



SOJ Handbook North

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Mission Statement

Miami Dade College's School of Justice, Public Safety and Law Studies provides [accessible, affordable and innovative education, training and assessment programs](#) to produce highly qualified professionals for both the public and private sectors.

Student Support Services: The School of Justice, Public Safety and Law Studies strives to create a supportive environment to enhance the MDC college experience.

MDC Learning Outcomes

1. Communicate effectively using listening, speaking, reading, and writing skills.
2. Use quantitative analytical skills to evaluate and process numerical data.
3. Solve problems using critical and creative thinking and scientific reasoning.
4. Formulate strategies to locate, evaluate, and apply information.
5. Demonstrate knowledge of diverse cultures, including global and historical perspectives.
6. Create strategies that can be used to fulfill personal, civic, and social responsibilities.
7. Demonstrate knowledge of ethical thinking and its application to issues in society.
8. Use computer and emerging technologies effectively.
9. Demonstrate an appreciation for aesthetics and creative activities.
10. Describe how natural systems function and recognize the impact of humans on the environment.

About Academic Affairs

Initiatives of Academic Affairs also include the [Learning Outcomes Coordinating Council](#) and a cyclical program review process. Beginning in 2016 and continuing through 2019, Miami Dade College is one of the leadership institutions in the Carnegie Academy for the Scholarship of Teaching and Learning (CASTL) with a focus on developmental education. Visit us at www.mdc.edu/asa/academic_affairs.asp

SOJ Departments

SOJ Academic Programs, Law Enforcement and Corrections, Fire Sciences, & Law Studies. Visit us at <https://www.mdc.edu/justice/default.aspx>

Featured Programs

BAS Public Safety Management, Associates in Arts Criminal Justice, Associate in Science in Criminal Justice, Associate in Science in Law, Associate in Science in Crime, Associate in Science Cybercrime, College Credit Certificate, Career Technical Certificates, In Service Training and Professional Development, Equivalency of Training, & Fire Rescue and Emergency Management (Fire Science).

Visit us at <https://www.mdc.edu/justice/programs.aspx>

Assessment Center

For over 40 years, both public and private agencies have trusted the Assessment Center to test those who protect and serve.

The Assessment Center can design a process or program to fit the unique needs of your organization for employment, promotion and personnel development decisions. Visit us at <https://www.mdc.edu/justice/assessment-center.aspx>

Student Life

Each campus has a culture that is as diverse its student body. Each offers and opportunity for teamwork and leadership. Visit us at <https://www.mdc.edu/studentlife/>

Visit us at http://www.mdc.edu/policy/student_rights_and_responsibilities.pdf

Tips for Success: Make a Commitment to Succeed

Study tips • Prepare in advance for each class. • Do your most difficult assignments first. • Go to class and don't be late. • Note when assignments are due on your calendar or in your agenda and turn in assignments on time. • Choose a quiet place to study that has adequate lighting and a comfortable desk when your concentration is at its best. • Keep supplies – i.e., pens, pencils, a ruler, calculator and a stapler – nearby. • Manage your time by creating a daily schedule for class reading, assignments, exam preparation, meals, exercise, work, sleep and social activities. • Consider forming or joining a study group. • Talk to your professor or academic advisor if you are having difficulty in a course. • Ask about special tutoring programs on your campus. • Be positive: Surround yourself with friends and others who also seek success!

Students with Disabilities

By providing a variety of services that address a spectrum of disabilities, the ACCESS department works to ensure equal access and opportunity throughout the college experience. Note takers, assistive technologies, interpreters and more are at our disposal. See all the ways ACCESS helps students succeed.

Visit us online at <http://www.mdc.edu/access/>

Log in (Student Computers)

Please follow the steps below to Log on to a computer at MDC:

- **Use your MDC Account**
- **Username: mymdc\firstname.lastname###**
- **Password: *******

Students can create their MDC account or reset their password by visiting:

www.mdc.edu/current The Computer Courtyard staff (located inside the library) can also help students with MDC account issues.



Employee Rules and Responsibilities and disciplinary procedures

It is the employee's responsibility to review College Procedure 2410 in detail and to request any clarification needed from his or her supervisor or the Human Resources

Office. Violation of College policies or procedures may result in disciplinary action, including termination of employment. [Procedure 2410](#)

Visit us at <https://www.mdc.edu/hr/employeehandbook/EmploymentConduct.asp>

Visit us at http://www.mdc.edu/hr/EmployeeRelations/Tips_for_Managers/Part-Time_Information.pdf

Visit us at <https://www.mdc.edu/procedures/Chapter2/2153.pdf>

Visit us at <https://www.mdc.edu/procedures/Chapter2/2832.pdf>

For updated information regarding Policies and Procedures for Chapter 2.

Departmental Expectations for Part-time Employees

The following are the job expectations and responsibilities of all part-time personnel hired in the School of Justice department:

1. Appropriate office dress attire includes wearing nametag at all times and appropriate business casual attire recommended (does not include jeans or tennis shoes).
2. Employees are expected to answer general departmental questions including explaining the SOJ department subdivisions, roles, and functions. Answering, transferring phone calls and taking messages. Referring to the right subdivision main number along with the name, email, phone number of the manager or designated person for additional information.
Examples of a script will be provided on a separate page.
3. Confidential information (FERPA): Employees are expected to handle extremely sensitive materials. Dishonesty of any sort will not be tolerated.
4. Gambling or conducting other games of chance on College Premises are forbidden.
5. Caring of College property and ensure that students and guests do the same.
6. Improper or unauthorized use of College property or equipment. Computer usage is for work only.
7. Food/drinks are not allowed by any staff or student. All staff must work to enforce this policy.
8. Work time guidance:
 - a. No wasting work time or being out of the work area without permission.
 - b. Repeatedly leaving the work station for excessively long periods.
 - c. Changes to your schedules MUST be pre-approved by immediate manager or designee.
 - d. Sign in at the time you are assigned to work for that day and sign out when you leave. DO NOT, under any circumstance, sign in or out for anyone except yourself. Follow the rules depending on the system used to document your attendance and/or absence.
 - e. Socializing – please limit socializing, especially at the reception desks.
 - f. Making up hours and/or any missed hours cannot be made up or rescheduled until approved by your immediate supervisor.
 - g. Break schedules – projected hour make-ups must be pre-approved.

- h. If you are not currently working on an assignment, please, see a manager/designee for alternative activities.
 - i. If you have received an assignment by a staff member and are unable to complete it due to time constraints, advised the staff member or leave a message as to the status of the job.
9. Communications:
- a. Attendance/tardiness – schedules will be assigned to cover the SOJ office at all times.
 - b. Reporting issues or complaints to supervisor or public safety accordingly.
 - c. How to handle visitors in the work area – Greet and assist students and visitors as needed.
 - d. Open door policy.
 - e. Phone/in-person greeting – All faculty and staff will be addressed in a professional manner. For example, when addressing a faculty member, use “Professor” or “Dr.” whichever case might apply.
 - f. All phone messages must be delivered in via email or any other means immediately. Name, cell/home phone number, and email (if applicable) of the individuals must be included in the message.
10. Appropriate conduct/behavior in the workplace:
- a. Professional language, conduct, courteous, considerate, respectful.
 - b. Personal phone calls, cell phone use, and texting should be limited.
 - c. Acts that disrupt or interfere with the administration or function of the College.
11. Review Policy 2160 PT Performance Standards at <https://www.mdc.edu/procedures/Chapter2/2160.pdf>

I, (EMPLOYEE’S NAME) _____ agrees with the Name of
 Department, Name Campus, guidelines.

Part-time Employee Signature

Date

SOJ Manager, Designee

Date

Advisement Pre-screening for Reception Desk

Attention Front Desk: Please, remember to be engaging and inquisitive with our students in the SOJ programs.

- Good morning, how may I help you?
- Are you here for SOJ credit courses?

- Are you a first time in college applicant or returning SOJ student? Have you started the Admissions or Readmissions process for SOJ Credit classes?
- Have you completed the BAS application?
- Are you an International student? Have you met with the International Student Services at North, and have you paid the required Insurance in order to register?
- Any SOJ questions? You may refer students to our SOJ Libguide at <https://libraryguides.mdc.edu/criminaljustice>

Students that only want/need to see an Advisor because they have specific questions should not be in line to see an Advisor without the Advisor knowing that they are waiting to be seen in person next.

Please direct student to the appropriate department for assistance with general matter or information NOT related to SOJ Advisement:

- + Admission Requirements
- + Financial Aid Assistance
- + International Student Services
- + Student Life Parking, Student IDs
- + Academic Affairs with a Classroom Issue/Complaint after informing the Chair

Pay Information (Timesheets and MDC Connect)

Welcome to MDConnect's Training Materials webpage, a site for MDC faculty and staff to access training material. If you have been invited to attend a workshop listed below, you can print and bring a copy of the materials to your scheduled session.

Visit us at <http://mdconnectinfo.mdc.edu/training/mdconnect-training-materials/>

Attending and implementing workshops

The Center for Institutional & Organizational Learning (CIOL) offers a variety of workshops on demand or scheduled to prepare **Miami-Dade College** employees to develop the skills needed for current jobs, assist them in effectively responding to job changes and prepare them for future job requirements and Professional Development.

Visit us online at <http://www.mdc.edu/ctd/>

In addition, we have the in-house workshops prepared and implemented by the advisors, the faculty and the staff. Visit us at <https://www.mdc.edu/ciol/resources/oers/>

Media Services Online Forms

Visit us at <https://www.mdc.edu/north/mediaservices/onlineforms.asp>

Emergency Preparedness

The mission of the Office of Emergency Preparedness (OEP) is to ensure the college is a disaster resilient institution of higher education by incorporating a "whole community" approach in its mitigation strategy to: prepare for, respond to, and recover from natural disasters or manmade hazards as a core capability.

Contact and procedures for different emergency situations:

Visit us at <https://www.mdc.edu/main/safety/OEP/>



Telephone Etiquette Guide

Answering Calls for Your Department/Office

1. Answer promptly (before the third ring if possible).
2. Before picking up the receiver, discontinue any other conversation or activity such as eating, radio, etc. that can be heard by the calling party.
3. Identify yourself and your department on answering
4. Speak clearly and distinctly in a pleasant tone of voice.
5. Learn to listen actively and listen to others without interrupting.
6. Use the hold button so that the caller does not accidentally hear you querying/clarifying a response for them.
7. When transferring a call, be sure to explain to the caller that you are doing so and where you are transferring them.
8. Remember that you may be the first and only contact a person may have with your department, and that first impression will stay with the caller long after the call is completed.
9. If the caller has reached the wrong department, be patient and polite, sometimes they have been transferred all over the place. If possible, attempt to find out where they should call/to whom they should speak. If this is not possible take their name and number and pass it on to the most appropriate person who can help them/
10. When you are out of the office or away from your desk for more than a few minutes, forward your phone to voicemail.
11. When the they are looking for is not in, the following responses should be used both to protect the privacy of the office staff and to give a more tactful response:

What You Mean: Tell the Caller:

- "He is out" vs "He is not in the office at the moment. Would you like to leave a message on his voicemail?"
- "I don't know where she is" vs "She has stepped out of the office. Would you like to leave a message on her voicemail?"
- "He is in the canteen" vs "He has stepped out of the office. Would you like to leave a message on his voicemail?"
- "She isn't here" vs "I expect her shortly. Would you like to leave a message on her voicemail?"

"He is on leave" vs "He is out of the office for the day. Can someone else help you or would you like his voicemail?"

"She can't be disturbed" vs "She is unavailable at the moment. Would you like to leave a message on her voicemail?"

"He is busy at other meetings" vs "He is unavailable at the moment. Would you like to leave a message on his voicemail?"

Taking Messages

1. Be prepared with pen and message slip when you answer the phone.
2. When taking messages be sure to ask for the caller's name (asking the caller for correct spelling) and the phone number and/or extension (including area code)
3. Repeat the message to the caller.
4. Be sure to fill in the date, time, and your initials.
5. Place the message slip on your colleagues' desk or in a conspicuous place in their office, such as their chair.
6. Don't forget that you can transfer them to voicemail instead of taking a paper message, but don't forget to ask, "Would you like me to transfer you to _____'s voicemail?" Do not assume that the caller would rather go to voicemail. Always ask first.

Handling Rude or Impatient Callers

1. Stay calm, try to remain diplomatic and polite, speak slowly and calmly. Getting angry will only make them angrier.
2. Always show willingness to resolve the problem or conflict.
3. Try to think like the caller. Remember, their problems and concerns are important.
4. Offer to have your manager talk to the caller or call him/her back if the caller persists.

Handling Nuisance Callers

If you have tried to deal with the caller as above and the caller persists in making nuisance calls do not engage him/her in conversation. If he or she is abusive then you should end the call and report it to your Line Manager. Do not hang up the phone, first tell the caller that you will not listen to abuse and that you will be terminating the call. If the caller remains abusive you should use the following wording: *Excuse me, I can refer you to my supervisor. I am sorry but I have to end this phone call now. Good bye.*

Hang up the phone. If you are concerned about security as a result of the call convey your concerns to your Line Manager.

Making Calls on behalf of MDC

1. When you call someone and they answer the phone, first identify yourself: "This is _____. To whom am I speaking?"
2. Always know and state the purpose of the communication.
3. When you reach a wrong number, don't hang up or ignore the person who answered the call. Say: "I'm sorry, I must have the wrong number. Please excuse me." And then hang up.
4. If you told a person you would call at a certain time, call them as you promised. If you need to delay the conversation, call to postpone it, but do not make the other person wait around for your call.

5. If you don't leave a number/message for someone to call you back, don't be surprised if they are not available when you call again.

Voicemail Etiquette

VoiceMail has many benefits and advantages when used properly. However, you should not hide behind voicemail. If callers constantly reach your voicemail instead of you, they will suspect that you are avoiding calls. Here are a few tips on such things as greetings and responding to voicemail.

Voicemail Greeting

1. Be sure to record your own personal greeting. People tend to feel that they have already lost the personal communication touch because of voicemail. If a female voice says that "Joe Smith is not available", the caller will not be convinced that you listen to your voicemail.
2. Write down what you want to say in your greeting and practice saying it a few times before recording.
3. Include in your greeting your name and department so that people know they have reached the correct person.
4. Your regular greeting should include your normal work hours. If you know that you will be on leave or out of the office for a few days or have different hours temporarily, you should record an alternate greeting to let callers know this. Callers will know that they cannot expect a callback for a few hours or a few days.
5. When you leave for the day or will be away from your desk for an extended period of time, forward your line to your voicemail using the call forward feature as a courtesy to your callers. Call forwarding means that your callers don't have to wait through an entire ring cycle (12 seconds/3 rings) before leaving a voicemail message for you.

Checking Messages and Returning Calls

1. Check your messages daily and return messages within 24 hours (or Monday if messages come in at the weekend). If it will take longer than 24 hours to get a response, call the person and advise him/her.
2. Reply, forward, or delete messages immediately. Keep your mailbox clean. Saved messages take up needless space in your mailbox.
3. If you forward a message, be sure to explain to the person to whom you are forwarding the message why you are sending it to them.

Leaving a Voicemail Message for Another Person

1. Speak clearly and slowly.
2. Be sure to leave your name and extension number. It's best to say it at the beginning and end of your message.
3. Keep messages short and to the point.
4. Remember that you want to leave the person you are calling with a good impression of you.
5. Leave the date and time you called in the message. Let the person know the best time to call you back.
6. Cover one topic in one message; specify what you want the recipient to do.

Important Links

[SOJ BAS Apply](#)

[SOJ Facebook](#)

[SOJ Libguide](#)

[SOJ Libguide Collection](#)

[SOJ Sharks](#)

[SOJ Twitter](#)

[SOJ Website](#)

[SOJ Weebly Website](#)

[Adjunct Orientation-LibGuides](#)

[Academic Affairs Faculty Resources](#)

[Academic Affairs Faculty-Adjunct Handbook](#)

[Compensation Practices for Instructional Personnel](#)

[Faculty Performance First Year](#)

[Feedback Analysis of Class Survey](#)

[Improvement of job performance](#)

[MDC Admissions forms](#)

[MDC Faculty Credentials](#)

[MDC Financial Aid forms](#)

[MDC Manual of Policy](#)

[MDC Manual of Procedures](#)

[MDC Reports Students Feedback](#)

[MDC Rubric for Faculty Evaluation form](#)

[MDC RPA form](#)

[MDC Requisition form](#)

[MDC Sitemap link](#)

[MDC Veterans forms](#)

[MDC Virtual Observations](#)

[Miami Dade College Faculty Performance Review Cover Page](#)

[Performance Review of Full-Time Non-Instructional Employees](#)

[UF MDC Faculty Agreement](#)

