research University in the state system, and its already strong honors program, the Board voted unanimously in June of 1997 to establish Commonwealth College on the UMass Amherst campus. In the fall of 1999, Commonwealth College opened its doors, replacing the honors program.

COLLEGE FUNDING AND SUPPORT

With a \$3.4 million budget for Fiscal Year 2008, the largest portion of Commonwealth College's operating budget comes from a special appropriation from the Massachusetts House of Representatives budget, with most of the remainder funded by an annual allocation from the University's budget. Within the college, the budget is separated into funds for each operational unit (i.e., Advising, Administration, Academic Programs, etc.). About 75% of the College's budget is used for staff salaries; the rest covers administrative and program expenses.

In addition to funding from the state legislature and from the University, Commonwealth College garners financial support from individual donors. These donors directly support Commonwealth College students, their activities, and their academics. Commonwealth College has a current gift account, which is used to fund Pizza and Prof Nights, some student scholarships and special requests from faculty (like producing a class journal of research papers, running a mini-conference,

or taking a relevant field trip). Donor funds have also been used to renovate classroom space in the learning communities, and to install the piano in our lounge. In addition, Commonwealth College has 15 funds established by donors as endowments. Endowments provide tremendous stability – donors' gifts are invested and only a percentage of the interest earned on that money is used each year. The vast majority of these funds cover scholarships. Every year, students receive scholarships funded by endowments that Commonwealth College donors have established. Other endowments include the Williamson Fund which brings a distinguished speaker to campus, and the Murray Professorship, a professorship to allow faculty to develop new honors programming in their fields.

UNITS

Overview of Units

The College

The head of Commonwealth College is the Dean, who is charged with overall supervision of the College and the units therein. The Dean sets policy and works with University officials as a representative of the College and its mission.

The Dean's Office is located in 504 Goodell. The Dean is Priscilla Clarkson.

Administration

The Administration unit is responsible for human resources, staff compensation, bookkeeping, budgets and all other administrative matters for the college.

The administration unit is located in 504 Goodell. The Director of Administration is Brett Snowden.

Advising

The advising unit of Commonwealth College is made up of professional advisors, faculty advisors, and graduate student advisors who provide students with information and advice in all aspects of their career as a Commonwealth College student. This includes Commonwealth College policies and procedures, requirements, honors courses, opportunities, and events. The advising unit also develops programming to help students navigate their way through the College and University. In addition, the records management staff in the Advising Unit tracks the progress of all ComCol students with the honors course requirements.

The advising unit is located in 504 Goodell. The Director of Advising is Cory Pols.

BDIC

Bachelor's Degree with Individual Concentration (BDIC) is a unique program at the University of Massachusetts that offers highly motivated and self-directed students the opportunity to design their own major. As an alternative to traditional majors, the BDIC program allows students to pursue their educational goals in areas not available within an existing departmental curriculum on campus. Students, with the help of a faculty sponsor, focus their major and select courses on the basis of a unifying issue, topic, theme, culture, period, or question. BDIC was joined administratively to Commonwealth College in Fall 2006.

The BDIC office is located in 608 Goodell. The BDIC Coordinator is Linda Roney.

Communication and Program Development

The Communication and Program Development unit is responsible for a variety of functions, including honors course scheduling, honors course faculty, information technology, public relations, student recruitment, scholarships and grants, the Office of Research Literacy, and the Undergraduate Research Conference.

The Communication and Program Development unit is located in 408 Goodell. The Director of Communication and Program Development is Meredith Lind.

Community Service Learning

The Community Engagement Program (CEP) promotes positive change, intellectual growth, and social justice by combining work in the classroom with work outside the classroom. CEP connects community members, students, and faculty in partnerships to enhance student learning, strengthen community assets, meet immediate needs, and address the root causes of social problems. By combining community service with experiential and academic learning, CEP supports the University's land-grant mission to use education to improve the lives of the people of the Commonwealth.

The main Community Engagement Program is located in 610 Goodell, with additional office space in 609C. The Director of Community Service Learning is John Reiff.

Development

The objective for the Development unit is to establish and foster relationships with donors and potential donors to Commonwealth College scholarships, grants and programs. This unit also works with the University's Development office.

The Development Unit is located in 408 Goodell.

Honors Seminar

Required of all Commonwealth College members, Honors Seminars are designed to further the College's mission by providing cross-disciplinary courses in which students from a range of majors come together to teach and learn from one another.

Each section of Honors Seminar is facilitated by a UMass Amherst faculty or staff member or by a professional from the surrounding community. Each course level has its own curriculum, its own set of assignments and expectations. But at the center of every Honors Seminar are the students themselves -- the research they do in conjunction with the semester's text, the presentations they make to the class, and the knowledge they share with their classmates.

The Honors Seminar unit is located in 504 Goodell. The Director of Honors Seminar is Alex Phillips.

Office of National Scholarship Advisement

The Office of National Scholarship Advisement (ONSA) assists eligible students in their pursuit of distinguished national competitive scholarships and fellowships. ONSA advisors help students apply for Rhodes, Marshall, Fulbright, Goldwater, Truman, Mellon and other national competitive scholarships, fellowships and awards.

The Office of National Scholarship Advisement is located in 408 Goodell. The Director of the Office of National Scholarship Advisement is Susan Whitbourne, a professor in the Psychology Department.

Outreach and External Programs

The Outreach and External Programs unit is designed to foster connections between the College and alumni, parents, legislators, and other potential supporters. It reaches out to Commonwealth College alumni to assist current Commonwealth College students in their undergraduate career and beyond. It also identifies other ways in which volunteers can benefit current students or bridge the way to the University and Commonwealth College for high school and younger students.

The Outreach and External Programs unit is located in 408 Goodell. The Director of Outreach and External Programs is Meredith Feltus.

Research Literacy

Research Literacy is a Commonwealth College program that focuses on improving undergraduate students' research skills and academic integrity. It helps students become effective and ethical researchers and encourages instructors to create assignments that teach research excellence.

The Office of Research Literacy is located in 504A Goodell. The Director of Research Literacy is Susan McKenna.

COMMITTEES

Overview of Committees

Academic Programs & Policies

The Academic Programs & Policies Committee (AP&P) provides an internal forum for consideration of potential new academic programs as well as proposals for new, or modifications of, existing policies that impact the college's academic programs. This committee also serves as a coordinating entity, bringing together representatives of the units directly involved in developing and furnishing the academic offerings of the college.

All Staff

The All Staff committee meets once a month on the first Wednesday and includes every member of the Commonwealth College staff. The purpose of this group is to exchange information and receive updates about the College's current and future activities, and to provide input to the Dean as appropriate.

Budget & Finance

This committee is charged with oversight of the College's budget.

CDSJ

The Community, Diversity and Social Justice (CDSJ) committee provides a resource for all other committees to insure that the objectives and goals of CDSJ are being addressed as part of committee activities.

Community/Social

To promote staff interaction, the Community/Social committee organizes events that involve staff, instructors, and students throughout the year.

Curriculum Committee

The Commonwealth College Curriculum Committee is a subcommittee of the Faculty Senate's Academic Matters Council. Under the bylaws and constitution of the University's Faculty Senate, the subcommittee on Commonwealth College shall: (a) make policy recommendations to the Council pertaining to Commonwealth College and departmental honors programs; (b) approve honors designations for departmental courses; (c) monitor and review all departmental honors programs; (d) evaluate and make decisions on all appeals for graduation with higher honors; and (e) review all other matters pertaining to Commonwealth College, to ensure compatibility with prevailing academic standards.

Dean's Advisory

Members of this committee are the directors of the Commonwealth College units. They serve as advisors to the Dean by examining and assessing day-to-day operations of the college and by recommending improvements.

Environment Enhancement

The objective of the Environment Enhancement committee is to create a welcoming and professional atmosphere to all who visit the College. They examine and assess the environment from a student, staff, and faculty perspective and devise plans for improvement.

Faculty Personnel Committee

The Faculty Personnel Committee, established in compliance with the faculty union contract, reviews the performance each year of full-time and part-time faculty appointed directly in Commonwealth College. Responsibilities include commenting on Annual Faculty Reports and recommending allocations of merit pay. The Committee also organizes review for Lecturers being considered for promotion to Senior Lecturer.

Instructional Development

The Instructional Development committee explores the needs of all instructors for job improvement and professional development, including promoting educational opportunities and CDSJ professional development. Recognition of instructor achievement is also included.

Staff Development

The Staff Development committee explores the needs of all staff members for job improvement and professional development, including promoting educational opportunities and CDSJ professional development. It also recognizes the achievements of the staff.

Strategic Planning & Assessment

This committee examines and assesses the global operations of the College and develops plans for future growth of the College.

Student Recruitment & Retention

The purpose of this committee is to examine and assess the recruitment and retention methods used by the College for all students. They develop improvement plans which include recruiting top students, and developing programs and new initiatives for recruitment.

Visual Identity

The Visual Identity committee evaluates and assists with the development of the Commonwealth College website, brochures, etc. with attention being paid to the commitment to excellence, opportunity, diversity and social justice.

ORGANIZATIONAL CHARTS

The most current organizational charts should be viewed at:

<http://www.comcol.umass.edu/aboutus/ccorgchartweb.pdf>

COMCOL STAFF DIRECTORY

A directory of all staff (including faculty and student staff) is maintained on the Z: drive in an Excel workbook format. The directory includes staff names, units, position titles, office and mailbox locations, email address, as well as home address and phone number (home address and phone are not required). It is available for all staff to reference by going to Z:\All Staff Resources\Staff Directory & Guides\Staff Directory\Shortcut to ComCol Staff Directory. Unit Directors, or their designees, update this directory as necessary.

BUDGETS

The Director of Administration has responsibility for the College's entire budget.

The head of each Commonwealth College organizational unit (e.g., Advising, Academic Programs, Community Engagement Program, etc.) has oversight and management responsibility for the unit's budget and is expected to manage that budget in a manner that maximizes resources and maintains spending within the designated parameters.

Staff members requesting use of budget funds should make such requests using the process established for their unit.

OFFICE PROCEDURES

All Staff Email Distribution List

Commonwealth College maintains an email distribution list through the Office of Information Technology (OIT) that includes the email addresses of all staff members (including faculty and student staff) who are listed in the ComCol Staff Directory. Any staff may send to this list by using the following email address: comcol-staff@acad.umass.edu.

This distribution list is updated periodically whenever Roland Packard is notified that there have been changes made to the staff directory.

Calls

On-campus Calls

To reach others on campus, simply dial the five-digit extension.

Example: 5-2483.

Off-campus Calls

To reach people off-campus, dial 9 followed by the seven-digit number.

Example: 9-545-2483.

Long Distance Calls

Long-distance calls are to be used for business-related calls only. Long distance calls require a six-digit dialing code. All staff members have access to a long-distance dialing code; some have a personal code while others share a common code. Staff members seeking a long-distance dialing code should consult the administrative support staff in their unit.

To place a call using a dialing code, dial: *6* - the dialing code - # - 9 - 1 - ten-digit number.

Example: *6* -123456 - # - 9 - 1 - 413-545-2483

Long distance calls for personal matters should be made using a calling card or on another phone, such as a pay phone or cell phone.

Cell Phones

Staff members are asked to limit the use of cell phones whenever in the office. If a staff member accepts (or places) a cell phone call while in the office, the call should be kept short and maintained at a low volume. Cell phone calls should be taken to another location whenever practical. Staff members should remember that phone conversations that take place in hallways may disturb staff in nearby offices. Cell phone ringers should always be kept at a minimal volume or on vibrate mode.

Emergencies

In the case of an emergency on campus, dial **911** directly.

Copiers

Commonwealth College staff members have access to all of the College's copiers located in the fourth, fifth and sixth floor offices.

To make copies, a code is required. Some staff members have a personal code while others share a common code. The same copier code works on all Commonwealth College copiers. Staff members seeking a copier code should consult the administrative support staff in their unit.

To make copies, enter the four-digit code and hit the ID button. After completing the copy job, simply hit the ID button again to clear.

In the interest of saving paper, especially during large copy jobs, staff members are encouraged to make a single copy and examine it carefully before making a large batch. Also, make double-sided copies whenever possible or consider making single-sided copies onto recycled paper.

Email

Every Commonwealth College staff member should have a UMass email address (i.e., an email address with "umass.edu" as part of the extension). Depending on the nature of their work, staff members will use that email address for all office business. In some cases, staff members will use a central or program-specific email address (e.g., comcol@comcol.umass.edu, pizzaprof@comcol.umass.edu) for electronic correspondence.

When communicating on behalf of Commonwealth College, staff members should avoid using non-university email accounts (e.g., gmail, AOL, yahoo).

Fax

The fax machine operates in the same manner as any office phone. As each of the College's fax machines operates differently, clear instructions on how to fax are posted near each machine. A dialing code is required for faxes to long-distance numbers.

Inclement Weather

When the University closes because of inclement weather, all Commonwealth College offices and units also close. To check the campus' closing status staff members should dial 545-3630 or consult <http://www.umass.edu/closing/>. For details about campus closings, staff members should consult the University's Severe Weather or Emergency Closing Information page at <http://www.umass.edu/af/snoclo.htm> (see page 34).

Information Technology and Support

For Frequently Asked Questions about Information Technology and Support, see page 33.

Access to ComCol computers

In order to have access to ComCol IT resources such as computer files, databases, printers and applications, a Comcol Domain account is required. The procedure to create a Comcol Domain account is as follows:

- 1) The Unit Director, under which the staff member works, must fill out an IT Account Request Form (available on the Z: drive - Z:\All Staff Resources\Forms\IT-New IT Account Form) and signatures must be collected from the Unit Director, staff member and staff member's supervisor.
- 2) Once all required signatures are collected, the IT Account Request form is submitted to the IT Manager.
- 3) The IT Manager creates the ComCol Domain and communicates to the staff member's supervisor, as well as the Unit Director, the new staff member's username and temporary password.

Your ComCol Username and Password should not be shared under any circumstances.

Whenever temporarily stepping away from the computer (e.g., to go to a meeting or to run an errand), staff members have the option of "locking" the computer. Locking the computer prevents anyone else from gaining access to documents or email using a staff member's logon ID. Locking the computer is recommended if a staff member is temporarily away from the computer. To protect the security of files and email, lock the computer by simultaneously pressing CTRL-ALT-DEL and then selecting "LOCK COMPUTER." Upon returning to the computer, simply press CTRL-ALT-DEL again and type your password to unlock the computer.

Staff members are expected to keep both paper and electronic files related to their work. These files should be well-organized and clearly labeled as they will likely be inherited by the next person to fill the position.

IT Policies

This section only focuses on policies that are relevant to ComCol staff, and does not detail every policy related to IT operation.

Data Security

No transfer of confidential data should take place to removable storage devices and/or personal laptop/desktop computers. Exceptions are handled on an individual basis and special arrangements must be carried out if a need arises for confidential data to be transferred. Disposal of hard copy containing confidential data is established within each unit and the staff member's supervisor should guide him/her regarding the proper procedure.

Downloads from the World Wide Web

Downloads from the web should be restricted to one's activities in support of the College's operations. No software (executable file) can be downloaded using the web.

Email Attachments

A staff member should not open email attachments from unknown sources. When in doubt, the staff member should contact ComCol IT by emailing support@comcol.umass.edu.

Hardware Purchase

A staff member must communicate to her/his supervisor and/or other assigned staff member within her/his Unit the need for computing hardware. The IT Manager approves the request based on priorities and availability of resources.

Software and Hardware Installation

No third party software (software that is not already installed on your computer) can be installed on a computer without approval by the IT manager. Approved third party software must be related with the staff member's activities in support of the College's operations. Exceptions are handled on an individual basis.

No hardware (printer, computer, and related devices - monitor, keyboard, etc., scanner, etc.) can be installed without formal approval by the IT manager.

Software Licenses

Software licenses are acquired for ComCol computers, and not for personal computers. Exceptions are handled on an individual basis.

Exchange/Outlook System

Microsoft Exchange is a computer server that centrally stores emails, calendars and contact information. Staff of Commonwealth College use this system to maintain a calendar which other users in the College are able to view. Employees are able to make meeting requests with other staff or with a specific group of staff members in the College via the Exchange system.

Exchange/Outlook profiles are established on a need-basis for full time and part-time employees. The Unit Director as well as the staff member's supervisor should formally request the creation of an Exchange/Outlook profile by contacting the IT manager at cavelar@comcol.umass.edu.

Staff members with an Exchange/Outlook profile are expected to keep their calendars up-to-date and are responsible for maintenance of their calendar.

Network Drives

A network drive is a disk drive that is available to all users on a network. Staff members are expected to store all electronic files on the College's network drive, referred to as the Z: drive. Upon establishing a Commonwealth College logon ID and password, all staff members have access to ComCol's Z: drive. The Z: drive holds a short list of root folders that correspond primarily to ComCol's functional units (such as Advising, Administration, Information Technology, CEP, etc.). Though some files/folders are restricted, many files can be viewed—but not modified—by everyone in the college. Some files and folders, particularly those related to personnel matters, budgets, student data, student grades, and other sensitive information are restricted.

In general, there is at least one person in each unit who establishes permission settings for electronic data. Staff members who require access to restricted data or seek to restrict access to files they've created should contact the person in their unit who sets the file permissions.

In addition to the Z: drive, most staff members also have access to an individual network drive (called the H: drive). This drive is a personal drive kept on the network which only the staff member (and IT personnel) can access. While this drive is not to be used for storing documents that are accessible to other staff members, it is a good place to store data that may not be appropriate for public access (e.g., letters of recommendation, weekly reports, personal goals, etc.). At no time should staff members place personal documents on the Z: drive.

Files should not be stored in the *My Documents* folder or on the Desktop of any computer, as these files can not be recovered in the event of hardware failure. Data stored on the Z: drive and H: drive are backed up daily and retained for seven days. Any staff member who thinks she/he has lost a file or data within a file should contact Comcol IT personnel immediately to request the backed-up file.

Remote Access

Full time employees may request "Remote Desktop" access from Commonwealth College's IT department, allowing staff members to connect to their Commonwealth College computer from other locations and access their computer's software and files, including the Z: drive.

Part-time employees may also have the ability to remotely connect to her/his workstation knowing that the workstation may not be available if another user is physically logged on. Request for remote access should be directed to support@comcol.umass.edu.

Tech Support Requests: Channels of Communication

IT requests can fall into three main categories as follows:

Basic Tech Support Requests

General hardware/software issues involving keyboard, monitor, mouse, etc., software installation; printer issues and supplies; etc. Email support@comcol.umass.edu for assistance.

Web Application Requests

Web Applications involving Course Guides, Undergraduate Research Conference, Portal, CSLinks, CSFair, SBP, CMS, and including requests for Static Web pages (if other staff members are not available; see page 24). Those requests should be directed to websupport@comcol.umass.edu.

IT Management Requests

Requests involving Active Directory accounts, relational databases, IT purchases, security issues, server related requests involving web sever, SharePoint sever, Exchange Server, Domain Controller, Datacluster, IT Project Management should be directed to Celso Avelar at cavelar@comcol.umass.edu.

Keys and Access to Office/Building

Each Commonwealth College staff member is issued keys to the appropriate office in which they work (either 4th, 5th, or 6th floor of Goodell), and some staff are issued a key to the front door of Goodell.

A staff member's keys should not be left in someone else's possession.

It is Commonwealth College's policy not to issue building keys to student staff unless a key would be appropriate for the nature of the staff members' work.

Since 504 Goodell is the main office of Commonwealth College, that office should remain open and staffed during business hours (9am-5pm). The main office will only close for recognized holidays or events approved by the Commonwealth College Dean. Other offices (4th and 6th floor) may have other policies in place regarding the closing of those offices and staff should consult with those offices about procedures.

Staff members should remember to carry their keys whenever they exit the office—even if it's just to heat lunch or use the restroom. It is not uncommon for a staff member to leave an office when the door is open and another staff member is there, only to return to a locked office with no one in it.

Commonwealth College staff members—as well as those who work in nearby offices—have reported a few instances of stolen personal items so be diligent about keys and locking of offices.

If a Commonwealth College staff member forgets her/his keys or gets locked out of their office, any Commonwealth College staff member who has a key to 504 Goodell can use that key to open 408 and 610 Goodell (and vice versa).

Staff members are expected to return all office keys when their appointment with Commonwealth College ends.

Meetings

All staff members are expected to join the All Staff Meetings which are typically held the 1st Wednesday of each month at 9:30am in the Commonwealth College lounge. Supervisors will identify which departmental meetings you should attend.

Missed Hours/Calling Out

Every staff member will certainly have unforeseen circumstances that cause her/him to miss scheduled office hours, but every effort should be made to notify supervisors in advance of any required absences from work. Any time a staff member will be out of the office, she/he should contact both the direct supervisor and the main office. Absences scheduled in advance can be written into the staff calendar as well as on the In/Out board. Staff members should discuss with their supervisors a preferred mode of communicating unplanned absences. Whenever possible, staff members should contact the main office by phone; otherwise, email is also acceptable.

Staff members should always arrange with their supervisor(s) to make up missed work.

News@ComCol

Members of Commonwealth College, as well as campus and community organizations, are invited to submit announcements of upcoming events to News@ComCol. Items should be sent to news@comcol.umass.edu and be approximately 150 words and camera ready. Longer items will be posted as pdf files and referenced from the site. Each item should be prefaced with a brief title of no more than 60 characters.

The News@ComCol website is frequently updated; a reminder to check the News is sent to Commonwealth College students and staff each Thursday.

Office Representation

Regardless of each person's specific role, every staff member should maintain a professional demeanor; and should positively and accurately represent the College. Therefore, EVERY staff member is expected to understand and speak comfortably about the College, its programs and functions.

Overtime vs. Comp Time

Generally, staff members with positions classified as "exempt" do not receive overtime pay for work specified in their job description. Non-exempt staff may receive overtime pay if their weekly job duties require more than a specified number of hours to complete.

For detailed information on overtime, compensatory time and other regulations regarding compensation for time worked, please refer to the appropriate bargaining unit contract.

Printers

Each Commonwealth College unit is equipped with a laser printer. Computers should be set to print at the closest office printer. However, if necessary, staff members can send their print jobs to any of Commonwealth College's network printers.

There are two color laser printers (one of the 4th floor and one on the 5th floor) to be used only for producing outreach materials (e.g. brochures, posters, etc). These printers should only be used for necessary jobs – unnecessary printing wastes ink and paper, both of which are costly items.

In the interest of saving paper, staff members are encouraged to print onto recycled paper whenever possible.

Professional Development

Commonwealth College supports the professional development of its staff members. The College has resources available to support staff development, which can be used for workshops, consultation or other resources. In general, these limited funds will be used for development opportunities available to the entire staff or to groups within the staff. However, staff members may request to use staff development funds for an individual activity. The staff member should forward a written request to the supervisor detailing the activity, its relevance to the staff member's role and the cost.

Publications

Graphic design requests should be submitted on a Graphics Work Request form, available on the Z: drive under Z:\All Staff Resources\Graphics & Communications Resources\Graphics Work Request. All design and printing requests must be approved by the Unit Director of the unit for which the publication is being produced, and the Unit Director must stipulate that sufficient funds are available within that unit's budget. An additional two weeks must be allowed for publications to be printed off-site to provide for coordination in obtaining price quotes, purchase orders, and proof review and approval.

In general, all graphic design requests should be submitted with as much advance notice as possible.

Purchase/Expense Requests

Each Commonwealth College unit has a procedure that its staff members are expected to follow when making purchases and requesting the use of funds for College-related expenses. Staff members should consult with the unit director or her/his designee for information about unit-specific procedures.

Reception

504 Goodell is the primary reception office for Commonwealth College.

For the following units, reception is located in 408 Goodell:

- Office of National Scholarship Advisement
- Scholarships
- Academic Programs
- IT
- Development

- Outreach and External Programs

Reception for the Community Engagement Program (CEP) is located in 610 Goodell.

Reserving meeting space

Commonwealth College has several spaces available for staff to reserve for meetings within the Goodell building. The spaces include the Commonwealth College Lounge area just outside of 504 Goodell, and Room 406A. All requests to reserve these spaces must be made to the Commonwealth College Receptionist by completing and submitting a Room Reservation Request form. The Room Reservation Request form is available for download from the Commonwealth College website at: <http://www.comcol.umass.edu/forms/RoomReservationRequestForm.doc>.

In addition, Rooms 419 and 508 in Goodell are available for meetings, and reservations are made with the Career Services office in 511 Goodell.

Supervision

Each staff member has a direct supervisor. Staff members can expect to meet regularly with their supervisor for direction on projects, feedback on job performance and professional skills, professional development, support, and reflection. Staff members can also expect to receive a written evaluation from their supervisor each academic year.

At the beginning of each staff member's appointment period (or annually, thereafter), staff members are expected to set goals for their position. These goals are to be devised in collaboration with the supervisor to match the priorities for the office and the staff member's position. These goals should be reviewed and updated periodically to ensure that the staff member always has a set of goals that are realistic, appropriate and attainable.

Staff members can expect to participate in a performance review process with their supervisor near the end of their appointment period (for graduate assistants) or annually for all other staff.

Supplies/Equipment

ComCol will make every effort to obtain the supplies and equipment necessary for staff members to perform their duties. If a staff member would like supplies or equipment that is not regularly stocked for staff, s/he should discuss this request with her/his primary supervisor.

Timesheets

Time and Attendance Reports must be submitted to the Commonwealth College Administration Unit each week by noon on Thursday. All staff members are responsible for filling in their own time and attendance for the week in a timely manner.

Vacation/Time off policy

Time off refers to vacation time, personal time and holiday time.

Faculty and staff earn time off in accordance with university policies and union contracts. Staff should refer to the Human Resources Office or to their respective union contracts for questions and concerns about time off.

Undergraduate staff members do not receive compensation for time off. Students are paid only for time worked and receive the same rate of pay on weekends and holidays as on regular work days. The Graduate Employee Organization (GEO), which is the union for UMass graduate

assistants, sets time off policies for students in graduate positions. Commonwealth College's policies and practices regarding time off for graduate assistants (including project assistants, teaching assistants and teaching associates) are derived from the Graduate Employee Organization (GEO) union contract. ComCol also relies on guidance from the Graduate Assistantship Office, which issues an "Assistantship Information" sheet each year. A copy of the GEO contract can be obtained from the GEO office in the Student Union or <http://people.umass.edu/geo/gp/contract.html>. The Assistantship Information sheet can be obtained from the Graduate Assistantship Office in Whitmore.

Graduate Assistants are entitled to vacation time, personal time (which includes sick time) and holiday time.

Voicemail

Staff members are expected to establish an outgoing voicemail message appropriate for a professional setting. The message should state the staff member's name and identify Commonwealth College and/or a related Commonwealth College office (e.g., Community Engagement Program or Office of National Scholarship Advisement). It is also helpful for staff members who work less than full-time to leave their office schedule on the outgoing message and/or the main office as an alternative number for callers who need immediate assistance.

Website policies

ComCol Web Site Maintenance

If a staff member wants to be responsible for a specific portion of the ComCol web site, he or she should make the request to her/his supervisor and the Unit Director should be aware of that request. If a software installation is required (i.e. Dreamweaver) the request should be made to support@comcol.umass.edu.

ComCol has three types of web pages:

Static Pages: Informational only.

Dynamic Pages: Interactive-data submission and retrieval.

Message Collaboration Pages: Collaborative-SharePoint Architecture.

Web Static Pages

1) Advising staff:

If you belong to the Advising unit (including Peers) please direct web site updates primarily to Sarah Madison (first tier). The second tier is Alex Philips and/or Marcia Curtis. The third tier is IT staff (websupport@comcol.umass.edu).

2) Academic Program and Communication:

If you belong to the Academic Program and Communication unit please direct web site updates primarily to IT staff (websupport@comcol.umass.edu). The second tier is Marcia Curtis, Alex Philips, and Sarah Madison.

3) CEP

If you belong to the CEP unit please direct web site updates primarily to Shonda Pettiford. The second tier is IT staff (websupport@comcol.umass.edu).

4) ONSA

If you belong to the ONSA unit please direct web site updates primarily to Shirley Archambault. The second tier is IT staff (websupport@comcol.umass.edu).

5) All other units

If you belong to the Outreach and External Programs, Academic Programs or Administration units please direct web site updates primarily to IT staff (websupport@comcol.umass.edu). The second tier is Marcia Curtis, Alex Philips, and Sarah Madison.

Web Application Pages

For all web applications (those sites that dynamically update information: Undergraduate Research Conference, CSLinks, Course Guide, SBP, CMS, etc.) the only point of contact is IT staff (websupport@comcol.umass.edu).

Message Collaboration Pages

For all SharePoint sites the only point of contact IT staff (cavelar@comcol.umass.edu).

OVERVIEW OF COMMONWEALTH COLLEGE PROGRAMS

Commonwealth College offers a number of programs; many of them are described below.

Alternative Spring Break

Community Engagement Program

Because they are curriculum-based programs, Alternative Spring Breaks (ASBs) at UMass differ from ASBs at many other universities. Each Spring semester there are typically a couple of ASB courses offered, including *Grassroots Community Development* (Anthropology 397H) and *History, Culture and Spirituality* (History 396A).

Before Spring Break, students read and discuss issues associated with the course topic. Students then travel during Spring Break to communities where they have formed a partnership with local grassroots organizations to work together for a week of service. The remainder of the semester is spent reflecting on the experience through writing, reading and presentations. All of the ASB programs require that students complete an application to be selected for participation. Students may also be required to contribute to travel or other program expenses.

The more widely recognized ASB on campus is the one affiliated with the Grassroots Community Development course; this Alternative Spring Break program is coordinated by UACT (University Alliance for Community Transformation), a student-run organization that collaborates with faculty and grassroots community organizations to design alternative break programs.

Art Keene is the faculty director for *Grassroots Community Development* and Kent Higgins the faculty director for *History, Culture and Spirituality*.

Celebration of Excellence

Commonwealth College

The Celebration of Excellence is the culminating recognition event for Commonwealth College's graduating seniors. At this event, seniors receive the gold cords that distinguish them and acknowledge their participation in ComCol; students generally wear these cords during the University's official commencement ceremony.

Citizen Scholars Program

Community Engagement Program

The Citizen Scholars Program (CSP) was born in 1998 in a train station in Washington, D.C., where professors Art Keene and Dave Schimmel had a lengthy conversation about how they might work together across semesters to build students' capacity for civic engagement. Commonwealth College agreed to sponsor the program and Keene and Schimmel became its co-directors. The Corporation for National and Community Service then provided additional support to the program with a substantial three-year grant. In its initial form, the program offered two courses (the introduction and the capstone) and required students to choose three other CSL courses that they took in between; the program brought students together for monthly dinners and discussions between the first and last courses. By 2002, students completed at least 60 hours (approximately four hours per week) of community service during each of the four program semesters and the program itself offered four of the five required courses in a coherent sequence that builds each semester from the introduction to the capstone. Since then, some of the core courses have been redeveloped and the sequence has been changed. Citizen Scholars now complete the following four courses:

Anthropology 297H: The Good Society, 4 credits. This course engages students in exploring and envisioning the elements of a good society. In the course, students do service, in part, because it gives them a chance to share in the lives of others who may not be like themselves. This fundamental anthropological experience is an effective way to free the imagination, to help students better understand what needs to be done, and to help them sort out how they might use their lives well.

Honors 391T: Tools for Change, 4 credits. This course is the first of three focused on developing the practical abilities to work toward the good society envisioned in previous CSL coursework. "Tools for Change" which are covered include: social justice theory, systems perspectives on community organizations and on communities, people skills, and self-organization. Students' service placements will be the focus of a mini-research project that employs all of these tools.

Honors 499R: Public Policy and Citizen Action, 4 credits. This course explores how public policy is created and shaped at the local, state, and national levels, and how citizens can impact the policy process to address their concerns and work toward the common good. In this course, students research a public policy issue in teams or as individuals and work on a public policy project in collaboration with a community-based organization.

Honors 499S: Organizing: People, Power and Change, 4 credits. This course focuses on how to build organizations through which people can turn their values into action. As participant observers, students learn to reflect on their experience as research from which they can gain valuable insights into their own leadership skills, the workings of their organization, the issues it is addressing, and the community within which it operates. Students create social maps of the world within which their organization works, learn how to develop leadership and motivate participation, and analyze strategies and tactics used to develop relationships, shared understandings and action programs.

To be selected to participate in this two-year program, students must have at least four semesters remaining on campus, a commitment to community engagement and social justice, and a desire to develop leadership skills. In past years, Citizen Scholars have received a \$500 grant for each semester of participation in the program and have been invited to apply for stipends for summer internships involving community service administration or public policy.

The Citizen Scholars Program is managed by Chris Felton.

CSL Honors Seminar Community Engagement Program

In an effort to make community service learning a more integral part of the Commonwealth College student experience, a full-semester three-credit CSL section of Honors Seminar was established. Its initial offering in fall 2004 marked the first time that CSL was integrated into a Commonwealth College core requirement.

The CSL Honors Seminar fulfills two of the three Honors Seminar credits required for successful completion of the Commonwealth College curriculum. Students in CSL Honors Seminar read the semester's designated book as well as a supplemental text. In addition, students complete a community service project with community organizations whose work addresses issues raised in the primary text.

Two sections are offered: HONORS 391S, which fulfills the final two Honors Seminar requirements, and HONORS 291R, which fulfills the first two Honors Seminar requirements. The 291R sections is open to Commonwealth College first year and sophomore students.

CSLHIS

Community Engagement Program

CSLHIS stands for Community Service Learning Honors Independent Study. The CSLHIS offers students the opportunity to design a learning experience for themselves focused on community service. Students can arrange either a one or two credit CSLHIS if their service relates to a course in which they are enrolled (or completed one semester earlier). The faculty sponsor for the 1-2 credit CSLHIS is the instructor for the course the student is taking. The student must identify a community supervisor who directs the student's work at the service site; complete at least 30 hours of service per credit; keep weekly field notes; attend two 1.5 hour reflection sessions; and write a final paper.

This program is managed by Chris Felton.

IMPACT!

Community Engagement Program

In late spring, 1999, Commonwealth College created several residential learning communities for first-year students and situated them in Orchard Hill residence halls. At that time, IMPACT! became (and continues to be) the only learning community focused on community service. IMPACT! promotes community service and activism, while fostering the civic and social responsibility necessary to build a just society. Like every other learning community on campus, IMPACT! has the goal of making the big university smaller, creating a community of learners who take courses together, who live close to one another, who share common interests, and who can become a network of social support for each other, thereby enhancing the members' learning and also supporting a sense of belonging. IMPACT! students find themselves living and working with other students who have similar values and a passion for service; they become part of a network of social support that can catalyze their own growth and development.

To be selected for participation in IMPACT!, students must demonstrate a history of community service and a commitment to continue community service as university students. The program is open only to first year Commonwealth College students. IMPACT! is now housed in the Webster residence hall.

This program is managed by Carrie Hutnick.

International Scholars Program (ISP)

Commonwealth College

Commonwealth College and the International Programs Office co-sponsor the International Scholars Program (ISP), which allows qualified students with a minimum GPA of 3.2 to integrate international studies coursework and study abroad during their undergraduate years. The International Scholars Program supports students in seeing the global in everyday life; studying all subjects with an eye to international perspectives; and preparing for careers in the world. ISP is highly competitive, admitting approximately 15 students per year. Program benefits include limited funding for study abroad by way of non-need-based scholarships, individual advising for the integration of a student's major requirement and study abroad, and ongoing mentoring by a faculty member from a related international field. Students commit three consecutive years to the program.

The International Scholars Program is managed by Delsey Thomas.

Welcome Weekend
Commonwealth College

Welcome Weekend exists to assist incoming students in their transition to UMass as a Commonwealth College student.

On the Friday and Saturday before the Labor Day holiday, students have the opportunity to: move onto campus early; attend activities specially designed to get them acquainted with the University and Commonwealth College; meet other ComCol students; and meet with a Commonwealth College Advisor.

After moving in on Friday, students along with their families attend a Welcome Reception. An optional parents' reception follows. Students then go to dinner and an evening social activity. Saturday's activities consist of academic workshops, social events, and opportunities for additional advising.

Welcome Weekend is coordinated by Danielle Popyk.

Murray Professorship
Commonwealth College

Established by a gift from the FleetBoston Financial Foundation to create a two- to three-year professorship in the name of Terrence Murray, chairman of the FleetBoston Financial Corporation, the Terrence Murray Commonwealth College Honors Professorship endowment fund will be awarded on a competitive basis to outstanding faculty within the Commonwealth College. The faculty will use the funding to develop innovative courses and programs.

Art Keene was the first faculty member awarded the Murray Professorship.

Pizza & Prof
Commonwealth College

Held weekly in the Commonwealth College Lounge, Pizza & Prof is a program designed to bring students and some of the amazing faculty at UMass together in a casual setting. Each week, a new professor comes to talk to students about a topic he or she chooses. In addition to the one-hour casual discussion, conversation and Q&A, students enjoy pizza from Antonio's, Amherst's renowned pizzeria.

Pizza & Prof is coordinated on a rotating basis by an undergraduate student who can be reached at pizzaprof@comcol.umass.edu. The current Pizza & Prof Coordinator is Courtney Bergquist.

Research Literacy
Commonwealth College

The Research Literacy program aims to improve students' research skills and academic integrity. Its tools and resources help students become effective and ethical researchers and encourage instructors to create assignments that teach research excellence.

The director of Research Literacy is Susan McKenna.

Residential Academic Programs (RAPs; a.k.a. Learning Communities)

Commonwealth College

First-year Commonwealth College students can choose among a variety of housing options. These options include the Commonwealth College Residential Academic Programs, other Residential Academic Programs for students based on interest or major, or anywhere on campus.

Many Commonwealth College students select ComCol RAPs because they provide a unique opportunity to live among their Commonwealth College classmates. Because of the close-knit scholarly community that results from the small number of students in these classes, it can be easier to acclimate to the larger University of Massachusetts. About 45 percent of Commonwealth College first-year students choose to participate in a Commonwealth College RAP.

The Commonwealth College RAPs are managed by Melissa Beesley.

Student Advisory Board

Commonwealth College

The Student Advisory Board provides input, feedback, and advice to the dean regarding Commonwealth College programs and policies. The Board seeks to promote equality, tolerance, and community and it advocates for further support of the College and the University at large. Board meetings are open to all Commonwealth College students.

The Student Advisory Board is coordinated by Danielle Popyk.

Undergraduate Research Conference

Commonwealth College

Each spring, undergraduate students of diverse backgrounds from the Commonwealth's Public Higher Education institutions gather to showcase their work in oral and poster presentations before their peers, faculty, and the public. Students present work related to: thesis research; creative work in the visual and performing arts; independent study; community service; and study abroad.

First held in 1995 for the four undergraduate campuses of the UMass system, the conference has grown to involve over 400 students from all 28 public institutions of higher education in Massachusetts.

The Undergraduate Research Conference is coordinated annually by a graduate assistant who can be reached at umcur@comcol.umass.edu. The 2008 Conference Coordinator is Daniel Tome.

VISTA

Community Engagement Program

AmeriCorps*VISTAs (Volunteers in Service to America) build, support, and develop the capacity for institutions and their students to be better stewards of the community, and to gain a richer and more valuable experience outside the classroom. The role of the VISTA is primarily to build the capacity and sustainability of their projects and community and, ultimately, to work themselves out of a job. VISTA is part of the national network of AmeriCorps programs that every year engages thousands of Americans in meaningful service to communities in need.

Massachusetts Campus Compact (MACC) manages the region's AmeriCorps*VISTA program by recruiting, selecting, and placing VISTAs to work at higher education institutions across the Commonwealth. For many years, UMass Amherst has been selected to host a MACC VISTA to support the campus' community service learning activities and programs.

The Community Engagement Program is hosting two UMass VISTAs for 2009-2010: Stephanie Aines and Margo Bossom.

Weekly Wednesday Workshops
Commonwealth College

Held every Wednesday evening throughout the semester, this series of workshops offers ComCol students information on a range of advising topics, from study abroad to stress management to scholarships. Dinner is provided.

Weekly Wednesday Workshops are coordinated on a rotating basis by an undergraduate student who can be reached at c3@comcol.umass.edu. The current Weekly Wednesday Workshop Coordinator is Matt Silva.

ABBREVIATIONS, ACRONYMS & COMMONLY USED TERMS

Below is a list of some of the terms, acronyms and abbreviations that are used throughout the College but not always defined.

ASB	Alternative Spring Break
BDIC	Bachelor's Degree with Individual Concentration
CBO	Community-based organization
CCEBMS	Committee for the Collegiate Education of Black and Other Minority Students
CE	Capstone Experience
CEP	Community Engagement Program
COE	Celebration of Excellence
ComCol	Commonwealth College
CSL	Community Service Learning
CSLHIS	Community Service Learning Honors Independent Study
CSL Course List	List of community service learning courses offered each semester
CSP	Citizen Scholars Program
DBC	Dean's Book Course
H: drive	Part of the ComCol file server. Most staff members who have a personal logon ID to access ComCol computers also have a personalized H-drive. All files that are personal, confidential or otherwise not appropriate for the "public" portion of the file server should be stored on the H-drive or on a disk.
HIS	Honors Independent Study
HS	Honors Seminar
LC	Learning Communities (now known as Residential Academic Programs or RAPs)

MACC	Massachusetts Campus Compact
OIT	Office of Information Technologies
ONSA	Office of National Scholarship Advisement
PCSL	Provost's Committee on Service Learning
Peers	Commonwealth College Peer Advisors
ProCard	University of Massachusetts credit card. Some staff members have a ProCard that can be used for office-related purchases.
RAPs	Residential Academic Programs - learning communities for first-year students based on interests or major
RFP	Request for Proposals
RSO	Registered Student Organization
SAB	Student Advisory Board of Commonwealth College
TA	Teaching Assistant
TAP	Talent Advancement Program - a residential option for high-achieving entering students to live in a residential academic program based on major.
The server	ComCol's file server, where the college's electronic documents are stored.
UACT	University Alliance for Community Transformation
VISTA	Volunteer in Service to America
WW	Welcome Weekend
WWW	Weekly Wednesday Workshops
Z: drive	ComCol's file server, where the college's electronic documents are stored.

FREQUENTLY ASKED QUESTIONS (FAQS)

1) What is the difference between a ComCol Account and an OIT Account?

A ComCol account is required to logon to ComCol computers physically located in Goodell 408, 504, 609C and 610. ComCol IT resources (i.e. data, printers, file system, applications' internal areas, etc.) can only be accessed using ComCol accounts.

OIT (Office of Information Technology) accounts are used to establish email addresses (<name>@comcol.umass.edu) and to have access to resources that are beyond Commonwealth College's IT Architecture. In order to setup an email account with a comcol.umass.edu address, the staff member must go to OIT personally. Then the staff member can have access to her/his email either using the web (UMAIL) or Outlook.

2) Who maintains the ComCol Web Site?

Any full time staff member can be responsible for any portion of the College's web site. But only IT staff can maintain web applications and message collaboration.

3) How can I get training in computer applications?

OIT provides a series of training workshops on a variety of software applications. ComCol IT does not provide training. However, any requests for help with office applications can be directed to support@comcol.umass.edu.

4) What should I do if my computer crashes?

Keep calm first if you can. Immediately call 545-2415 to let the IT staff know that you experienced a computer crash. If IT staff is not available, you can simply come to the IT manager's office in 408. Your computer will be temporarily replaced while diagnosis and troubleshooting takes place. You will be kept posted as the IT staff determines if a replacement with a new computer is necessary.

5) What if I cannot logon using my username and password?

If you have tried to logon more than four times unsuccessfully, your account is automatically locked for security reasons. Contact the IT Manager at 577-3910 to unlock your account.

6) What if I delete files on the Z: drive by accident?

Please contact the IT Manager at cavelar@comcol.umass.edu. He most likely will be able to recover the files from one of the backup sets. The only time recovery is not possible is if the file has been created between one backup operation and the next one.

7) Which printer(s) should my computer be connected to?

You should add printers that are in your area. For instance, if you work in CEP (sixth floor) you should add printers that have been configured for that floor (i.e. 609C CEP HP LaserJet 4200). However, you can add a printer in any of the three floors (408, 504 and 610/609C). If you do not know how to add a printer, contact support@comcol.umass.edu.

Severe Weather or Emergency Closing Information

Closing Options*	Delayed Opening M W F: 10:00 AM Tu Th: 9:00 AM Monday to Friday 11:00 AM or 5:30 PM (exam period 10:00AM or 1:00PM)	Closed All Day	Closed During Day	Cancellation of Evening Activities
	Campus closure in effect until midnight unless campus officially reopens on same day			
Watch or Listen	starting at 6:00AM	starting at 6:00AM	when decided	starting at 2:00
	STAY TUNED TO RADIO/TV FOR ADDITIONAL INFORMATION			
For Information	Call Emergency Closing Hot Line 545-3630, watch Housing Service Cable Network (HSCN), or go to www.umass.edu			
To Radio/TV Stations	Amherst (WFCR, WRNX,) ~ Greenfield (WHA1) Northampton (WHMP) ~ Pittsfield (WBEC) Springfield (WHYN, WGGB-TV, WWLP-TV) ~ Campus Dorms (HSCN) (see alphabetical listing below for frequency numbers)			
What Will Be Affected By A Closing	Classes ~ Day Care ~ Offices ~ Activities ~ Textbook Annex ~ Meetings~ University Store ~ Convenience Stores ~ Continuing Education ~ Bluewall ~ Hatch ~ Snack Bars at Physical Plant, Whitmore, and Hampden			
What Remains Open (Designated ESSENTIAL PERSONNEL will report to work)	Dining Commons ~ Coffee Shop ~ Health Services ~ Police ~ Hotel ~Physical Plant ~ Garage ~ Conference Services ~ University Operator Other areas as pre-designated (consult your Department Head)			
Athletics Fine Arts Mullins Center	Athletics, Fine Arts, and Mullins Center events will take place as scheduled unless a separate announcement is made on local radio stations. Call or go on-line as follows: Athletics Information: 545-2439 or www.umassathletics.com Fine Arts Information: 545-2511 Mullins Center Information: 545-0505 or www.mullinscenter.com			
Bus Service	Buses will run unless announced separately on local radio stations. Call 545-1633 for recorded message or www.umass.edu/bus for details.			
Library: go to www.library.umass.edu/index.html for updated operating status				
Academic Calendar and Intersession	Same as the University			
Exam Period	Delayed Opening Until 10:00 AM or 1:00 PM	The Library will make every effort to open. Call Library Hours Hot Line: 545-0414		
Sat/Sun/Holidays	Listen to radio, call Library Hours Hot Line: 545-0414, or go to web site			

*If there is no vertical line, the information applies for each closing option

AM		FM		
WBEC 1420	WHMP 1400	WBEC 105.5	WHA1 98.3	WHYN 93.1
WHA1 1240	WHYN 560	WFCR 88.5	WHMP 99.3	WRNX 100.9
WGGB – TV Channel 40 WWLP – TV Channel 22 WHSM – TV Channel 3				

NOTES