

Adjunct FAQs – Student and Classroom Management

Student-Related Concerns:

What do I do when a student appears to be ill or injured?

- Main Campus: Call the Department of Safety at ext. 6005. Never hesitate to call 911 (9-911 from a University phone) if you suspect an emergency or imminent crisis.
- Winding Hill: Call 911 (9-11 from a University phone).

What do I do when a student is demonstrating inappropriate behavior in class?

- Advise the student that they will need to choose between ending the behavior or leaving the class. If it's an undergraduate student, follow up by contacting Doug Wood, Dean of Students, at ext. 3200 or dwood@messiah.edu. If it's a graduate student, follow up by contacting your Program Director.
- If you have concerns about a student (such as concerns about the student's emotional stability) which do not require the student to leave class, but have you concerns, please contact Doug Wood (for undergraduate students) or Lyndsay Grimm (for graduate students).

What do I do when a student states that they wish to drop my course?

- Refer the student to the Registrar's Office website for details on how to drop a course.

What do I do when a student is not happy with their grade?

- If the grade recorded was not given in error, the student may initiate the grade appeal process—for particular assignments in a course, but also for the overall course grade. Please contact your department chair or program director for more information on the grade appeal process.

Classroom and Equipment Concerns

What do I do when the classroom to which I was assigned is unavailable or occupied?

- Assuming you can't use the room, find a nearby empty classroom for this one-time use and leave a note for your students on the door of the assigned room. Then, after the class period is over, contact the Registrar's Office at ext. 6074 or registrar@messiah.edu to report the conflict and confirm the correct class location. For graduate courses, please email gradregistrar@messiah.edu.

What do I do when the equipment is not working in my classroom, or I need help with equipment in the room?

- Contact Tech Support at ext. 4444.

What do I do when I need technical support?

- Start by contacting Tech Support (available all day until 11:00 p.m.) at ext. 4444. For concerns related to Canvas, call ext. 4444 and a Tech Support representative will direct to the right person. If you don't need immediate assistance, you can contact Tech Support at techsupport@messiah.edu.

What do I do when I receive a text alert from the University?

- Follow the directions that the text gives. It's important that all Messiah University employees, including adjunct instructors, sign up for text alerts, since this is how the University notifies employees about emergencies and weather delays. You can sign up for text alerts by going to FalconLink, entering "text alert" into the search bar, and following the instructions.

What do I do when I need to make photocopies?

- This requires you to have a Messiah University ID. To obtain an ID, stop by the Falcon Exchange in the Eisenhower Campus Center during business hours to obtain a card.
- To make a copy (or print out a document through a Messiah University server), you'll tap your ID card on the nearest available copier and follow the directions. The locations of printer-copiers can be found on the Messiah Press website (<https://www.messiah.edu/press/>) by clicking on the link to "satellite copiers."

What do I do if the classroom is freezing (or too hot)?

- Main Campus: Between 7:30 a.m. - 4:00 p.m. call Facility Services at ext. 6011. After hours call Dispatch at ext. 6005.
- Winding Hill location: Call Rebekah Ostby at ext. 2755 or 717-303-6779.

Instructor Illness and Absences

What do I do when I am sick and cannot make it to class?

- First, notify your students as soon as possible (preferably before the class meets) by using the announcement feature in Canvas. Then, if the course is an in-person course, email the department or program administrative assistant, and ask them to post a note on the classroom door. Finally, email your department chair or program director to tell them that you missed a class.
- You do not need to make up a canceled class meeting, but you should do your best to help your students meet the learning objectives that were missed that day. If your illness is likely to force you to miss multiple class meetings, notify your department chair or program director to make plans to cover the course during your absence.

What do I do when I need to be absent from class due to another commitment (e.g., a professional conference or a medical appointment)?

- If you know you'll be missing a class during the semester, please make plans for a substitute to cover the class in your absence or record a lecture that your students can watch asynchronously. Do not move the class to a different time, since that may disadvantage some of your students. If you have questions about class coverage, contact your department chair or program director.

Weather Events and Campus Closures

What do I do if there is inclement weather?

- In the event of weather conditions or other unexpected emergencies, the University may announce and implement a campus closure or delayed opening. The University will communicate this news to students and faculty via email, text message alert, the university website home page and a Canvas banner announcement. If campus is closed or delayed and your class is scheduled to meet during that delay or closure, the faculty member may determine how best to proceed with the course to successfully maintain the integrity of the learning objectives. This includes the following options:
 - holding class synchronously online at the scheduled time
 - delivering asynchronous online instruction
 - arranging for make-up opportunities after campus reopens.
- Regardless of the method chosen, faculty must communicate clearly and proactively with students on the Canvas course site. This communication should be timely, generally within an hour of the delay/closure announcement and always before the class was scheduled to meet.
- Please note: when campus is closed, a faculty member may not hold a class session on campus.

What do I do if the campus opening is delayed?

- A delayed campus opening does not impact the schedule of courses that meet after the stated opening time. For synchronous class meetings (online or in-person), instructors should follow the *regular* class schedule, even in the case of a delayed opening. For example, if a class normally meets on MWF 11:00 am-11:50 am, a synchronous online class meeting (in case of delayed opening or closure) must take place at 11:00-11:50 a.m.
- It is important for student success and clarity of messaging that each instructor post all changes in class plans as a Canvas announcement. Though email or other communication is also effective, these should be in addition to and not instead of communication in Canvas.

- Please note: when campus is on a delay, a faculty member may not hold a class session on campus and should not arrive on campus more than 20 minutes before campus opens.

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