



WACO, TEXAS

**COURSE SYLLABUS
AND
INSTRUCTOR PLAN**

**Internship – Hospital/Health Facility Administration
LTCA 2489.87**

**Dr. Natalee Oliver
(Joe Arrington)**

Note: This is a 16-week course

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

Course Description:

LTCA 2489 Internship – Hospital/Health Facilities Administration

A work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. The internship must take place in an approved nursing facility under the supervision of a licensed and approved nursing facility administrator. Taken three times, this course meets the field experience prerequisite for licensing as a nursing facility administrator in Texas. Semester Hours 4 (21 lab/wk)

Prerequisites and/or Corequisites:

Be enrolled in or have completed the coursework associated with the Long Term Care Administration program.

Course Notes and Instructor Recommendations:

COURSE DOCUMENTS:

The completion of several documents is required during the AIT Internship. These documents were either provided to you by the instructor or are contained in the AIT Manual. Some key documents are as follow:

1. The AIT Self-Assessment Tool--the student completes this document, with collaboration from the supervising administrator, to identify the student's skill, strengths and weaknesses. This information should be used to determine which functions and tasks the student will need to work on during the internship. This for may be retained by the student and used for future reference.
2. External Training Plan--an MCC document that "creates" your internship. This document needs to be returned to the instructor within the first three weeks of the semester.
3. The AIT Assignment Agreement--this document identifies the student, the supervising administrator and the areas the student will focus on during the semester. The dates and times should represent good faith estimates. This for should be returned with the External Training Plan.
4. The Department Head Certifications--as a student works through each assigned department, the head of that department will complete the appropriate form. The completed form will be returned to the instructor.
5. Hour Sheets--provided by the instructor, these forms function as weekly time sheets to document the actual time the student spent in training. They should be returned to the instructor as they are completed.
6. AIT Final Report--this document should be completed and returned to the instructor when either of the following events occur:
 - a. when the student completes a semester at a facility and does not plan on returning to that facility for another semester, or
 - b. when the student completes all 1,000 hours of training at one facility.
7. Preceptor Performance Report--this document should be completed on the same time table as the AIT Final Report.

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ELEMENTS OF THE INTERNSHIP

1. Instructor/Coordinator: This person shall be an employee of the college assigned to coordinate the learning process of the student.
2. Supervisor/Administrator: The licensed administrator of the facility in which the student is working. This person is responsible for the supervision of the intern in the field. **The supervising administrator must have been licensed for at least 2 of which are in the State of Texas. Also, no formal disciplinary actions may have been taken against this administrator in the past 2 years. To document this status, the student will provide a photocopy of the supervising administrator's most recent licensure certificate.**
3. Paid vs. Unpaid: The internship may be paid or unpaid; the decision rests with the nursing facility. The college does not solicit facilities to pay wages to interns nor is such remuneration prohibited.
4. Training Station: The nursing facility where the internship is conducted. It must be licensed by the Texas Department of Human Services for at least 60 beds and **must be in "significant compliance" as of their last survey. Should the facility be deemed out of compliance during the course of the internship, it must return to good standing within 60 days or the internship will be terminated. To document this status, the student will provide a photocopy of the facility's most recent inspection summary report.**
5. Discussion: Each week, the students enrolled in the internship are required to participate in the group boards. During this time the student gives both verbal and written reports of nursing home duties for the previous week. Other structured curriculum may be prepared and used by the instructor.
6. Contact with the Work Station: The instructor will make contact with the supervising administrator during the semester. During these contacts, conferences may be held with the supervisor/administrator to review the student's progress in meeting the objectives stated in the training plan.

LTCA 2489 is offered every semester. It must be repeated three (3) times to accumulate the 1,000 field hours required by the State of Texas to satisfy the AIT field work requirement.

The successful completion of the internship is dependent on a working partnership between the student, the instructor, and the supervising administrator of the facility in which the student is placed. Each individual has specific duties and responsibilities as are outlined below:

A. The STUDENT agrees to:

1. arrange for her/his internship training site. The training site must be established by the third week of the Fall & Spring semesters and by the end of the first week of the Summer term.
2. complete the External Training Plan with realistic and meaningful learning objectives.
3. work a minimum of 336 hours at no more 40 hours per week in a nursing facility under the supervision of the administrator.
4. participate in the weekly discussions
5. submit all required written reports within the specified time frames.
6. Complete all the requirements as provided in the Responsibilities section of the AIT Job Description
7. act in a professional manner as part of the course activities AND at the training site.

B. The INSTRUCTOR agrees to:

1. assist students in locating an approved internship training site.
2. contact the supervisor/administrator at the training site of the student of the student

3. coordinate the completion of the External Training Plan.
 4. conduct conferences with the student and/or supervisor as necessary to resolve any difficulties.
 5. conduct weekly discusses which coordinate with work activities to enhance the learning experience for the student.
 6. maintain all student files necessary.
 7. recommend credit or non-credit for the course.
- C. The Supervisor/administrator agrees to:
1. provide for on-site supervision of the student.
 2. arrange for work experience that will enhance the student's learning about the functions of the nursing home.
 3. work with the student to develop meaningful and realistic learning objectives.
 4. work with the student and/or instructor to resolve any difficulties that may arise.
 5. evaluate the student's performance at the training site through contact with the instructor and by completing a written evaluation at the end of the semester.

Please contact your instructor for more information.

Instructor Information:

Instructor Name:	Dr. Natalee Oliver	(Joe Arrington)
MCC E-mail:	noliver@mclennan.edu	(jarrington@mclennan.edu)
Office Phone Number:	254.299.8787	(254.299.8706)
Office Location:	CSC E 129-D	(CSC E129-B)
Office/Conference Hours:	By Appointment	
Other Instruction Information:		

Required Text & Materials:

Title: Administrator-in-Training Internship Manual
Author: Texas Dept of Aging & Disability Services
Edition: February 2004
Publisher: DADS
ISBN:

Accessible at: <http://www.dads.state.tx.us/provider/NF/credentialing/nfa/index.html>

The Training manual is available both as a WORD document and an Adobe Acrobat file. They are listed as the first clickable buttons on the left side of the webpage.

[MCC Bookstore Website](#)

Methods of Teaching and Learning:

The primary course materials will be delivered via the internet. An optional face-to-face orientation will be held at the beginning of the semester. Periodic guest speakers and/or field visits may be scheduled. Students who cannot attend these face-to-face sessions may make alternative arrangements with the instructor.

This course is designed as a learning simulation. Students in the course will function in the role of employees in their first year of employment with a long term care business entity. The instructor will assume the role of the Chief Training Officer for that business entity. The primary evaluation tool will be the completion of prescribed training tasks. In some of the training tasks, the student will act independently. In other situations, groups will be created to accomplish the work.

Each task will be assigned a maximum point value. The performance of each student will be evaluated against that maximum value and a percentage will be assigned. More detail on this grading process is provided later in the syllabus.

Since the course requires significant online participation, the student should have knowledge of using a Web browser, computer, and e-mail; the ability to create and save documents; the ability to send and receive electronic documents; and a general understanding of online technologies and appropriate online behavior. The basic MCC Computer requirements are:

Course Objectives and/or Competencies:

The content of this is based on the requirements in the most recent version of the Texas AIT Internship Manual. In any given semester, the student will not be required to address each area of skill, but all skill domain should be addressed during the student's tenure at MCC. The skills addressed each semester should be mutually agreeable to the student and the supervision administrator. The skills chosen for each semester should be based on:

1. the existing knowledge and skills of the student,
2. the materials being addressed in the student's academic program,
3. the knowledge and skill of the supervising administrator, and
4. the opportunities for learning presented in the training facility.

As mentioned earlier, this course is part of the larger Long Term Care Administration program. The general competencies for this program are established by the Texas Department on Aging & Disability Services (DADS) and is based on the work of the National Association of Long Term Care Administrator Boards (NAB). To view the complete list of the program student learning outcomes, and see how this particular course fits into the overall plan, click here: [LTCA Student Learning Outcomes](#)

The Secretary's Commission on Achieving Necessary Skills (SCANS) was appointed by the Secretary of Labor to determine the skills our young people need to succeed in the world of work. The Commission's fundamental purpose is to encourage a high-performance economy characterized by high-skill, high-wage employment. The learning objectives of this course have been linked to the SCANS Competencies and Foundational Skills. To view this report, click here: [LTCA 2489 SCANS](#).

Course Outline or Schedule:

The primary focus during the first week of each semester will be to finalize appropriate placement of the student. The work during subsequent weeks will be based on the External Training Plan created and agreed upon by the student, supervising administrator and course instructor.

Course Grading Information:

This course will be graded on a credit/no-credit basis. To receive credit (CR) a student will:

1. Participate, in the weekly class discussion,
2. Complete at least 336 hours of field work during the semester.
3. Submit all required documents (refer to the section entitled COURSE DOCUMENTS), and
4. Receive a satisfactory evaluation of performance

Late Work, Attendance, and Make Up Work Policies:

Late Work

Work not completed on time without prior permission from the instructor may be subject to deductions in their point value. Any missed work should be made up as soon as possible.

Ethics

Cheating will not be tolerated. Any student found to be cheating will be subject to grade reduction, re-doing of assignments, and/or dismissal from the course. Examples of cheating include but are not limited to:

- ☐ copying the work of another employee.
- ☐ seeking excused absences/tardies under false pretenses.
- ☐ plagiarism (claiming as your own the work of another).

Courtesy & Respect

Students should demonstrate courtesy and respect to all instructors, guests, and fellow learners. While honest discussion and debate of topics is expected and encouraged, such interactions should not involve aggressive, derogatory, or hostile behaviors (verbal or otherwise). The instructor reserves the right to act to protect the decorum of the learning environment and the image of MCC.

Student Behavioral Expectations or Conduct Policy:

In general, students are expected to maintain classroom decorum that includes respect for other students and the instructor, prompt and regular attendance, and an attitude that seeks to take full advantage of the education opportunity. The Highlander Guide describes the rights, privileges, and obligations of students affiliated with MCC. The complete guide may be accessed by clicking here: [Highlander Guide](#).

[*Click Here for the MCC Attendance/Absences Policy*](#)

(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

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Long Term Care Domains of Knowledge and Skills
Based on the National Association of Long Term Care Administrator Board

	Location within Program					Assessment Methods			
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1.0 Resident Care & Quality of Life	Intro 1311	O&M 1313	Law 2314	Finan 2315	Res Care 1312	Object Test	Essay	Group Project	Cap stone
1.1 Ensure that <u>direct resident care</u> and <u>services</u> are planned, implemented, and evaluated to maximize resident quality of life and quality of care.		X				X			
1.2 Identify, monitor, and ensure that <u>quality indicators</u> and <u>quality assurance programs</u> are utilized to maximize effectiveness in resident care and services.					X	X	X		X
1.3 Ensure development, implementation and review of <u>resident care policies</u> and <u>procedures</u> .			X						
	0	1	1	0	1				

2.0 Human Resources	Intro 1311	O&M 1313	Law 2314	Finan 2315	Res Care 1312	Object Test	Essay	Group Project	Cap stone
2.1 Facilitate the process of communication between management and staff (e.g. coaching, counseling)	X					X			
2.2 Development, implement, and monitor employee recruitment, development, evaluation, and retention programs to provide quality resident care and services while addressing resident and staff cultural diversity needs.			X			X			
2.3 Ensure that human resource management policies and programs are planned, implemented and evaluated in compliance with governmental entities, laws, and regulations (e.g. compensation, benefits, safety, job descriptions, education programs, union relations).1			X			X	X	X	
	1	0	2	0	0				

3.0 Finance	Intro 1311	O&M 1313	Law 2314	Finan 2315	Res Care 1312	Object Test	Essay	Group Project	Cap stone
3.1 Develop and manage annual operating capital budgets to effectively utilize fiscal resources.				X		X	X	X	
3.2 Develop and implement financial policies, procedures, and systems to monitor, audit, and report financial performance (e.g., accounts payable receivables, resident trust funds).				X		X	X	X	

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3.3 Negotiate, interpret, and implement financial aspects of contractual agreements (e.g., organized labor unions, manage care, vendor, consultative services).		X				X		X	
3.4 Ensure adequate resources and protection of facility assets (e.g. insurance coverage, risk management).				X		X			
	0	1	0	3	0				

4.0 Physical Environment & Atmosphere	Intro 1311	O&M 1313	Law 2314	Finan 2315	Res Care 1312	Object Test	Essay	Group Project	Cap stone
4.1 Ensure that a system for maintaining and improving buildings, grounds, and equipment is planned, implemented, and evaluated.		X				X			
4.2 Ensure that the facility provides a clean, attractive, safe, and home-like environment for residents, staff and visitors.		X				X			
4.3 Ensure the planning, implementation, and evaluation of emergency response programs that will maintain the health, welfare, and safety of residents, staff, and visitors.			X			X			
	0	2	1	0	0				

5.0 Leadership and Management	Intro 1311	O&M 1313	Law 2314	Finan 2315	Res Care 1312	Object Test	Essay	Group Project	Cap stone
5.1 Ensure that policies and procedures are developed, implemented, monitored and evaluated in order to maintain compliance with federal, state and local rules and regulations.			X			X			
5.2 Observe, monitor, and evaluate outcomes of all the facility's program, policies, and procedures to ensure effectiveness, and to fulfill administrative responsibility (e.g., facility license) and professional responsibility (e.g., personal NFA license)			X			X			
5.3 Ensure administrative oversight of the survey process and responses to findings.					X	X			X
5.4 Develop and implement a comprehensive marketing and community relations program.	X					X	X		
5.5 Ensure the integration of Resident Rights with all aspects of resident care and facility operation.		X				X	X		
	1	1	2	0	1				

Grand Total Competences 18	Intro 1311	O&M 1313	Law 2314	Finan 2315	Res Care 1312	
Competencies Assessed	2	5	6	3	2	
Percentage Assessed	11.1	27.8	33.3	16.7	11.1	

Statement of Workplace and Foundation Competencies

McLennan Community College is determined to prepare you with the knowledge and skills you need to succeed in today's dynamic work environment. Towards this end, the following workplace competencies and foundation skills have been designed into the curriculum for the **LONG TERM CARE ADMINISTRATION PROGRAM**.

COMMON WORKPLACE COMPETENCIES

Manage Resources:	Time / Money / Materials / Space / Staff
Exhibit Interpersonal Skills:	Work on teams/ Teach others / Serve customers / Lead work teams/Negotiate with others
Work with Information:	Acquire & evaluate data / Interpret & communicate data
Apply Systems Knowledge:	Work within social systems / Work within technological systems / Work within organizational systems / Monitor & correct system performance / Design & improve systems
Use Technology:	Select equipment and tools

FOUNDATION SKILLS

Demonstrate Basic Skills:	Arithmetic & Mathematics / Speaking / Listening
Demonstrate Thinking Skills:	Creative thinking / Decision making / Problem solving / Thinking logically
Exhibit Personal Qualities:	Self-esteem / Self-management / Integrity

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Course Number: LTCA 2489 Course Name: <u>Internship in Long-Term Care Administration</u>	Relevant Competencies (Identify by Competency Number)
SCANS COMPETENCIES.	All SCANS competencies may be addressed during the course of the internship
1. Managing Resources: a. Manage time b. Manage Money c. Manage materials d. Manage space e. Manage staff	a. 1-4 b. 1-4. c. 1-4 d. 1-4 e. 1-4
2. Exhibiting Interpersonal Skills: a. Work on teams b. Teach others c. Serve Customers d. Lead work teams e. Negotiate with others f. Work with different cultures	a. 1-4 b. 1-4 c. 1-4 d. 1-4 e. 1-4 f. 1-4
3. Working with Information a. Acquire/evaluate data b. Organize/maintain information c. Interpret/communicate data d. Process information with computers	a. 1-4 b. 1-4 c. 1-4 d. 1-4
4. Applying Systems Knowledge: a. Work within social systems b. Work within technological systems c. Work within organizational systems d. Monitor/correct system performance e. Design/improve systems	a. 1-4 b. 1-4 c. 1-4 d. 1-4 e. 1-4
5. Using Technology: a. Select equipment and tools b. Apply technology to specific tasks c. Maintain/trouble shoot technologies	a. 1-4 b. 1-4 c. 1-4
SCANS FOUNDATIONS. Demonstrating Basic Skills: a. Reading b. Writing c. Arithmetic/Mathematics d. Speaking e. Listening	a. 1-4 b. 1-4 c. 1-4 d. 1-4 e. 1-4
6. Demonstrating Thinking Skills: a. Creative thinking b. Decision making c. Problem solving d. Thinking logically e. Seeing with the mind's eye	a. 1-4 b. 1-4 c. 1-4 d. 1-4 e. 1-4
7. Exhibiting Personal Qualities: a. Individual responsibility b. Self-esteem c. Sociability d. Self-management e. Integrity	a. 1-4 b. 1-4 c. 1-4 d. 1-4 e. 1-4

Updated 11/04/2022

McLennan
C O M M U N I T Y
COLLEGE

ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit www.mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu 254-299-
8122
Room 319, Student Services Center

Title IX:

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the acting Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Diversity, Equity & Inclusion/Title IX) at (254) 299-8465. MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the

crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom from 7:30 am - 6:00 pm Monday through Thursday and 7:30 am - 5:00 pm on Friday. You can contact the Academic Support and Tutoring team via Zoom (<https://mclennan.zoom.us/j/2542998500>) or email (ast@mclennan.edu) during the above mentioned times.

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact either MCC CREW – Campus Resources Education Web by calling (254) 299-8561 or by emailing crew@mclennan.edu or a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Both are located in the Completion Center located on the second floor of the Student Services Center (SSC) which is open Monday-Friday from 8 a.m.-5 p.m.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to https://mclennan.co1.qualtrics.com/jfe/form/SV_07byXd7eB8iTqJg. Both the Completion Center and Paulanne's Pantry are located on the second floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-andStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to www.mclennan.edu/studentemail.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.

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Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-andStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to www.mclennan.edu/studentemail.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.