

# **AGREEMENT**

*for*

**Division of Continuing Education**

***BETWEEN***

**The Massachusetts Board of Higher Education**

**- and -**

**The Massachusetts Community College Council/**

**Massachusetts Teachers Association**

*an affiliate of*

**The National Education Association**

**For Academic Years**

**2016-2017 • 2017-2018**

**June 1, 2016 - May 31, 2018**

## NEGOTIATING TEAM

For the Association

JOHN MCCOLGAN

*Chairperson*

*Roxbury Community College*

SANDRA HOWLAND

*Vice Chairperson*

*North Shore Community College*

DEANNA PUTNAM

*Bunker Hill Community College*

NINA KEERY

*Mass Bay Community College*

LINDA GROCHOWALSKI

*Quinsigamond Community College*

ROSEMARIE FREELAND

*Vice President*

*Massachusetts Community College Council*

*Greenfield Community College*

MARGARET WONG

*President*

*Massachusetts Community College Council*

*Quinsigamond Community College*

JOE SANDULLI, *Consultant*

*For the Massachusetts Teachers Association*

SUZANNE WALL, *Consultant*

*Massachusetts Teachers Association*

For the Employer

MICHAEL J. MURRAY, ESQ.

*Director of Employee and Labor Relations*

*Department of Higher Education*

CAROL WOLFF FALLON, ESQ.

*Labor Counsel*

*Office of General Counsel*

*Massachusetts Community Colleges*

JOHN CASEY, ESQ.

*Assistant General Counsel*

*Office of the General Counsel*

*Massachusetts Community Colleges*

MARGARET HESS

*Vice President of Human Resources*

*Massasoit Community College*

CHRISTOPHER LABARBERA, Ph.D

*Dean, Division of Humanities and Social Sciences*

*Mass Bay Community College*

PETER SENNETT

*Vice President for Human Resources*

*Mount Wachusett Community College*

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## **Preamble**

This Agreement is entered into by and between the Board of Higher Education (“Board”) or its successor and the Massachusetts Community College Council/Massachusetts Teachers Association/National Education Association (“Association”) as the exclusive bargaining representatives for all employees in the bargaining unit described in Article I. Both parties to this Agreement recognize the unique contributions of the Community Colleges in providing quality continuing education programs that are responsive to both the educational needs of a diverse student body and the region’s intellectual, cultural, and economic development. This Agreement has as its purpose the promotion of harmonious relations between the Employer and the Association, consistent with the provisions of Chapter 150E of the Massachusetts General Laws. Providing affordable, quality continuing education credit programs to students seeking academic and/or career success within the Community College System is our primary purpose.

## **ARTICLE I - Recognition and Definitions**

### **1.01 Recognition**

The Board hereby recognizes the Association as the exclusive bargaining representative with respect to conditions of employment for all full and part-time professional employees teaching credit courses in the Community Colleges’ Divisions of Continuing Education (hereinafter DCE), excluding supervisory and managerial personnel and all other employees pursuant to MLRC Case No. SCR-2179 dated January 5, 1987. Also excluded are faculty members who are employees of outside entities and who teach for the College exclusively in programs sponsored by that entity which are offered only to employees of that entity. Such instances shall be limited to: special or technical courses where either the College does not or cannot employ in DCE a qualified individual; or when the outside entity specifically requests that its qualified employee instruct the course. For the purposes of this provision, supervisory shall mean an individual whose responsibilities include receiving and/or acting on complaints about unit members and/or who, acting in an administrative capacity, would have access to confidential files or information.

### **1.02 Definitions**

Day shall mean calendar day unless otherwise specified.

Outside entity [courses offered through an] - these are to be defined as courses which are not open to the general public and/or which are initiated and funded in whole or in part by an entity other than the College. This shall not be construed to include regular tuition reimbursement programs or funding that is not provided through a contract for services.

### **1.03 Jurisdiction**

During the term of this Agreement, the Board agrees not to negotiate with any unit member(s) or with any employee organization other than the Association.

## **ARTICLE II - Relationship Between Association and Board**

### **2.01 Fair Practices**

The Board and the Association recognize and affirm their commitment to the policy of non-discrimination on the basis of race, creed, religion, color, gender, sexual orientation, age, disability, genetic information, maternity leave, and national origin.

### **Sexual Harassment, Discrimination, and Retaliation**

The parties to this agreement support a learning environment and workplace that is free from sexual harassment and/or discrimination and/or retaliation as defined in the Board of Higher Education's Policy on Affirmative Action, Equal Opportunity, and Diversity and that students and College employees should be free from sexual harassment and/or other forms of discrimination and retaliation for reporting such conduct. The parties agree that sexual harassment, discrimination and/or retaliation interferes with academic freedom and the learning process, and disrupts the workplace. The parties recognize that such behavior will not be tolerated. If allegations of sexual harassment, discrimination and/or retaliation are reported to a unit member, the unit member has no duty to investigate said allegations and for further information shall refer to the Policy on Affirmative Action, Equal Opportunity and Diversity.

### **2.02 Complaints**

The administration shall within twenty-one (21) days send or communicate to a unit member any written complaint or material which the administration believes would adversely affect the employment status of the employee.

### **2.03 Safety**

In accordance with applicable state or federal law, unit members shall not be required to work under unsafe conditions whenever such conditions have been brought to the attention of the President of the College, or designee thereof, by the unit member(s) and the College has failed to exercise reasonable efforts to redress the complaint.

### **2.04 Individual Contracts**

All rights, benefits, duties and obligations of unit members as set forth in the Agreement shall during its term be expressly incorporated by reference into and made part of any contract of employment that has been or shall be entered into between the Board and a unit member and no such contract shall be contrary, in whole or in part, to the terms and conditions as set forth herein.

### **2.05 Association Representatives**

The President of the Association shall furnish the Commissioner, or designee thereof, with a written list by September 15 of each year of officers and representatives of the Association and their terms of office. It is clearly understood that in the implementation of this section, there shall not be more than one (1) Association representative from each College; provided, however, that if a designated representative is unavailable, the President of the Association shall notify the Commissioner, or designee thereof, as to who shall be that representative's alternate.

## **2.06 Association Leave**

Recognizing the unique conditions under which continuing education is offered at the Community Colleges, all Association business, labor-management meetings and any other meetings or hearings involving Association representatives or unit members pursuant to this Agreement will be conducted at times and places that will not in any way disrupt the delivery of educational services in the Divisions of Continuing Education. In highly exceptional circumstances, the President of the College, or designee thereof, may grant a request from an Association representative not to meet a scheduled class due to Association business. Such request must be submitted at least one week in advance or longer if necessary to timely inform the affected students and shall be accompanied by a proposal for rescheduling the class or otherwise fulfilling the instructional obligations of the Association representative. Consideration of the request is contingent upon reaching agreement that the instructional obligations of the Association representative will be met.

## **2.07 DCE Management Association Committee on Employee Relations**

There shall be established at each Community College a DCE Management Association Committee on Employee Relations (DCE MACER) comprised of three management representatives appointed by the President of the College and three DCE unit members appointed by the President of the Chapter. The DCE MACER committee shall discuss matters of mutual concern to the local DCE unit members and the College. The Committee shall have no power to negotiate, alter, or amend the terms of this Agreement. There shall be at least two meetings in each of the Fall and Spring semesters provided, however, that the parties at each College may mutually agree to meet more often as necessary.

# **ARTICLE III - Use of College Facilities**

## **3.01 Facilities in General**

Recognizing the fact that many activities of the various Divisions of Continuing Education occur away from the College campuses and will continue to do so because of the nature of the services these operations provide, the parties agree that the following provisions apply only to the actual college campuses. The College agrees to make available to unit members whatever is permissible in any area or building which is leased or otherwise available to the College but not under the complete control of the College. DCE MACER shall meet upon reasonable notice to discuss and attempt to resolve any concerns with regard to office space, mailboxes, access to: computers, e-mail, telephones, copy facilities, or support services, for unit members. The establishment of, or any change in, Parking Fees at a College shall provide one (1) year advance notice, where practicable. This shall not relieve the parties of their rights and obligations to impact bargain.

## **3.02 Facility Use**

Upon request in writing made to the President of a College, or designee thereof, the Association or any College-based chapter thereof shall have the right to meet at such College, if appropriate facilities are available. All requests must be received at least seventy-two (72) hours prior to the time requested for the meeting. If the Association requests the use of facilities, the College will discuss with the Association at the time the

request is made the cost of additional services as required at the prevailing rate charged to non-profit organizations.

### **3.03 Bulletin Boards**

The President of each College, or designee thereof, shall assign where available at least one (1) bulletin board at the College and one (1) at each satellite campus where permissible for the exclusive use and responsibility of the Association for the purpose of posting Association notices concerning the administration of the provisions of this Agreement. In the alternative, the Association may share whatever Division of Continuing Education space or bulletin board is available for the posting of Association notices.

### **3.04 Intra-College Mail**

The Association shall be permitted to use for the distribution of Association communications whatever DCE intra-college mail system and procedures exist at each College. All notices so placed shall bear the signature of the President of the Association or his/her designee(s).

## **ARTICLE IV- The Rights & Responsibilities of the Board**

- 4.01** All management rights and functions, except those which are clearly and expressly abridged by this Agreement, shall remain vested exclusively in the Board of Higher Education or the several Boards of Trustees as may be provided by any applicable provision of law. Nothing contained in this Agreement shall be deemed or construed to impair or limit the powers and duties of any of said Board or Boards under the Laws of the Commonwealth, which powers include the power to adopt and establish policies to the extent that such policies do not contravene any express provision of this Agreement.

## **ARTICLE V- Maintenance of Records**

- 5.01** Each Community College shall maintain an official personnel file for each unit member, which shall be the personnel file consulted when making all personnel decisions and recommendations. Any and all material contained in this personnel file concerning the unit member shall be open to the unit member with a right to copy at the unit member's expense, upon written request and by appointment during regular business hours. The unit member shall be responsible for supplying the administration with all of the necessary documents requested by the administration in order to complete the unit member's file. The cost of supplying any materials after the unit member has complied with the aforementioned request shall be paid by the Board.

If any additional material which may impact negatively on the unit member is included within a unit member's file after the effective date of this Agreement, the unit member shall be sent a copy of such material within seven (7) days thereafter. The unit member shall

have the right to file a statement in response to any written documents placed in the unit member's file.

- 5.02** Each College shall maintain a grievance file separate from the official personnel file.
- 5.03** The Colleges shall maintain the confidentiality of these files in accordance with state and federal law.
- 5.04** Whenever any individual or individuals inspect the official personnel file of a unit member, the date and name of the individual or individuals conducting such investigation shall be noted in the file.

## **ARTICLE VI- Academic Freedom & Responsibility**

### **6.01 Academic Freedom**

The Board and the Association endorse the principles and standards of academic freedom and academic responsibility as generally and traditionally accepted in institutions of higher education. The parties agree to promote public understanding and support of academic freedom and agreement upon procedures to assure academic freedom in Colleges and Universities. Institutions of higher education are conducted for the common good and not to further the interest of either the individual teacher or the institution as a whole. The common good depends upon the free search for truth and its free exposition. Academic freedom is essential to these purposes and applies to both teaching and research.

Academic freedom is the right of scholars in institutions of higher education freely to study, discuss, investigate, teach, exhibit, perform and publish. Freedom in research is fundamental to the advancement of truth. Academic freedom in its teaching aspect is fundamental for the protection of the rights of the teacher in teaching and of the student to freedom in learning.

The teacher is entitled to full freedom in research and in the exhibition, performance and publication of the results of said research, and to full freedom in the classroom in discussing his/her subject and most specifically in the selection of classroom materials, including the selection of texts. The teacher is entitled to discuss controversial issues. As both a teacher and scholar, the faculty member recognizes the professional obligation to present various scholarly opinions and to avoid presenting totally unrelated materials, that being fundamental to the advancement of truth.

A unit member has the right to determine the amount and character of the work and other activities the unit member pursues outside the College; provided such work and other activities do not interfere with the discharge of responsibilities under the terms of this Agreement. Unit members are entitled to freedom of expression of political belief or affiliation.

### **6.02 Academic Responsibilities**

Academic freedom carries with it correlative responsibilities. The faculty member has the responsibility to colleagues and the College community to preserve intellectual honesty



in teaching and research. The faculty member respects the free inquiry of associates and avoids interference in their work.

The parties recognize that adherence to the complementary concepts of academic freedom and academic responsibility will most nearly ensure that the greatest contributions to the several Colleges will be made by their most valuable resource, the faculty. The college or university teacher is a citizen and a member of a learned profession affiliated with an educational institution. When the faculty member speaks or writes as a citizen, such activities should be free from institutional censorship or discipline, but the faculty member's special position in the community imposes special obligations. As a person of learning, affiliated with an educational institution, the faculty member should remember that the public may judge the teaching profession and the faculty member's utterances. Hence, the faculty member should at all times be accurate, should exercise appropriate restraint, should show respect for the opinion of others, and should make every effort to indicate when the faculty member is not an institutional spokesperson. Institutions of higher education are committed to the search for truth and knowledge and to contributing to the solution of problems and controversies by the method of rational discussion.

### **6.03 Professional Development**

As professional development opportunities continue to present themselves Unit members will be encouraged to participate through the individual colleges.

## **ARTICLE VII - Grievance Procedure**

### **7.01 Statement of Intent**

It is the intent of the parties to this Agreement to use their best efforts to encourage the informal and prompt settlement of grievances which may arise between the Association or a member(s) of the bargaining unit and the Board. In recognition of this intent, the parties agree that they shall use the procedure set forth in this Article for the resolution, strictly pursuant to the terms of this Agreement, of all disputes involving the application of this Agreement. For issues involving affirmative action and/or discrimination a unit member is encouraged to proceed under the Board of Higher Education Affirmative Action Policy, which contains a separate grievance procedure in a forum devoted exclusively to those issues. The Association further agrees that it shall not initiate proceedings in any other forum in respect of any matter that is or may become the subject of a grievance as herein before defined until it shall have first exhausted the procedures provided herein.

### **7.02**

A. Any member(s) of the bargaining unit may initiate and pursue a grievance through the first two (2) steps of the grievance procedure without intervention of the Association, provided that a representative of the Association shall be afforded the opportunity to be present at any conferences held; and provided further that any disposition made of any grievance under the Article shall not be inconsistent with the terms of the Agreement.

Any member of the bargaining unit may be represented by the Association at any step of the grievance procedure.

- B.** Failure of a grievant(s) to comply with any of the provisions of this Article shall be deemed to be a waiver of the right to seek resolution of the grievance under the terms of the Article. In determining whether there has been any such failure to comply with any of the provisions of this Article, time shall be of the essence and any failure of the grievant to comply with any of the time limits prescribed herein shall be deemed to be a waiver of the right to seek resolution of the grievance under this Article; provided, however, that the time limits prescribed herein may be extended in any specific instance by mutual agreement of the parties or by oral agreement confirmed in writing.
- C.** The resolution of a grievance at any step shall not be deemed to be an admission by the Board or the Association of any violation or breach of the terms of the Agreement, or that such grievance is judicially cognizable or legally sufficient pursuant to any applicable provisions of the laws of the Commonwealth nor shall it establish any precedent nor grant to the Association or any unit member standing to initiate proceedings or pursue a remedy in any other forum.
- D.** Grievance meetings shall be scheduled so as not to interfere with professional responsibilities of individuals involved.
- E.** A grievance may be withdrawn at any level.

### **7.03 Disposition of Grievances**

#### **A. Informal Adjustments - Immediate Supervisor**

Whenever possible, unit member(s) and the Association shall first attempt in good faith to adjust their grievances with the immediate supervisor or within the College's administrative structure up to the level of the President of the College, or designee thereof.

#### **B. Formal Adjustments**

All complaints shall be filed on a standard form. If the grievance involves an action by the Board or an action by two or more Colleges, the complaint shall be filed at Step One within thirty (30) days after the grievant knows, or should have known of the alleged acts or condition on which the grievance is based; provided, however, that the President of the Association, or designee thereof, must first certify in writing that the grievance is of general system-wide applicability. Within ten (10) days of receipt of said certification, the Commissioner, or designee thereof, shall determine whether or not the grievance is of system-wide applicability or applies to the Board. If the Commissioner, or designee thereof, determines that the grievance is of system-wide applicability or applies to the Board, the Commissioner or designee thereof, shall meet and confer with the grievant for the purpose of resolving the grievance and shall

render a written decision within fifty (50) days after receipt of certification. If determined not to be of system-wide applicability or applicable to the Board, the unit member(s) or the Association shall have fourteen (14) days from receipt of the hearing officer's determination in which to file the grievance at Step One at the applicable college. The Commissioner, or designee thereof, may upon mutual consent consolidate at Step One multiple grievances which involve the same issue. All other grievances shall be processed in accordance with the following procedures:

#### **7.04 Step One- College President or Designee**

- A.** Within thirty (30) days after the grievant knows or should have known of the alleged act or omission on which the grievance is based, the grievant shall file a Step One Grievance Form (DCE-G1) with the Human Resource Office and shall forward a copy to the President of the College.
- B.** The Director of Human Resources or other President's designee, along with the appropriate involved College personnel as determined by the College shall meet with the grievant for purpose of resolving the grievance and shall, within thirty (30) days of receipt of the Step One Grievance Form, render a written Step One decision on a Step One Decision form (DCE-G4), and shall forward a copy to the President or designee thereof.

#### **7.05 Step Two- Mediation**

- A.** In the event the grievance is not resolved at Step One, or the decision from the Director of Human Resources or President's designee is not rendered within the time specified, the mediation of a grievance may be initiated in accordance with the following provisions:
- B.** The grievant may appeal the Step One decision in writing on a Step Two Mediation Election form (DCE-G5) to the Commissioner, or designee thereof, for mediation with a copy to the President of the College, or designee thereof. The appeal shall be filed within twenty (20) days of receipt of the President or designee's Step One Decision (DCE-G4) or within fifty (50) days after the receipt by the President of the Step 1 Grievance form (DCE-G1), whichever is sooner. Upon receipt of the appeal, the President of the College, or designee thereof, shall submit to the Commissioner, or designee thereof, the grievance filed at Step One (DCE-G1), all evidence introduced to date and copies of all decisions. No further contract violations may be added subsequent to the Step Two mediation provided, however, that the grievant shall have an opportunity to provide rebuttal evidence.
- C.** Failure to so file with the Commissioner, or designee thereof, within the time specified shall be deemed to be acceptance of the decision rendered at Step One.
- D.** The parties shall meet for the purpose of mediating on a bi-monthly schedule established in June for the academic year. The parties agree to maintain a list of

mutually agreed upon mediators to be assigned grievances on a rotating basis. The parties agree to review their list annually, or more often if requested by either party, and adjust the list as mutually agreed upon.

- E.** Mediator selection shall be conducted on a rotating basis except in the event a mediator is unable to schedule a mediation conference within forty (40) days from receipt of the appeal in which case the matter shall be forwarded to the next mediator in line. Not less than fourteen (14) days before the scheduled mediation, the parties shall mutually agree on the specific grievances to be mediated on that day.
- F.** In the event one of the above arbitrators can no longer serve as a mediator, the parties shall mutually agree to a replacement. Further, it is agreed that selection of a mediator does not preclude the parties from mutually selecting the same individual to arbitrate the grievance should it be appealed to arbitration. All fees and expenses of the mediator shall be divided equally between the parties. Each party shall bear the cost of preparing and presenting its own case.
- G.** The jurisdiction of the mediator to inquire into any issue or to make any recommendation is governed solely by the provisions of this Agreement.
- H.** Any grievance citing Article 10.03 will go to mediation only.
- I.** Subject to the provisions of this Agreement, the mediator shall have no authority or jurisdiction to:
  - 1. mediate such portion of any grievance which is removed from the jurisdiction of the mediator by the express terms of this Agreement;
  - 2. add to, alter or amend any terms or conditions of this Agreement;
  - 3. to inquire into or mediate any issue not presented by the original complaint.
- J.** Mediation shall conclude in one of the following ways:
  - 1. by execution of a settlement agreement by the parties; or
  - 2. by a written declaration of the mediator, a party, or the parties to the effect the mediation proceedings are concluded without resolution.
- K.** Either party may terminate this mediation procedure and revert to the appended Step Two provisions of the 1990-1993 Agreement upon notice to the other party not less than thirty (30) days prior to the expiration of this Agreement. The former Step Two provisions shall be applicable to grievances filed at Step Two on or after the expiration of this Agreement.

## **7.06 Step Three - Arbitration**

- A.** Within forty (40) days after mediation has been concluded in accordance with Section 7.05 (J) (2) arbitration of a grievance may be initiated in accordance with the

following provisions:

1. The Association shall have the exclusive right to initiate arbitration of a grievance. The decision or award of the arbitrator shall be final and binding for the Association, the employee and the Board in accordance with applicable provisions of state law.
2. The Association may initiate arbitration of a grievance only if the resolution of the grievance has been duly authorized by the Association and so certified by the President of the Association, or designee thereof.
3. The Association shall initiate arbitration by filing a demand for arbitration with the American Arbitration Association and with the Commissioner or designee thereof within forty (40) days of receipt of the decision of the Commissioner or designee thereof or where no decision has been issued within forty (40) days after it was due.
4. Such arbitration shall be conducted in accordance with the rules and regulations of the American Arbitration Association in effect on the date of said submission, unless otherwise provided herein; provided, however, that the jurisdiction of the arbitrator to inquire into any issue or to render any award is governed solely by the provisions of this Agreement.

**B. Limit of the Arbitrator's Jurisdiction**

Subject to the provisions of this Agreement, the arbitrator shall have no authority or jurisdiction to:

1. Arbitrate such portion of any grievance which is removed from the jurisdiction of the Arbitrator by the express terms of this Agreement.
2. Add to, alter or amend any terms or conditions of this Agreement.
3. To inquire into or arbitrate any issue not presented by the original complaint.

**C. Authority of the Arbitrator**

Unless otherwise provided in this Agreement, the arbitrator shall have the authority to make a final and binding award on any dispute concerning the interpretation or application of this Agreement. The arbitrator's authority in matters which are arbitrable is limited to a determination as to whether the provisions set forth in this Agreement were violated; provided that in matters of professional judgment, the arbitrator shall determine whether the application of such to the grievant has been arbitrary, capricious or unreasonable. Beyond such determination, the arbitrator shall be without power, right or authority to make a decision or to substitute his/her judgment for that of the Board or its representatives, except as otherwise provided in this Agreement. The arbitrator shall have no authority to arbitrate:

1. Any incident which occurred or failed to occur prior to the ratification date of this Agreement.
2. The failure or refusal of the College to offer a contract of employment. Any grievance citing Article 10.03 will go to mediation only. Only those Article 16 (reference MOA XVI-Day Contract) grievances alleging a violation of a

procedure referenced in the contract shall go to arbitration. All other Article 16 grievances will go to mediation only. The application of the President's or designee's professional judgment is not a procedural violation.

3. Affirmative action/discrimination.

**D. Award of Arbitrator**

If the arbitrator determines no express provision of this agreement has been breached in its application to the grievant as claimed, the arbitrator shall dismiss the grievance. If the arbitrator determines that this Agreement has been so breached, the arbitrator may, subject to the provisions of this Article and except as hereinafter provided, provide an appropriate remedy for the breach; provided, however, that no award shall require the appointment of any faculty member; and provided further that in making any monetary award, the arbitrator shall only provide compensation for actual damages directly attributable to such breach, and shall in no event make any award in excess of the faculty member's salary for one session or by way of penal damages. At the discretion of the President of the College or designee thereof, implementation of any award may be deferred until the session following the issuance of the award.

**E. Dismissal**

If a unit member's employment is discontinued as a result of dismissal and the arbitrator determines based on clear and convincing evidence that the decision of the President of the College or designee thereof was arbitrary, capricious or unreasonable, the arbitrator shall remand the matter for reassessment by the President of the College or designee thereof of the original decision but shall not have the result or effect of granting any binding award. After remand, the President of the College or designee thereof shall have thirty (30) days to render a new decision. If the grievant believes the decision of the President of the College or said designee on remand is arbitrary, capricious or unreasonable, the grievant may file an appeal to the original arbitrator (if the original arbitrator is unable to hear the case, the parties shall choose a new arbitrator according to the terms of this Article). On appeal, if the arbitrator determines based on clear and convincing evidence, that the decision of the President of the College or designee thereof is arbitrary, capricious or unreasonable, the arbitrator shall have the power to make the grievant whole; provided, however, that any monetary award shall be reduced by the way of mitigation by an amount equal to the total income received by the grievant during the period for which monetary damages are so awarded. If the arbitrator determines that the Step One decision was not issued within applicable time limits contained in this Article, the arbitrator may in the first decision provide a binding award in accordance with the foregoing procedures.

**F.** Notwithstanding any rule of the American Arbitration Association to the contrary, in making a decision, the arbitrator shall apply the express provisions of this Agreement and shall not alter, amend, extend or revise any term or condition hereof.

**G.** All fees and expenses for the arbitrator shall be divided equally between the

pru lies. Each party shall bear the cost of preparing and presenting its own case.

## **ARTICLE VIII- Notices, Information, and Communications**

### **8.01 Relevant Information**

The Board shall provide to the Association in accordance with Chapter 150E such information as is necessary for the proper discharge of its duties as the exclusive bargaining agent.

### **8.02 Written Notices, Communications, Etc.**

- A.** All notices, recommendations, reports and official communications required by this Agreement, as listed below, shall be in writing and shall be deemed to be given if delivered by hand or if mailed certified mail, return receipt requested, or first class mail, and addressed to the person concerned at the address shown on the records of the College or if to administrators of the College or the Board to their regular place of official business.
- B.** Within six months following the end of the semester during which this agreement is executed the below documents shall be sent electronically provided unit members have been assigned password or similarly protected email addresses or a College utilizes another similarly secure platform for sending the communications.
  - 1. Availability Form
  - 2. Tentative Assignment/Letter of Appointment
  - 3. Membership Form -link to MCCC website
  - 4. Minimum Enrollment Form
  - 5. Notice of Student Evaluations
  - 6. Classroom Observation Notice
  - 7. Membership lists (Art. 9.03)
  - 8. Outside Entity Information (10.09, 10.1 0)
  - 9. Seniority Lists
  - 10. Student Evaluation Results (11.02) At the College's option, provided the College utilizes a secure platform other than email, otherwise by US Mail, College mail or in person.

### **8.03 Notice of Class Cancellations**

If classes are cancelled all faculty shall be notified in accordance with the notification procedure established at each College that they need not report to work. Such procedure shall provide for either radio or telephone notice or both to be given at least one (1) hour prior to the beginning of the first (1st) scheduled class. In emergency situations, notice shall be given as soon as is practicable thereafter.

## **ARTICLE IX- Deduction of Dues and Agency Fee**

### **9.01 Dues Deductions**

- A.** Payroll deductions for membership dues of the Association shall be authorized

pursuant to applicable laws of the Commonwealth.

- B. The Association shall, at least thirty (30) days prior to the beginning of the academic year or within thirty (30) days of the effective date of this Agreement, give written notice to the Board of the amount of dues which are to be deducted on behalf of the Association and the names of the treasurers of the local affiliates of the Association.
- C. The Association shall, at least thirty (30) days prior to July 1, give written notice to each College of the amount of dues which are to be deducted on behalf of the Association for the current dues year. No College shall be required to make more than one dues deduction for any DCE unit member per dues year. Any subsequent adjustments required shall be the responsibility of the Association.

## **9.02 Agency Service Fee**

As a condition of employment during the term of this Agreement, every member of the bargaining unit who is not also a member of the Association shall pay or by payroll deduction shall have paid to the said Association an agency service fee that shall be in an amount no greater than such amount as is permitted by law; provided, however, that no such payment or deduction shall include any amount that represents a cost not related by the provisions of Section 3 of Article IX of the Rules and Regulations Relating to the Administration of Chapter 150E of the General Laws as such rules and regulations have been promulgated, and as they may be amended from time to time by the Division of Labor Relations. Such fee so required to be paid shall be payable by the end of the first session in the dues year in which the unit member is employed and shall be deducted in the mid- semester check, if any; otherwise, it shall be deducted in the check issued at the end of the session.

Such fee may be paid by payroll deduction if so authorized pursuant to an Agency Service Fee Deduction Authorization; provided, however, that such authorization shall be deemed to have effect only with respect to such sum as is herein provided. Any other provisions of this Agreement to the contrary notwithstanding every unit member who shall have failed to fulfill the condition of employment as is herein prescribed shall not be offered reappointment effective the semester after the Association shall have notified the President that such unit member has not fulfilled the condition herein prescribed.

The Association shall reimburse the Board for any expenses incurred as a result of being ordered to reinstate an employee who is not reappointed at the request of the Association for not paying the agency fee. The Association shall intervene in and defend any administrative or court litigation with respect to any unit member's refusal or failure to pay the agency service fee, including, but not limited to, actions or claims arising from an employee's termination or dismissal. In such litigation, the Board shall have no obligation

to defend the Association and the Association shall indemnify and hold the Board harmless from any loss occasioned by such litigation.

Any unit member who pays an agency service fee may on request obtain a rebate of part



of the agency service fee in accordance with General Laws, Chapter 150E, Section 12, and Association procedures.

### **9.03 Dues Deduction Implementation**

Information between the Association, the College, and unit members including lists, dues deductions, forms and other information will be conducted through electronic communication, consistent with Attachment A and the approved implementation schedule.

- A.** The Colleges shall send the affiliation form and membership form with the prepaid postage envelopes with the mailing of tentative assignments. The Association shall provide the prepaid postage envelopes.
- B.** The Colleges shall provide the Association a list of unit members actually teaching credit courses and the number of credits no later than the end of the second (2nd) level of union dues or agency fee payroll deduction for each individual faculty member and the original signed authorization card no later than the end of the fifth (5th) week of the semester.
- C.** The Colleges shall indicate to unit members that payment of dues or agency fees is a condition of employment.

## **ARTICLE X - Appointment**

**10.01** Unit members shall be given a contract stating the courses, subject areas, and salary to which the unit member has been assigned.

**10.02** A unit member who has taught at least five (5) courses over three (3) consecutive fiscal years in the Division of Continuing Education at the College who has received a satisfactory evaluation in a work area(s) shall be eligible for a reappointment in that work area(s).

The fiscal year shall be that defined by the Division of Continuing Education at the College and any course spanning two fiscal years shall be attributed to the fiscal year in which the course begins.

Prior to making tentative appointments, the College shall provide to eligible employees as defined above a course interest and teaching availability form (attachment DCE-A). It is assumed that faculty who do not complete and submit the teaching availability form (DCE- A) are not interested in teaching a course that semester.

**10.03** A tentative appointment for one course will be offered first to those eligible unit members as defined above with the longest service in the Division of Continuing Education at the college in that work area, except under the following conditions:

- a. the unit member receives an unsatisfactory evaluation;

- b. if there are insufficient courses available within the work area of the unit member;
- c. if, in the professional judgment of the President, or designee thereof, reasons exist which preclude such reappointment, the President, or designee thereof, shall provide the unit member with a written statement of the reason or reasons for the non-reappointment. The reasons for non-reappointment shall not be arbitrary or capricious.

- 10.04** For every fiscal year in which the unit member teaches or has taught at least two (2) courses, one (1) year of service shall accrue for purposes of seniority. If the two courses are in different work areas, one year of service shall accrue in each work area. Any outside entity course for which a faculty member is compensated in excess of the salary schedule shall not count towards accruing seniority.
- 10.05** Any faculty member who does not teach at least one (1) course during a fiscal year will not be eligible for unit inclusion during that year. If a faculty member does not teach at least one (1) course during two consecutive fiscal years, the faculty member will lose previously accrued seniority unless on authorized leave approved by the President of the College, or designee thereof. Leave may be authorized for up to two consecutive years. When determining seniority earned prior to this agreement pursuant to the provisions of 10.04 above, any period of two years or more during which the faculty member taught no course will constitute a break in service and no service prior to said break will accrue to a unit member's seniority.
- 10.06** If a faculty member is offered and accepts a course which is subsequently cancelled, there will be no break in previously accrued seniority or credit towards eligibility for reappointment. If such course is canceled within seven (7) calendar days prior to the first scheduled class for the assigned course, the instructor shall receive two hundred and twenty-five dollars (\$225); provided however, there shall be only one cancellation fee paid for multiple sections of the same subject.
- 10.07** By August 15 of each year, the MCCC/MTA shall be provided with the official list of eligible faculty members, including seniority by work area(s), based upon information available at the College for the five years preceding the fiscal year in which seniority is considered for appointment under this article. When the initial list is published, faculty members shall have thirty days to challenge their relative placement on the list and, upon providing documentation acceptable to the College, the list shall be adjusted appropriately.
- 10.08** As a condition of employment, unit members will be required to have a resume on file.
- 10.09** Courses that are offered through a contract with an entity outside the College shall not be subject to this article. Whenever a course or courses is or are available to be taught by a unit member through an outside entity, the College shall provide a list of courses with the expected salary range, title of the course and the sponsoring outside entity to the local chapter president or designee at the College, and post a notice on the designated bulletin board(s) for DCE unit members. In cases where the College

receives notice of less than ten (10) days, the posting requirement may be waived. All unit members may indicate their interest to the Dean of DCE or designee in teaching one or more of these courses.

- 10.10** At the end of every session, each College shall forward to the Association President, or designee thereof, a list of all outside entity courses as defined in Article I, including those credit courses not taught by unit members. The list shall include the names of the faculty, the titles of the courses, names of the sponsoring outside entity, salary and credit for each course offered.
- 10.11** The provisions of paragraphs 10.02 through and including 10.07 shall not apply to unit members teaching one student in a directed/independent study.
- 10.12** Tentative assignments will not be based on a willingness to teach the course under enrolled.
- 10.13** If a faculty member eligible for reappointment under Article 10.02 has taught more than one course in the fall and spring semester for a minimum of five (5) consecutive years at a Community College, he or she may anticipate continuing to receive a tentative appointment and assignment of a second course for the next semester at that College, subject to the needs of the College; provided that if the College seeks, for reasons other than low enrollment to appoint or assign only one course to such faculty member, the College shall provide advance notice as may be practical; provided further that any determination to assign only one course shall remain within the College's sole discretion and shall not be subject to the grievance process.

## **ARTICLE XI - Evaluation**

### **11.01 Evaluation Objectives**

The evaluation of unit members is directed to the following objectives:

- a. assessment of the professional performance of the unit member;
- b. improvement of performance and quality of instruction; and,
- c. to provide one of the factors which may be considered in making subsequent appointments.

### **11.02 Student Evaluation**

- a. All unit members shall be subject to student evaluations each semester in each course taught.
- b. The President of the College, or designee thereof, shall be responsible for determining the administration of the student evaluation process.
- c. Student evaluation packets for each class containing instruments and instructions shall be distributed to each unit member during the second or third to the last week of the class.
- d. It is expressly agreed that the unit member being evaluated shall not be present in the classroom when the student evaluation is being administered and that all instruction to students with regard to such student evaluation shall be included in writing on this

- instrument. The administering of the student evaluation shall be the responsibility of the President of the College, or designee thereof, who shall determine who shall administer such student evaluation.
- e. The raw data from the student evaluation shall be retained by the College for a period of one (1) year during which time the unit member shall have access thereto upon written request.
  - f. The President of the College, or designee(s) thereof, shall review the tabulated data and forward an evaluation to the unit member. Questions 20-22 are not tabulated with questions 1-19 but are separately tabulated.
  - g. The unit member shall have seven (7) working days in which to respond to the evaluation.

### **11.03 Course Materials**

- a. The unit member shall forward to the President of the College, or designee thereof, no later than the end of the first (1st) week of classes in each session a course syllabus, which shall contain at a minimum all items listed in the "Checklist for Course Materials" appended hereto.
- b. Prior to receiving final payment for the session, the unit member will forward to the President of the College, or designee thereof, copies of all major exams. The College will maintain the confidentiality of these materials.
- c. The President of the College, or designee thereof, shall review the course materials and in so doing may seek additional information from other sources deemed appropriate.

### **11.04 Classroom Observation**

Classroom observations shall be conducted at least once for all unit members who have not met the threshold for reappointment as defined in Section 10.02 of Article 10. Effective fall 2006 classroom observations shall be conducted on DCE form E3. Classroom observations may be conducted for any unit member, at the discretion of the President of the College, or designee thereof, for stated written reasons. Results of said observation shall be communicated to the unit member in writing. The unit member shall be afforded the opportunity to discuss the classroom observation with the evaluator and to respond in writing.

### **11.05 Comprehensive Evaluation**

The President of the College, or designee thereof, may review each unit member's performance, including student evaluations, classroom observation, if any, and all material in the personnel file, and forward a written evaluation to every unit member who has been so evaluated. The unit member shall be afforded the opportunity to respond in writing.

- 11.06** Courses that are offered through a contract with an entity outside the College shall not be subject to this article; provided, however, that if members of the general public have enrolled in such courses, the contractual student evaluation shall be administered as well as any other evaluation instrument or process requested by the outside entity.

**11.07** Prior to becoming eligible for reappointment rights pursuant to Article 10.02, a unit member should be evaluated utilizing Forms DCE-E3 and DCE-E4; provided however, a determination by a College not to conduct a comprehensive evaluation shall not be grievable. The determination of the College not to conduct an evaluation utilizing Forms DCE-E3 and DCE-E4 shall not prevent a unit member from being eligible for reappointment rights.

## **ARTICLE XII - Dismissal**

**12.01** Dismissal is defined as the discharging of a unit member for just cause prior to the expiration of the appointment of said unit member and shall not be invoked except through due process.

**12.02** A unit member whose dismissal is recommended by the appropriate College official shall be notified in writing of the reasons therefore.

**12.03** The affected unit member shall be afforded a reasonable time to respond, in writing, to the aforementioned notice of impending dismissal.

## **ARTICLE XIII - Workload**

### **13.01 Definition**

Workload shall consist at a minimum of:

1. instruction in both traditional and non-traditional learning modes
2. instructional preparation;
3. assessment of student performance including submission of final grades in a timely fashion;
4. an obligation on the part of the unit member to be available to students by appointment when mutually convenient;
5. not more than one faculty meeting per session. A College shall authorize in advance and in writing payment of \$40 for additional required all-College, all-Department or all-Division meetings and required training; provided no payment shall be authorized for voluntary attendance at such meetings. This payment applies only to the above circumstances and explicitly excludes all other meetings and circumstances including, but not limited to, meetings with deans and other supervisors, meetings related to the preparation of class materials, meetings with students, meetings with colleagues, and/or any meetings pertaining to evaluations, performance, discipline and/or grievances. The above shall not apply to state mandated ethics on-line training and/or review of policies and/or procedures that are not part of a required training. A required training in excess of four (4) hours shall be compensated at \$75.

A unit member has full freedom in the selection of textbooks in accordance with Article VI, except in instances of late hiring and where past practices of the College provide for the department selection of texts provided, however, that DCE unit members have the right to participate at their initiative in the departmental selection

of texts, wherever possible.

- 13.02** The College shall notify the unit member of tentative assignments within five (5) weeks prior to the beginning of classes where practicable.
- 13.03** Confirmation of course assignments shall be made with as much notice as practicable, and shall be followed up in writing in accordance with the provisions of Article X.
- 13.04** Classes shall be held as scheduled, including during finals week. In the event classes are cancelled due to inclement weather, other emergency, or recognized college holiday or whenever a regularly scheduled class is not held for whatever reason, the unit member will be responsible for completing the obligations of the employment contract and subject matter content in one of the following ways with the prior approval of the College:
1. schedule a meeting of the class on another day that is mutually agreeable to the unit member, the students and the College;
  2. begin earlier and/or end class later for as many sessions required to compensate for the time missed;
  3. assign a paper, project, or a self-directed learning experience which will require a time span equivalent to one class period;
  4. by another method proposed by the unit member and approved by the appropriate dean.

Any class not held due to the absence of the unit member or dismissed early is generally unacceptable.

- 13.05** Class size for traditional didactic classes are limited to a maximum enrollment of thirty-two (32) students per course as of the end of the add/drop period except that English Composition, English as a Second Language, Introductory Foreign Languages, and remedial/ developmental courses are limited to twenty-two (22) students as of the end of the add/drop period. The President of the College, or designee thereof, has the right to exceed these limits if the assistance of teacher aides is provided, in courses taught by more than one unit member at any time during the semester, in non-traditional/learning modes, or with the written consent of the unit member for each student over the maximum.
- 13.06** Courses that are offered through a contract with an entity outside the College shall not subject to this article.
- 13.07** Failure of a unit member to comply with these workload provisions may subject the unit member to progressive disciplinary action. Notwithstanding, the Employer retains the rights established pursuant to Article 12.01.

#### **ARTICLE XIV – Salary**

- 14.01** Beginning on January 15, 2018, compensation for all DCE Steps shall be increased by

one (1%) percent  
Step 1 \$1,077 per credit  
Step 2 \$1,152 per credit  
Step 3 \$1,239 per credit  
Step 4 \$1,301 per credit

**Lab Ratio-** The calculation of which shall include any additional compensation for a lab component. The salary for a lab component of a course shall be calculated at a .74 of the salary applicable to a class/credit hour of the salary step schedule, however, and the salary schedule shall not apply to the lab component or to any clinical instruction compensated on a hourly basis. Implementation of the lab ratio shall not reduce the compensation of any unit member.

Lab Ratio effective January 15, 2018:

Step 1 \$797  
Step 2 \$852  
Step 3 \$917  
Step 4 \$963

**14.02** The salary schedule set forth in 14.01, and illustrated below, shall be implemented in accord with the following guidelines:

- A. A new faculty member would normally be employed at Step 1, but may, at the discretion of the President or designee, be placed at Step 2 or Step 3 on the above schedule based upon degrees, experience, and qualifications.
- B. A unit member shall advance from Step I to Step 2, or from Step 2 to Step 3 if hired at Step 2, upon teaching a sixth (6th) course in the Division of Continuing Education at the College. This step advancement will occur even if the sixth course is taught concurrently with the fifth course. A unit member may be paid at multiple steps in the same semester.
- C. A unit member shall advance from Step 2 to Step 3 upon teaching an eleventh (11th) course in the Division of Continuing Education at the College. This step advancement will occur for the eleventh course even if the eleventh course is taught concurrently with the tenth course. A unit member may be paid at multiple steps in the same semester.
- D. A unit member who has at least eight years of seniority in the Division of Continuing Education at the College shall advance to Step 4 in the salary schedule.
- E. The implementation of this schedule shall not reduce the compensation of any unit member.
- F. Effective commencing with Fall 2015 semester course assignments, a unit member teaching at more than one Community College may, for salary purposes only, request that his or her salary step include courses and years taught at such other community colleges; any such request provides authorization for such community colleges to disclose all College records pertaining to such unit member. Upon confirmation of the courses and years previously taught, the member's salary shall be calculated accordingly. Except for salary purposes, this article shall not alter individual college's

seniority lists and seniority is not transferred from one community college to another. This provision does not apply to a DCE faculty member with more than a two (2) year break in service in the Community College system.

	<b>In Effect 1/15/17</b>	<b>1/15/18 Increase 1.0 %</b>
<b>Step 1</b>	<b>\$1,066</b>	<b>\$1,077</b>
<b>Step 2</b>	<b>\$1,141</b>	<b>\$1,152</b>
<b>Step 3</b>	<b>\$1,227</b>	<b>\$1,239</b>
<b>Step 4</b>	<b>\$1,288</b>	<b>\$1,301</b>

- 14.03** In the event a College wishes to run a course that is by its definition under enrolled, the College may offer the faculty member reduced compensation to teach that course, which the faculty member may accept or decline. If the faculty member declines the College may appoint another faculty member to teach the course. The reduced compensation shall be computed on a per capita basis.
- 14.04** Course enrollment shall be determined after the second class meeting or after the second week in which that class meets, whichever is later.
- 14.05** It is understood and recognized by the parties that there are special or technical courses in certain disciplines where the College does not or cannot employ in DCE a qualified individual at the salaries outlined above, therefore, the parties agree that the President of the College, or designee thereof, shall have sole discretion to determine when to exercise this option. It is further agreed that these instances shall be the exception rather than the rule.
- 14.06** Courses that are offered through a contract with an entity outside the College shall not be subject to this article; provided, however, that if a unit member is not compensated according to the salary schedule the unit member shall not accrue seniority for that course.
- 14.07** The parties to this contract understand that HRCMS is incorporating unit members into its statewide payroll system effective with academic year 2009-2010.
- 14.08** The provisions of this article shall not apply to unit members teaching one student in a directed/independent study; unit members shall receive full student tuition as compensation for said directed/independent study.

**ARTICLE XV - Savings Clause -**



**15.01** If any of the provisions of this Agreement shall in any manner conflict with or contravene any federal or state law, statute or the rules and regulations promulgated thereunder, such provisions shall be considered null and void and shall not be binding on the parties. The Board and the Association acknowledge that during the negotiations which resulted in this Agreement each had the ultimate right and opportunity to make demands and proposals with respect to any subject or matter not removed by law from the applicable areas of collective bargaining, and that the understanding and agreements arrived at by the parties after the exercise of that right and opportunity are set forth in this Agreement and shall constitute the sole Agreement between the parties.

In recognition of this fact the Board and the Association for the life of this Agreement each voluntarily and unqualifiedly waives the right and agrees that the other shall not be obligated to bargain collectively with respect to any subject or matter not in this Agreement even though such subject or matter may not have been within the knowledge or contemplation of either or both parties at the time they signed this Agreement; provided, however, that nothing in this Article shall prohibit the parties from conducting negotiations during the term of this Agreement regarding the impact on terms and conditions of the Board or its successor to close any College or to merge any College with another educational institutional to consolidate, discontinue, or transfer existing functions, educational activities and programs.

The provisions of this Article notwithstanding, the parties may by mutual agreement upon the request of one (1) or both parties reopen negotiations on the provisions of this Agreement no more than six (6) months prior to the expiration date provided in Article XVI.

#### **ARTICLE XVI - Duration**

This Agreement shall be in full force and effect from June 1, 2016, through May 31, 2018.

**SIGNATURE PAGE**

For the Massachusetts  
Board of Higher Education and  
Massachusetts Community Colleges:

For the Massachusetts Community College  
Council/Massachusetts Teachers Association/  
National Education Association:

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Carlos Santiago  
Commissioner of Higher Education

Date: \_\_\_\_\_

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Margaret Wong, President  
Massachusetts Community College Council

Date: \_\_\_\_\_

\_\_\_\_\_

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Lane Glenn, Chair, Council of Presidents  
Labor Committee  
Northern Essex Community College

Date: \_\_\_\_\_

---

John McColgan  
Massachusetts Community College Council  
Division of Continuing Education

Date: \_\_\_\_\_

---

Michael J. Murray  
Director of Employer and Labor Relations  
Board of Higher Education

Date: \_\_\_\_\_

---

Joe Sandulli, Consultant  
Massachusetts Teachers Association

Date: \_\_\_\_\_

**Memorandum of Agreement  
January 4, 2001**

The parties agree that no employee who hires and/or fires and/or conducts classroom evaluation(s) and/or completes comprehensive evaluation(s) during any continuing education session shall be eligible to teach a course in the Division of Continuing Education during that session unless all eligible faculty, as determined by Articles 10.02 and 10.03 in the work area shall have been offered the opportunity to teach. For purposes of this provision only, "opportunity to teach" means being offered a course which the College has determined will run.

For the Board:

For the MCCC:

/s/Cynthia Denehy  
Cynthia Denehy, Esq.  
Office of Community College

/s/Phil Mahler  
Phil Mahler, President  
MCCC/MTA/NEA

Date: Dec. 1, 2000

Date: Jan. 4, 2001

**Memorandum of Agreement  
Article XVI - Day Contract**

Amend Article 16.02 as follows:

16.02 Vacancies as defined shall be filled by unit members within the College at which the vacancy occurs when in the professional judgment of the President of the College, or designee thereof, such unit members are the best qualified applicants. If the President of the College, or designee thereof, determines that two (2) or more applicants are equally best qualified, priority of consideration shall be given in the following order:

5. To the DCE unit member who has taught at least five (5) courses over three (3) consecutive fiscal years in the Division of Continuing Education at the College where the vacancy occurs.

For the Council:

For the MCCC:

/s/Henry Stewart  
Henry Stewart, Chief Negotiator  
Massachusetts Regional Community Colleges

/s/James Bradley  
James Bradley, Bargaining Chair  
Massachusetts Community College  
Council/MTAINEA

Date: May 16, 1996

Date: April 5, 1996

**Memorandum of Agreement  
Payment for Under-Enrolled Courses**

Consistent with the Memorandum of Agreement executed May 17, 2007, the parties hereby agree to the following:

Consistent with the language of Article 14.06, the parties agree as follows regarding compensation for faculty teaching under-enrolled courses which the College chooses to run and pay reduced compensation on a per capita basis.

1. Compensation should be calculated on a per student /per credit basis according to the following schedule up to but not exceeding full salary:

<u>Per credit/per student</u>	<u>Step I</u>	<u>Step II</u>	<u>Step III</u>	<u>Step IV</u>
<u>1/15/17</u>	<u>\$88.84</u>	<u>\$95.10</u>	<u>\$102.25</u>	<u>\$107.37</u>
<u>1/15/18</u>	<u>\$89.73</u>	<u>\$96.05</u>	<u>\$103.27</u>	<u>\$108.44</u>

2. Compensation for lab hours shall be calculated at a .74 of the per credit salary step schedule per Article 14.01.

<u>Per credit/per credit</u>	<u>Step I</u>	<u>Step II</u>	<u>Step III</u>	<u>Step IV</u>
<u>1/15/17</u>	<u>\$65.74</u>	<u>\$70.37</u>	<u>\$75.67</u>	<u>\$79.45</u>
<u>1/15/18</u>	<u>\$66.40</u>	<u>\$71.08</u>	<u>\$76.42</u>	<u>\$80.25</u>

3. Going forward each per capita/per credit step rate will be adjusted consistent with compensation scheduled increases in the DCE collective bargaining agreement and with future increases which may be negotiated in successor agreements.
4. The parties recognize that each College has the authority to determine whether a course will be offered or run. This compensation schedule is not intended to impinge on that authority.

For the Employer:

For the MCCC:

\_\_\_\_\_

\_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

## **Memorandum of Agreement Distance Education Agreement**

### **MEMORANDUM OF AGREEMENT**

This Agreement is entered into by and between the Board of Higher Education (hereinafter the Employer) and the Massachusetts Teachers Association/Massachusetts Community College Council (hereinafter the Association). It is the intention of the parties to address in this Agreement the ways in which distance education training and delivery impact the day and DCE MTAIMCCC bargaining units, and the way in which the collective bargaining agreements for each unit shall be interpreted as applied to distance education courses. All provisions of the respective collective bargaining agreements shall continue to be applicable consistent with their terms except as modified herein.

#### **I. Statement of Intent**

In recognition of the mutual interests of both parties in supporting the exploration of high quality, pedagogically sound distance education opportunities, the parties are committed to attracting interested faculty to pursue initiatives in distance education, training and professional development in this area, and to the utilization of appropriate technologies in delivering quality distance education.

The parties recognize that current technology allows methods of instruction different from traditional instruction-in-the-classroom and specifically allows delivery of instruction to learners who are not bound within the walls of a campus classroom. For the purposes of this Agreement, distance education is defined as instruction, education, and training conducted at sites separated by space or time, which may utilize technology to facilitate learning.

The purpose of distance education is to enrich and to increase the availability of the curriculum offerings of the Community Colleges. The parties recognize that the use of distance education is not intended to reduce or eliminate course offerings of the Colleges or to reduce or eliminate bargaining unit positions at the Colleges. The parties recognize that nothing in this agreement is in any way intended to alter or amend rights granted under M.G.L. c. 150E with regard to unit positions and unit work.

#### **II. Participation by Faculty Members**

Participation by faculty in distance education will be voluntary. The decision by a faculty member not to be involved with distance education will not be negatively evaluated.

#### **III. Evaluation of Faculty Members**

No evaluation for purposes of Article 11 (DCE) or Article 13 (Day) shall be performed on a distance education instructor for the first or second offering of a course in a new modality. The parties agree to continue negotiations on revision of the existing evaluative instruments in order to make them responsive to the new modes of instruction.

#### **IV. Student Access to Faculty**

All instructors of distance education courses are required to have an interaction plan with students on file with their Division Dean prior to the start of the semester. Instructors of distance education courses are required to provide students with contact information (office hours, if any, telephone number, mailing and/or E-mail address).

#### **V. Class Size/Workload**

Class size for the first two (2) course offerings in a particular mode shall be kept to a maximum of twenty five (25), unless the instructor agrees to a larger class size. Once two (2) offerings in a particular mode have been accomplished by the instructor, the class size and its effect on the instructor's workload shall be governed by the provisions of the appropriate collective bargaining agreement. For purposes of this Agreement, class size is considered to be the aggregate number of students enrolled in a course.

#### **VI. Compensation**

Day Division Course Assignment – distance education course assignments shall be compensated as a part of the regular workload and salary of a day division faculty or professional staff member.

DCE Course Assignment – distance education course assignments shall be compensated in accordance with the per credit rate in the DCE collective bargaining agreement.

Course Adaptation – Preparation of course materials has always been, and will continue to be, part of the contractual and professional responsibility of a faculty member assigned to teach. In recognition, however, of the potential for a labor-intensive effort which may be required to adapt a course to a distance education mode, including any training required to do so, those duties with regard to distance education courses shall either be incorporated into the regular workload of a day division faculty or professional staff member by either course reduction or reduction in non-instructional duties, or the payment of a stipend, or both. The form of compensation shall be at the option of the College.

Should the College offer a stipend for course adaptation and included training, without any workload reduction, the stipend will be no less than \$500 per credit for the course being adapted to the new instructional mode; should the stipend be offered in combination with workload reduction, the stipend will be no less than \$250 per credit.

#### **VII. Distance Education Committee**

There shall be established at each College a committee comprised of no more than three (3) representatives of management, and three (3) members of the MCCC Units (Day and DCE) at that College. This committee shall meet as necessary to discuss in advance distance education initiatives/ opportunities to be offered by the College subsequent to this Agreement. This

committee shall have no authority to modify or to add to the terms of this Agreement, but rather, shall serve as a vehicle to share information about campus distance education opportunities, system-wide distance education initiatives, and to provide the MCCC with an opportunity for effective input into those local opportunities and initiatives, including the process for selection of unit members for training opportunities. In no event shall the process for and/or the selection of unit members for training opportunities be arbitrary, capricious or unreasonable. The committee shall be provided at the end of each semester a list of all unit and non-unit employees who have participated in distance education training or course delivery at the College together with the amount of compensation of any form received for each course.

### **VIII. Intellectual Property Rights**

Ownership - Faculty, professional staff members, and the Colleges shall retain the same proprietary interests and rights over course materials for distance education courses as they have under the applicable state and federal law.

College Use - Payment for course adaptation (whether in the form of workload reduction, stipend, or a combination thereof) shall entitle the College to the continued use of the course and all course materials as developed/ adapted in the event the unit member is offered the opportunity to, and does not agree to, teach the course as adapted for a minimum of two (2) times. If the unit member decides after teaching the course two (2) times that he/she does not wish to continue to do so, and the College chooses to continue to offer that distance education course through other faculty, the College shall pay to the originating unit member a stipend in the amount of \$500. The payment of this stipend shall entitle the College to the use of the course and all of the course materials for a period of three years. At the option of the College, the stipend may be renewed for subsequent three (3) year periods.

Commercial Use - If the course or course materials developed by a faculty member for a distance education course for which the faculty or professional staff member has received compensation for adaptation achieves commercial value, the net proceeds (minus the costs of marketing, commercialization, legal fees or other costs associated therewith) shall be divided between the College and the developer( s) of that property, with the College retaining 50% and the developer(s) retaining 50% unless the College and the developer(s) have negotiated otherwise.

### **IX. Savings Clause**

If any of the provisions of this Agreement shall in any manner conflict with or contravene any federal or state law, statute or the rules and regulations promulgated thereunder, or shall impede or prohibit the accreditation of the College by appropriate agencies, such provisions shall be considered null and void, and shall be subject to renegotiation by the parties.

### **X. State-wide Implementation Committee**

A state-wide implementation committee shall be established by the parties for the purposes of discussion pursuant to Article III of this Agreement (Evaluation of Faculty) and to address specifically the Higher Education Collaborative Distance Learning Honors Course Project and



any other distance education programs now in progress. This committee shall have the authority to modify or add to the terms of this Agreement as necessary for the continued implementation of those distance education programs. The committee shall be composed of three (3) members appointed by the Association and three (3) members appointed by the Employer. The committee shall meet no later than October 1, 1998, and shall meet at least once per semester thereafter upon reasonable notice of either party.

## **XI. Duration**

This Agreement shall be effective beginning with the fall semester, 1998. It shall continue in force and effect until modified by the terms of either the day or DCE collective bargaining agreements. The parties to this Agreement recognize that technology is advancing rapidly, and that the system's current experience with various forms of distance education is limited. Therefore, the parties agree to reopen negotiations on the terms of this Agreement upon the request of either party after June 30, 2000.

**September 28, 1998**

**James Bradley**

*Northern Essex Community College*

**Richard Doud**

*Middlesex Community College*

**Michelle Gallagher**

*Higher Education Consultant*

*Massachusetts Teachers Association*

*Team Spokesperson*

**Philip Mahler**

*Vice President*

*Massachusetts Community College Council*

*Team Chairperson*

**Joseph Rizzo**

*Grievance Coordinator, DCE*

*Massachusetts Community College Council*

*Assisted by*

**Dennis Fitzgerald**

*Grievance Coordinator, Day*

*Massachusetts Community College Council*

**Louise DeSantis Deutsch**

*Cape Cod Community College*

**Timothy Trask**

*Massasoit Community College*

**Vincent Yacovone**

*Springfield Technical Community College*

**September 15, 1998**

**Andrew M. Scibelli**

*President*

*Springfield Technical Community College*

*Chairperson, Council of Community College*

*Presidents Bargaining Committee*

**Cynthia S. Denehy, Esq.**

*Labor Counsel*

*Office of the Community College Counsel*

*Assisted by*

**Joseph Masterson**

*Vice President of Education and Technology*

*North Shore Community College*

**David Sarrette**

*Dean, Continuing Education*

*Springfield Technical Community College*

**Chairman Sperling**

*Provost and Dean of Faculty*

*Middlesex Community College*

**Ed Terceiro, Jr.**

*Executive Vice President*

*Mt. Wachusett Community College*

**MEMORANDUM OF AGREEMENT**  
**Distance Education Evaluation - Process and Forms**

This Agreement is entered into between the Board of Higher Education and the Massachusetts Community College Council/MTA/NEA, Day and Division of Continuing Education units, in accordance with paragraph III of the Memorandum of Agreement between the parties dated September 28, 1998, and shall be considered an addendum to that Agreement, applicable to all distance education courses as defined under that Agreement. The parties agree that the collective bargaining agreements applicable to the Day Division and the Division of Continuing Education shall continue to apply to faculty in those respective units, and that, except as herein modified, all existing rights and benefits in those agreements shall remain in full force and effect and applicable to faculty in the Day Division and the Division of Continuing Education.

**The parties agree as follows:**

1. The Checklist for Course Materials attached hereto (Form DE-1) shall be used for all distance education courses. The information contained on that form shall be available to students on line for any course which is offered on line, and will be available to the College prior to publication of the course offering. In accordance with that Checklist and paragraph IV of the September 28, 1998, Memorandum of Agreement, faculty shall submit a Distance Education Course Interaction Plan, attached hereto (form DE-2).
2. Distance Education Evaluation of Instructor forms (Form DE -3 attached hereto) shall be distributed to students upon completion of approximately 80% of the course to be evaluated, or at the time of the issuance of the final grade roster, whichever is later. The College shall accept no evaluation instrument once grades have been distributed to students.
3. The Colleges shall tabulate the results of the evaluation instrument questions in accordance with their current practices except that the scores for questions 20, 21, 22, and 23 shall be separately tabulated and shall not be included in the overall faculty evaluation score.
4. Instructional observation for asynchronous courses shall utilize the attached form (Form DE-4), and the process for that observation shall be determined by the College after consultation with the instructor in a preconference. In the event that a distance education course is synchronous, the classroom observation shall be conducted in accordance with the day unit agreement. Frequency of observation of faculty shall be governed by the applicable collective bargaining agreement.

For the Employer:

Cynthia S. Denehy 3-9-01  
Community College Counsel

James R. Brown 3-9-01  
Community College Counsel

For the Union

Joseph Rizzo, Chair 3-9-01  
Mass. Community College Council

Michelle A. Gallagher, Spokesperson 3-9-01  
MTA Consultant

**Form DE-1**

**DISTANCE EDUCATION COURSE/INSTRUCTIONAL MATERIALS  
CHECKLIST FOR COURSE MATERIALS**

Faculty Member: \_\_\_\_\_

Year and Semester: \_\_\_\_\_

Course Title and Section: \_\_\_\_\_

- \_\_\_ 1. Instructor's Name
- \_\_\_ 2. Course Title/Number
- \_\_\_ 3. General course description (according to College catalogue)
- \_\_\_ 4. All required texts, paperbacks, software, software capacity, specific handout including information on publisher, edition, version etc.
- \_\_\_ 5. Course topics and/or assignments and/or required and/or supplemental reading
- \_\_\_ 6. Teaching procedures (briefly describe)
- \_\_\_ 7. Instructional objectives (list)
- \_\_\_ 8. Basis for student grading
- \_\_\_ 9. Procedure (criteria) for evaluating student performance
- \_\_\_ 10. Tentative test schedule/assignment(s) schedule
- \_\_\_ 11. Instruction Plan

If any of the above are missing or if the evaluator has concerns, the unit member will be notified and given an opportunity to submit the missing materials and respond within fourteen (14) calendar days.

Evaluator's Signature/Date: \_\_\_\_\_

**Form DE-2**

**Distance Education Course  
Interaction Plan**

This form is to be completed by the faculty of record. Students enrolled in this distance education course shall receive a copy of this completed form.

Course Title: \_\_\_\_\_ Faculty: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Office Hours: \_\_\_\_\_  
(if any)

Mailing and/or Email  
Address: \_\_\_\_\_  
\_\_\_\_\_

Asynchronous Course

Synchronous Course

**Asynchronous:** This form of distance education is characterized by an emphasis on "learning on demand" or "as needed communication" between students and faculty from multiple locations at times convenient to participants.

**Synchronous:** This form of distance education entails the use of live, two-way communication among and/or between students and faculty in a scheduled or "fixed" point(s) of time(s), much like classroom-based instruction.

**This course may include, but not be restricted to, the following interactions:**

- |  | YES                      | NO                       |
|--|--------------------------|--------------------------|
| 1. in person meetings                            | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. telephone interactions                        | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. electronic interactions (email, internet ...) | <input type="checkbox"/> | <input type="checkbox"/> |

If yes, dates, times, places are to be specified.

**Students are required to engage in the following interaction(s) for successful completion of this course:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Form DE-3**

<p><b>DISTANCE EDUCATION EVALUATION OF INSTRUCTOR</b></p>	
<p><b>Course Number:</b> _____</p>	<p><b>Scale:</b>  <b>5 - Excellent</b>  <b>4 - Very Good</b>  <b>3 - Fair</b>  <b>2 - Poor</b>  <b>1 - Unsatisfactory</b></p>
<p><b>Instructor:</b> _____</p>	

**Please read first:** The purpose of this form is to evaluate your instructor's performance. Please read each statement carefully and then indicate your rating by placing a check mark under the response you have chosen.

	5	4	3	2	1	N/A
1. How well did the course meet the published course description?	___	___	___	___	___	___
2. How well were the instructional objectives of the course explained?	___	___	___	___	___	___
3. To what extent were the instructional objectives accomplished?	___	___	___	___	___	___
4. How well was the course organized?	___	___	___	___	___	___
5. How well prepared was the instructor?	___	___	___	___	___	___
6. How effectively did the instructor use the technologies in this course?	___	___	___	___	___	___
7. How well do you think the instructor had a grasp of his/her subject matter and related fields?	___	___	___	___	___	___
8. To what extent did the instructor stimulate thinking or relate course concepts in a systematic manner?	___	___	___	___	___	___
9. To what degree did the instructor provide an opportunity for student questions?	___	___	___	___	___	___
10. How well did the instructor respond to student questions?	___	___	___	___	___	___
11. How timely was the instructor's response to student questions?	___	___	___	___	___	___
12. To what degree were students encouraged and given the opportunity to interact with other students?	___	___	___	___	___	___

Form DE-3 Page 2

	5	4	3	2	1	N/A
13. To what degree were students encouraged and given the opportunity to interact with the instructor?	---	---	---	---	---	---
14. To what degree did the instructor return assignments and tests in a timely fashion?	---	---	---	---	---	---
15. How fair was the instructor's method of evaluation of student performance?	---	---	---	---	---	---
16. How closely did the instructor's method of evaluating student performance conform with the course syllabus?	---	---	---	---	---	---
17. To what extent did the instructor assist you with the course materials when help was requested?	---	---	---	---	---	---
18. To what extent was the instructor available at scheduled times?	---	---	---	---	---	---
19. How effective overall were the course materials?	---	---	---	---	---	---
20. How well did the technology perform?	---	---	---	---	---	---
21. How well prepared were you at the beginning of this class for the technology used in this course?	---	---	---	---	---	---
22. How comfortable are you now with the technology used in this course?	---	---	---	---	---	---
23. To what degree do you think the technology used in this course was effective in achieving the course objectives?	---	---	---	---	---	---

Would you take a distance education course from this instructor again?

Circle:                      Yes                      No

Comments (print legibly):

-----

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

Distance Education  
Evaluation of Instructor

Form DE-4

MASSACHUSETTS COMMUNITY COLLEGE SYSTEM  
PROCESS FOR DISTANCE EDUCATION/INSTRUCTIONAL OBSERVATION  
*FOR ASYNCHRONOUS COURSES ONLY*

Instructor: \_\_\_\_\_  
Evaluator: \_\_\_\_\_ Title: \_\_\_\_\_  
Campus: \_\_\_\_\_  
Department: \_\_\_\_\_

**Class to be observed:**

Course:	Pre-Conference:
Date:	Date/Time:
Time:	Post-Conference:
Room:	Date/Time:

**Describe the method of observation for addressing each of the questions below:**

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Initials of Observer: \_\_\_\_\_ Initials of Instructor: \_\_\_\_\_

1. Relationship of class content to instructional objectives of course:
2. Appropriateness of instructor's teaching methods to attainment of the stated instructional objectives:
3. Effectiveness of the instructor's teaching methods:
4. Instructor's ability to develop and maintain appropriate student interest:
5. Instructor's ability to organize and present course content and materials:
6. Instructor's ability to respond to student questions:

**Form DE-4**  
**Page 2**

Evaluator's summary of instructional performance:
Faculty member's comments (if any):

**I have read and received a copy of this evaluation:**

\_\_\_\_\_  
**Evaluator**

\_\_\_\_\_  
**Faculty Member**

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**If this faculty member wishes to respond to this evaluation, he/she must do so within seven (7) days.**



**Form DCE-A**

**TEACHING AVAILABILITY FORM**

TO: DCE Instructors  
FROM:  
SUBJECT: Teaching Availability

Please complete the form below to indicate your availability to teach in the \_\_\_\_\_ semester:

Day(s) of the Week	Times (A.M. and P.M.)
_____	_____
_____	_____
_____	_____
_____	_____

Please indicate those course(s) in your work area(s) that you are interested in teaching and would accept:

COURSE	SEC	COURSE TITLE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Please return this form by \_\_\_\_\_. If not returned by this date we will assume that you do not wish to teach this semester.

\_\_\_\_\_  
Work Area(s)

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

NOTE: This Memorandum does not constitute a guarantee or agreement that any particular course or time schedule will be offered or available.

**Form DCE-E1**

**DIVISION OF CONTINUING EDUCATION**  
**COURSE/INSTRUCTIONAL MATERIALS CHECKLIST FORM**

Faculty Member: \_\_\_\_\_

Course Title and Section: \_\_\_\_\_

Year and Semester: \_\_\_\_\_

**CHECKLIST FOR COURSE SYLLABUS**

- \_\_\_ 1. Instructor's Name
- \_\_\_ 2. Course Title/Number
- \_\_\_ 3. General course description (according to College catalogue)
- \_\_\_ 4. All required texts and paperbacks, including information on publisher and edition used
- \_\_\_ 5. Course Topics and/or assignments and/or required and/or supplemental reading
- \_\_\_ 6. Teaching procedures (briefly describe)
- \_\_\_ 7. Instructional objectives (list)
- \_\_\_ 8. Basis for student grading
- \_\_\_ 9. Procedure (criteria) for evaluating student performance
- \_\_\_ 10. Tentative Test Schedule/Assignment(s) Schedule
- \_\_\_ 11. Attendance Policy

## Form DCE-E2 DIVISION OF CONTINUING EDUCATION -- EVALUATION OF INSTRUCTOR

Course Number: \_\_\_\_\_ Instructor: \_\_\_\_\_

**Please read first:** The purpose of this form is to evaluate your instructor's performance. Please read each statement carefully and fill in one circle per line using a No. 2 pencil.

	5 Excellent	4 Very Good	3 Good	2 Fair	1 Poor	0 Very Poor	N/A
1. How well did the course meet the published course description?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How well were the course goals explained?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. To what extent did you learn what you were supposed to learn in this course?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How well organized was the course?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How well prepared was the instructor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How well did the instructor explain the material?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How well did the instructor understand the course subject matter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How well did the instructor's teaching help you learn?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. How well did the instructor make you think about what you were learning?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. How well did the instructor provide an opportunity for student questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. How well did the instructor answer questions so that students could better understand the material?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. How well were students given the opportunity to participate actively in class?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. How well did the instructor return assignments and tests in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. To what extent did the instructor grade fairly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. How well did the instructor help you when you asked for help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. How well did the instructor start and end class at the scheduled times?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. How effective was the instructor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. How well did the textbook(s) help you learn?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. How well did the extra course materials help you learn?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. What do you think your grade for this course will be?	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D	<input type="radio"/> F	<input type="radio"/> unsure	<input type="radio"/> N/A
21. Approximately how many hours a week have you spent on this course?	<input type="radio"/> 0-1	<input type="radio"/> 2-5	<input type="radio"/> 6-10	<input type="radio"/> 11-15	<input type="radio"/> 16-20	<input type="radio"/> more than 20	
22. Would you take a course from this instructor again?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> unsure				

### Comments (print legibly)

Please provide any additional comments you may have regarding the instructor or the course. These comments will be used to help improve the course. Your instructor will not see the comments until after final grades have been submitted. You may use the back of the form for additional comments. Thank you.

---



---

**Form DCE-E3**

**DIVISION OF CONTINUING EDUCATION**  
**CLASSROOM OBSERVATION**

**Instructor's Name:**

**Evaluator's Name and Title:**

**Course Name and #:**

**College Campus:**

**Room:**

**Date:**

**Time:**

---

**Part One:** *Assessment of instructor's teaching effectiveness* with regard to content mastery, content organization, methodology of delivery, relevancy of material to course being taught, and use of technology and other teaching aids if applicable.

---

**Part Two:** *Assessment of instructor's teaching effectiveness with regard to* the ability to provide clear feedback to student questions and the ability to motivate and stimulate student thought and discussion in the classroom.

---

**Classroom Observation Overall Teaching Effectiveness:**

**Instructor Comments (if any):**

**Faculty Signature:**  
**Date:**

**Evaluator Signature:**  
**Date:**

**Form DCE-E4**

**DIVISION OF CONTINUING EDUCATION**  
**COMPREHENSIVE EVALUATION**

Unit Member: \_\_\_\_\_

Session/Year: \_\_\_\_\_

Course(s) Taught: \_\_\_\_\_

Evaluator: \_\_\_\_\_ Title: \_\_\_\_\_

---

Evaluator's Comments:

---

Unit Member's Comments (if any):

---

---

I have read and received a copy of these comments.

\_\_\_\_\_  
Evaluator

\_\_\_\_\_  
Unit Member

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Form DCE-G1**

**DIVISION OF CONTINUING EDUCATION**  
**STEP ONE GRIEVANCE**

For the Board: \_\_\_\_\_

Year: \_\_\_\_\_

Board No.: \_\_\_\_\_

TO: HUMAN RESOURCE OFFICE \_\_\_\_\_

GRIEVANT: \_\_\_\_\_

WORK AREA: \_\_\_\_\_

DATE(S) OF ALLEGED CONTRACT VIOLATION: \_\_\_\_\_

Statement of Grievance (State all known facts pertaining to the alleged breach on which the grievance is based. All evidence supporting your claim must be attached hereto. If additional space is needed, please attach additional pages, appropriately captioned.):

\_\_\_\_\_  
Specific Contract Provisions Alleged to Have Been Violated:

\_\_\_\_\_  
Remedy Requested:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Home Address (include zip code)

\_\_\_\_\_  
Telephone

cc: President of the College  
Joseph Rizzo, MCCC DCE Grievance Coordinator, 44 Governor Dinsmore Road, Windham, NH  
03087  
MTA Consultant for Higher Education, MCCC/MTA, 2 Heritage Drive, 8<sup>th</sup> Floor, Quincy, MA  
02171.

**N.B. This complaint must be filed within 30 days.**

**DIVISION OF CONTINUING EDUCATION**  
**ASSOCIATION EVIDENCE**

For the Board: \_\_\_\_\_

Year: \_\_\_\_\_

Board No.: \_\_\_\_\_

1. List on this cover sheet all documentary evidence you intend to use to support your grievance.
2. Attach copies of all evidence to this sheet and identify each document with the number assigned below.

Description of Evidence  
(Include Dates of Correspondence)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.



**DIVISION OF CONTINUING EDUCATION**  
**MANAGEMENT EVIDENCE**

For the Board: \_\_\_\_\_

Year: \_\_\_\_\_

Board No.: \_\_\_\_\_

1. List on this cover sheet all documentary evidence you intend to use to support your finding.
2. Attach copies of all evidence to this sheet and identify each document with the number assigned below.

Description of Evidence  
(Include Dates of Correspondence)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

**Form DCE-G4**

**DIVISION OF CONTINUING EDUCATION**  
**STEP ONE DECISION**

For the Board: \_\_\_\_\_

Year: \_\_\_\_\_

Board No.: \_\_\_\_\_

GRIEVANT: \_\_\_\_\_

COLLEGE: \_\_\_\_\_

After reviewing the complaint and supporting evidence attached thereto and after meeting with the grievant for the purpose of resolving the grievance on \_\_\_\_\_, 20\_\_\_\_\_, I make the following decision:

1. Statement of Facts:
  
2. Issue(s) presented by the grievant, including specific contract provisions alleged to have been breached:
  
3. Decision and Reason(s) for Decision:
  
4. Remedy offered, if appropriate:

\_\_\_\_\_  
President or Designee

\_\_\_\_\_  
Date (must be issued within thirty  
(30) days after receipt of grievance)

cc: Joseph Rizzo, MCCC DCE Grievance Coordinator, 44 Governor Dinsmore Road, Windham, NH 03087  
MTA Consultant for Higher Education, MCCC/MTA, 2 Heritage Drive, 8th Floor, Quincy, MA 02171.  
President of the College  
College Human Resources Office

**N.B. You have the right to appeal this Decision to Step Two by filing an appeal on Form DCE-G5 within twenty (20) days after receipt of this decision.**

**Form DCE-G5**

**DIVISION OF CONTINUING EDUCATION**  
**STEP TWO MEDIATION REQUEST**

To be completed by the grievant and forwarded to the Office of the General Counsel for the Community Colleges within twenty (20) days after receipt of the Step One Decision (DCE-G4) or within fifty (50) days after the receipt by the President of the Step One Grievance Form (DCE-G1), whichever is sooner [see Art. 7.05(B)].

For the Board: \_\_\_\_\_

Year: \_\_\_\_\_

Board No.: \_\_\_\_\_

TO: Office of the General Counsel for the Community Colleges  
c/o Middlesex Community College  
591 Springs Road Building #2  
Bedford, MA 01730

GRIEVANT: \_\_\_\_\_

GRIEVANT'S ADDRESS: \_\_\_\_\_

INSERT COLLEGE NAME: \_\_\_\_\_

DATE OF DECISION OF PRESIDENT: \_\_\_\_\_

Please be advised that I am hereby submitting notice of my election to proceed to Step TWO, Mediation, of the grievance procedure.

REMEDY SEEKING: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

cc: Consultant for Higher Education, MCCC/MTA, 2 Heritage Drive, 8<sup>th</sup> Floor, Quincy, MA 02171  
Joseph Rizzo, MCCC DCE Grievance Coordinator, 44 Governor Dinsmore Road, Windham, NH, 03087  
President of the College  
College Human Resources Office

**DIVISION OF CONTINUING EDUCATION**  
**MEDIATION DECLARATION**

For the Board: \_\_\_\_\_

Year: \_\_\_\_\_

Board No.: \_\_\_\_\_

GRIEVANT: \_\_\_\_\_

COLLEGE: \_\_\_\_\_

DATE OF MEDIATION: \_\_\_\_\_

MEDIATOR: \_\_\_\_\_

This form is being completed by:

- Mediator
- Employer
- Union/Grievant

RECOMMENDATION IN CONCLUSION: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

cc: Mediator  
Employer  
Union

**Form DCE-G7**

**DIVISION OF CONTINUING EDUCATION**  
**ARBITRATION APPROVAL REQUEST**  
**STEP THREE**

To be completed by the grievant and forwarded to the DCE Grievance Coordinator within ten (10) days after conclusion of mediation and/or after receipt of the Mediation Declaration form (DCE-G6).

For the Board: \_\_\_\_\_

Year: \_\_\_\_\_

Board No.: \_\_\_\_\_

TO: Joe Rizzo, MCCC/ DCE  
Grievance Coordinator  
44 Governor Dinsmore Road  
Windham, NH, 03087

GRIEVANT: \_\_\_\_\_

COLLEGE: \_\_\_\_\_

DATE OF DECLARATION: \_\_\_\_\_

Please be advised that I am hereby submitting notice of my election to proceed to Step Three of the grievance procedure. I am requesting that my grievance be approved for an arbitration, by the MCCC/MTA grievance committee.

REMEDY SEEKING: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

cc: MTA Consultant for Higher Education, MCCC/MTA, 2 Heritage Drive, 8th Floor Quincy.  
MA 02171