



Campus Services

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Bookstore Services

BOOKSTORE

The College supplies textbooks for the campus. In addition, it stocks general books, magazines, greeting cards, art materials, and school and office supplies. Services offered include film processing, free gift wrap, and special orders at no extra charge. See also “Textbook Policies” in the **Academic Policies** section.

Use of Campus Facilities

CAMPUS BUILDINGS AND FACILITIES

Arrangements for the use of various campus facilities are made by contacting the following:

<u>Facility</u>	<u>Contact</u>
Alumni Park	Vice President for Student Services
Amphitheater	Vice President for Student Services
Angwin Plaza	General Manager, Howell Mountain Enterprises
Campus Center	Coordinator, Campus Center
Classrooms	Registrar
College Church	Church Pastor
Commencement Grove	Vice President for Student Services
Counseling Center	Coordinator, Counseling Center
Dauphinee Hall Chapel	Dean of Women
Dining Commons and Equipment	Director of Food Service
Gymnasium and Sports Fields	Chair, Exercise Science, Health & Nutrition Dept.
Martin Springs	Vice President for Student Services
McKibbin Hall (Academy)	Principal, PUC Preparatory School
Paulin Hall Auditorium	Chair, Music Department
Rasmussen Art Gallery	Chair, Art Department
Redwood Flats	Vice President for Student Services
Residence Hall	Residence Hall Dean in charge

Sports Options

RECREATIONAL FACILITIES

Sports facilities and services available for students, staff, and faculty members include:

- Gymnasium with equipment for basketball, badminton, weight lifting, volleyball, tennis, and pickleball
- Swimming pool with two diving boards, slide, jacuzzi, and sauna
- Six tennis courts with night lighting
- Three ball fields with facilities for softball, football, soccer, and baseball
- A quarter-mile paved track
- Outdoor sand volleyball court

A regular schedule of the use of sports facilities administered by the Exercise Science, Health & Nutrition Department is published in the Activities Calendar for each quarter. Special use fees regulate the summer use of the College swimming pool and special group use of the sports facilities.

Most items of sports equipment are available for checkout upon presentation of student, faculty, or staff ID card. Sports and recreation equipment is available for special group outings. Faculty members are invited to participate in the intramural activities in most major and minor sports.

KEY REGULATIONS AND INSTRUCTIONS

Requests for keys are to be made on the Key Request Card (**Appendix G-1**) and taken to the Payroll Office in the Financial Services Building. The following information is required:

Name
College ID number
Key number if known
Lock location
Department
Authorization signature

Requests are subject to the following conditions:

- Only department heads may authorize the issuance of keys for facilities within buildings under their jurisdiction.
- Department heads may authorize the procurement of master keys, but requests for the issuance of grand master keys are to be reviewed by the Key Committee.
- Employees will be issued keys based on the scope of their job assignment (e.g., main entrance, office, classrooms).
- Key request cards are available at the Payroll Office in the Financial Services Building. After being completed and signed by the department head, they are to be returned to the Payroll Office.
- Keys are available two to three days after submission of request. Incomplete key request cards will delay the issuance of keys.
- Keys must be picked up by the person to whom the keys are being issued.

Department heads must maintain an inventory record of all keys issued to students, faculty, and staff members serving within their department.

If the department head feels that certain keys need to be available for specific areas in the department such as bulletin boards, front and back entrances, etc., and these keys are not for the use of any specific employee, they should be checked out to the department key safe. The department head will be responsible for such keys. **Note: All “key safes” must be reviewed by the Locksmith.**

Employees must personally return keys to the Payroll Office without delay whenever employment is changed or terminated. Students must return all keys when leaving the campus at the end of the school year. Keys checked out through the Key Office should not be returned elsewhere. The following departments have their own key issuing program:

Residence halls: Keys to student rooms.
Physical Education: Keys and locks to lockers.
Music Department: Keys and locks to lockers.
Pacific Union College Church: Keys to rooms in the church complex.

The Key Office is to be advised when students or employees terminate so that necessary follow-up action can be taken to ensure return of keys.

Anyone losing keys or failing to return them to the Payroll Office at the end of the school year or upon termination of employment will be subject to a charge based on the assessment level of the lost key:

Great grand master key	Up to \$300
Grand master key	Up to \$250
Master key	Up to \$100
Submaster key	Up to \$ 75
Change key	Up to \$ 10

Key Requests

Authorization

Issuance of Keys

Responsibility for Keys

Key Return Policy

Lost Key Policy

Unauthorized Use

Persons who have keys duplicated without authorization or who tamper with locks will be subject to disciplinary action and a fine of \$250-\$500.

Key Committee

The following persons constitute the Key Committee: Director of Facilities and Physical Plant (chair), Director of Budgets and Fiscal Services, Locksmith, Associate Locksmith, head of the department involved.

Changing of Locks

Requests for rekeying or changing locks are handled as follows:

- Locks requiring a change to maintain security because of lost or stolen keys must be approved by the Director of Facilities after consulting with the Director of Budgets and Fiscal Services and the Locksmith. All other changes will require the approval of the Key Committee. All work will be done by the College locksmith.
- All new locks acquired by the College will be purchased and installed by the Locksmith to insure the integrity of the campus security system.

A copy of the key for each new desk, file, etc. should be sent to the locksmith by the original user to be used as the original hook key for the cutting of duplicates.

PLANT SERVICES

Plant Services

Please make any **routine** work order requests regarding plumbing, electrical, or heating/air conditioning problems by calling Plant Services at 7150. You may leave a message at any time to be received no later than 8:00 a.m. the next regular business day. There are current standing work orders open for several types of repairs: burned out light bulbs, plugged toilets, air conditioning or heat not working, etc.

All other Work Order Requests can be filled out online at <http://www.puc.edu/campus-services/plant-services/maintenance-request> or on paper and then faxed to 7170 or sent by inter-departmental mail. Blank forms should be available by request from department chairs or secretary offices. If your department is out of forms, please contact the Plant Services office at 7150 to request one by FAX or inter-departmental mail for copying. **All written Work Order Requests should include detailed documentation of the problem, along with the name and number of a contact person.**

**Plant Services
Emergency**

In an **emergency** call Physical Plant immediately at 7150. DO NOT fill out a request. To report an emergency after regular working hours (7:30 am to 4:30 p.m.) call **Public Safety** at 6551 or 7111.

**Non-Maintenance
Items**

Remodeling, Carpeting, and Special Projects: A Capital Projects Request for the work desired should be sent to Physical Plant, which will review it and prepare an estimate as necessary. The written request and the estimate are sent to the Director of Budgets and Fiscal Services for consideration. If in that review the request is approved, the project will be scheduled by Plant Services.

All campus signage—whether building, permanent post mounted, vehicle, temporary event, or other signage—will require prior approval of the Campus Signage Committee. The College has implemented a structured signage plan to maintain consistency in the visual presentation of signage and the College's image on our campus. All signage ordering, manufacturing, and installation is done by Plant Services. Requests submitted to the Signage Committee for non-standard signage will require Administration Council approval prior to purchase and installation.

CUSTODIAL SERVICES

Custodial Services

Custodial Services provides care and cleaning, both short and long term, supplies, and moving and storage of furnishings for all College buildings.

LOST AND FOUND

A lost and found service is maintained at the Custodial Services and persons looking for lost items should inquire there. Found articles should be turned in with date, time, place and name of the finder of the article.

A small fee is charged for redemption of articles. Items that have not been claimed within thirty days will be given to charity or sold. The College is not responsible for articles lost or found.

Lost items are sometimes kept temporarily at the following locations: the College Market, the Dining Commons office, and the Church office.

INFORMATION TECHNOLOGY SYSTEMS AND SERVICES

Information Technology Systems and Services (ITSS) provides computer and communication services for Pacific Union College (PUC) students, administration, faculty and staff. These services include computers and software, telecommunications services (including long-distance connectivity and billing), academic computing lab equipment, campus fiber-optic network infrastructure and Internet service for any qualified user both on campus and off. There is a campus-wide wireless network for use with portable computers. File services are provided to faculty for archiving data. ITSS supports all educational computing requests for help. All items of significant budgetary impact must be approved by the appropriate chair and vice-president.

Web access to appropriate student record and administrative information is available through Lantern, the PUC developed portal providing Web browser access to information in the college data systems. Students and faculty can perform most functions of application and matriculation via this medium. Information for student academic advising is available on Lantern and is current with the official records in the administrative computing system. Users should contact ITSS for current information and/or training.

E-mail addresses and Internet accounts are set up upon employment at PUC. The username@puc.edu e-mail account opened upon hiring is the official communication link for all important information of which faculty are expected to be aware.

The current official PUC computer user policy is posted on the Web at <http://www.puc.edu/campus-services/itss/faculty-staff/policies-information/computer-use-policy>. All users should be knowledgeable with these policies, and each user is expected to adhere to them.

Tools for Web enhancement of class materials and PUC CyberCourses are provided through D2L. All faculty are encouraged to request training for D2L course development and use. Call 7000 to request assistance.

All academic offices are equipped with network and telecommunication ports. Phones should not be added or moved without help from ITSS. There are two types of phone connections on campus, standard analog and proprietary digital. Using the wrong type of phone will cause service to stop and will require time for repair.

Long-distance and local services are provided and are billed to the department or faculty as determined by a PIN assigned by ITSS. This PIN should be treated as confidential, because significant fraudulent charges can be incurred if unauthorized users obtain the number.

Medical and fire emergency help can be reached from each phone location on campus by dialing 911, 9911 or 7111.

Information about dialing procedures, D2L, Lantern, and other technology uses can be obtained by calling ITSS or the service desk at 7000.

**Information
Technology Systems
and Services**

Lantern

E-mail

D2L Training

Phone System

Emergency Help

Printing

PREFERRED IMAGES

Preferred Images, the College printing facility, also operates the Copy Center and Mail Services.

Since the College operates a high-volume printing and copy center, all printing jobs for wide distribution are to be handled through Preferred Images. College personnel are not to send printing work elsewhere without authorization from the Vice President for Financial Administration. Department brochures and promotional materials for wide distribution must be approved by the Public Relations office and the College office to whom the department head reports.

Stationery for departments should be ordered through the Public Relations office.

For more information about the services of Preferred Images, the Copy Center, or Mail Services, visit <http://www.puc.edu/campus-services/copy-mail/home>

Copy Center

COPY CENTER

The Copy Center, located in the Preferred Images Building, has high-speed black-and-white and color copy machines. Other services include collating, folding, binding, and punching. They also provide supplies for departmental use, such as paper and memo pads.

Mail Services

MAIL SERVICES

Mail Services is located in the Preferred Images Building. Mail Services handles first class and bulk mailings, and FedEx and UPS shipping.

Notary

NOTARY PUBLIC

Employees may have the services of a notary public (by appointment during regular business hours) by contacting the Estate Planning Department or Financial Services.

Faculty User Definition

LIBRARY

The following policies govern the use of the Library by faculty members:

All persons listed in the personnel section of the College *General Catalog* and their spouses, are entitled to library usage privileges and are subject to faculty loan regulations. An employee ID card issued by Financial Administration is required for checking out library material. Children of employees are not permitted to use their parent's ID cards in the Library.

Regular Loan

The loan period for books from the regular stacks is 21 working days. Faculty are asked to honor the due date by returning books on time. The fine schedule on reserve materials is binding on **all** borrowers. Books needed beyond the regular due time should either be renewed or a long loan should be requested. Unless a long loan is requested, all items are circulated as regular loan.

Long Loan Renewals

Upon request faculty may have long loan privileges on a per item basis, except for current periodicals (which are loaned for one day only), E.G. White books, and reference or reserve materials. Requests for long loans should be limited to technical materials in the faculty member's own field and are subject to recall upon request of another borrower. All long loan materials are to be returned to the Library before the last Tuesday before graduation.

Materials may not be renewed by telephone. All long loans are called in near the close of the spring quarter and must be returned to the Library before they may be renewed. Materials not returned or renewed will be considered lost.

Lost Material

Faculty will be billed the replacement cost, plus a \$10.00 processing fee, for each lost item. A refund will be made for the return of a lost item.

Requests for material to be placed on reserve for the duration of a course should be given to the circulation assistant at least two weeks before the quarter begins, or, for short term reserve during the quarter, 48 hours in advance of student need. Reserve lists received later will be processed as there is time, but no assurance can be given as to when the books will be ready for circulation.

TEACHING AND LEARNING CENTER

The Teaching and Learning Center (TLC) provides a writing lab, tutoring, support for students at academic risk, academic advising for undeclared students, coordination of disabilities services, and academic intervention courses.

MEDIA SERVICES

Media Services, a division of Library Services, offers resources for planning, selecting, evaluating and implementing technology in the learning process and college related activities.

Upon request, the department (in cooperation with the requesting teacher or department) will produce digital or analog audio or video media. All media thus produced become the property of the College. The requestor is responsible for gaining appropriate copyright release.

Audiovisual Equipment

To avoid wasteful duplication and to effect standardization of equipment to the greatest possible degree, audiovisual equipment is purchased, maintained and distributed by Media Services only. Academic departments needing to have equipment available at all times may request the equipment on an annual loan basis. College-owned audiovisual equipment is carried on a single inventory, regardless of its geographic location or specific use.

The department is responsible for the operation, maintenance and repair of all College-owned public address equipment, and for the maintenance and repair of all audiovisual equipment on the central inventory. It is also responsible for lighting and projection for all campus entertainment programs.

Reserve Lists

Teaching and Learning Center

Media Services

Production of Educational Media

A-V Purchase, Inventory, Maintenance

**College-Related
Personal Use**

Charges for Services

Media Services maintains a schedule of charges for these services:

- Events for which admission is charged
- Media production
- Use of equipment and services by faculty and students for non-College purposes
- Use of equipment and services by non-college personnel for non-College functions

Audiovisual Equipment Loan

Audiovisual equipment may be loaned to faculty, staff and students for College-related, non-instructional purposes, e.g., College-recognized group functions, faculty/student home functions, student informal gatherings, etc., under these provisions:

- Equipment is listed by Media Services as available.
- Use does not conflict with College instructional or non-instructional use.
- Rental charges are paid for each piece of equipment checked out. (A fee schedule is available from Media Services.)
- All requests are cleared by the Director of Media Services.
- The person operating the equipment is on the Media Services list of trained operators; otherwise the service of a trained Media Services technician will be required and charged for.

Non-College Use

Audiovisual equipment may also be loaned for non-College use to:

- Faculty, staff and students for personal or private activities which are not related to a College function in any way, e.g., private slide projection, tape copying or production, etc.
- Non-College individuals or organizations not attached to the College in any way, e.g., Rio Lindo Academy, St. Helena High School, etc.

Such persons or groups must satisfy the same conditions as listed for College-related use and must pick up and return all equipment in accordance with the Media Services operating policy.

**Media Ordering
Procedures**

MEDIA ORDERING

The College owns a collection of films, video tapes, audio tapes, film strips, slides, and records and coordinated programs housed in the library.

- Classroom media rentals and purchases are to be ordered through Library Acquisitions.
- Entertainment media are to be ordered through the Assistant to the Dean of Students.

Classroom Media

Media Financial Matters

For media ordered through Library Acquisitions, all costs, including ordering, film rental, transportation and projection, are charged to Media Services.

For media not ordered through Library Acquisitions, media rental and transportation charges must be paid by the individual teacher or academic department. Media Services cannot accept responsibility for the loss or damage of media independently ordered.

Entertainment Media

Entertainment media orders for College organizations or personnel are processed by the Assistant to the Dean of Students. The College organization or personnel placing the order is responsible for

1. the rental or contract costs
2. service charges added by the lender
3. authorized telephone calls to agents, etc., and

4. postage and insurance charges.

A fee for ordering and projection services will be charged to non-College organizations or persons desiring to sponsor a film program on campus.

All entertainment media must be approved by the Vice President for Student Services.

COUNSELING SERVICES

The Counseling and Career Center provides the services listed below to all students. A more complete description is given in the College Catalog.

Counseling: personal, career, and learning differences

Career information

Job listings

Testing: personal, educational, career, professional school

admissions (e.g., GRE, MCAT, LSAT, DAT, etc.) (Fees may apply.)

Professional school and job recruitment services

Support groups

Workshops

Curriculum and academic program advising is coordinated by the Vice President for Academic Administration.

Counseling Center

Academic Advising

HEALTH SERVICES

Pacific Union College Health Services Department is operated primarily for residence hall students. Faculty, staff, and their families may access a limited number of services on a fee basis. Our nursing staff is available to assess medical needs and treat and/or refer to appropriate outside services as necessary. A contracted physician is available by appointment.

Health Services

PUBLIC SAFETY

The Department of Public Safety, comprised of students and staff in office and dispatcher positions, provides 24-hour-a-day security and patrol protection for the campus and provides these services to the College community:

Emergency help: Medical and fire emergency help can be reached from each phone location on campus by dialing 911, 9-911, or 7111.

Crime and accident reports: Any criminal action, traffic accident, or emergency situation should be reported to Public Safety at 6551. The department maintains a close working relationship with appropriate law enforcement agencies and entities of the criminal justice system. Crime-related reports and statistics are routinely exchanged with law enforcement.

Vehicle assistance: Basic assistance is provided for any on-campus person with problems such as a need for battery jumper cables or opening a locked vehicle when keys have been left inside.

Campus parking registration and enforcement: Parking on the PUC campus is by permit only. Public Safety provides parking permits for employees at no charge. Employees need a driver's license, DMV vehicle registration, and proof of insurance to register their vehicles. There is no limit to the number of vehicles that may be registered to an employee. Persons having a rental car or temporary vehicle on campus should get a temporary permit or notify Public Safety by phone. Contact Public Safety for information on parking areas. Parking is enforced by citations, impounding and towing of vehicles.

Public Safety

Crime Prevention

The College’s crime prevention program is based upon the dual concepts of eliminating or minimizing criminal opportunities whenever possible, and encouraging students and employees to be responsible for their own security and the security of others.

Following is a list of Public Safety’s crime prevention programs:

- **Safety escort service:** On-campus transportation is available from dusk to dawn. Call 6551 for assistance.
- **Bicycle registration:** Public Safety files bicycle information and provides a sticker to identify a registered bicycle, free of charge.
- **Crime prevention presentations:** Numerous crime prevention presentations are made annually, and are available on request.
- **Printed crime prevention materials:** Printed crime-prevention brochures related to motor vehicle, bicycle, residence, and personal safety are widely distributed.
- **24-hour on-line safety and prevention information:** www.puc.edu/publicsafety.

ADVANCEMENT

Advancement

The mission of the Advancement Office is to secure financial resources and other support for the College and to enhance alumni and constituent relationships. It is an administrative office of the College whose primary responsibilities are:

Fundraising: Plan, organize and implement programs that promote and encourage philanthropic support to the College.

Estate Planning: Provide services to establish revocable trusts, annuities, wills, healthcare directives, and other documents associated with planning the distribution of assets. Estate Planning increases the College’s charitable contributions through planned gifts and endowments and serves as notary public for College-related business.

Alumni: Facilitate supportive relationships with constituents and alumni. The office hosts Homecoming Weekend and alumni receptions, encourages alumni volunteer involvement in the College, and implements a communication program that includes the alumni website and the E-Post and PUC newsletters.

MARKETING AND ENROLLMENT SERVICES

Marketing and Enrollment Services

Public Relations and Marketing: The Public Relations Office is an integrated marketing department that puts forward a clear and consistent image of the college through advertising, publications, promotions, media relations, and event planning. The office works to develop and maintain positive internal and external relationships for the College, directs marketing and communication efforts, publicizes news and events for the College, and ensures compliance and proper use of the College identity (logos). See also page I-28. This office also oversees the College Web site at www.puc.edu.

Enrollment Services: The office of Enrollment Services manages the recruitment and admissions process for all prospective students.