



FACULTY GUIDEBOOK
2025-26

FALL 2025
WELCOME

Welcome to Mercy University, where our faculty transform students’ lives through inspirational education every day through personalized and high-quality learning environments. As faculty, you serve a critical role in students’ development and success toward their career and lifelong goals. Faculty at Mercy represent outstanding expertise and collective collaboration for student, faculty, and Mercy success. We partner with outstanding colleagues in offices across the University to ensure excellent customer service and successful student outcomes.

In addition to our [Faculty Handbook](#) and [Faculty Procedures Manual](#), this Guidebook is created to provide helpful information to assist you in accessing resources you need to be successful as a member of our faculty and contribute to accomplishing our mission. For questions relating to terms and conditions of employment, Core faculty should refer to the [Faculty Handbook](#) and adjunct faculty should refer to the [Collective Bargaining Agreement](#) between Mercy and SEIU, both of which are available on Mercy Connect. All faculty can refer to the Employee Handbook for Human Resources related questions.

I look forward to seeing you on one of our three campuses and online this academic year. On behalf of Mercy University, thank you and have a great academic year!

Dr. Kristin Curry Greenwood
Provost and Senior Vice President for Academic Affairs
Mercy University

Editorial Notice
To submit changes for future editions of the Faculty Guidebook, please write to provost@mercy.edu.

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INFORMATION TECHNOLOGY: PORTAL, EMAIL, SYSTEM ACCESS, AND SERVICES

Mercy's Office of Information Technology works collaboratively with various departments across the University to support Mercy's mission of providing students with the opportunity to transform their lives through higher education. Below you will find key information and links to help get started with Mercy systems and IT services.

Key Systems and Links

Faculty & Staff use only one username and password to access ALL University-wide systems ("Single Sign-On"). Depending on whether you are a full-time or part-time faculty member, the process is different to obtain your username and password:

Adjunct Faculty – Username & Password To access Mercy University systems, you will be provided with a University-Wide Identification Number (CWID). If you did not receive your CWID, contact an administrator in your Department or School. You need a CWID to receive a username and password.

Username: Your username will be provided to you by your School after onboarding. Usernames will have the following format: username@mercy.edu.

Password: Your initial password will be your CWID followed by your date of birth year and "MU!" with the following syntax: CWID+DOB year+MU! For example, it should appear as follows with your actual data and not including the plus signs: 12345678+1990+MU!

Full-time Faculty – Username & Password

As a full-time faculty member, you will be provided with your username and password as part of the onboarding process when your computer is delivered by the IT Department.

Mercy Connect

Mercy Connect is the University's non-public portal used by students, faculty, and staff to house information not aimed at the general public, and for the conduct of University administration. Mercy Connect provides access to class rosters and serves as the space to enter attendance and grades. In addition, Mercy Connect's Employee Hub provides access to employee information.

You can access Mercy Connect from any computer connected to the internet by navigating to <http://connect.mercy.edu> and using the username and password defined in the above section titled "Username & Password."

The Mercy Connect portal also acts as a gateway to the following important systems:

- **Microsoft 365 Email / Calendar** - Microsoft 365 provides faculty and staff with access to their University email account and the full suite of Microsoft Office productivity software, including Word, Excel, PowerPoint, and the Microsoft Teams communications platform. Most Mercy computers also have versions of Microsoft Office pre-installed.
- **Learning Management System (Blackboard Ultra)** - The Blackboard Ultra environment houses a unique webpage for each on-campus or online class section. It provides video conferencing, discussion boards, assessment, and class management functions.

Once you login to Mercy Connect, you can access your email and Blackboard by clicking on the respective links on the homepage. Please note that your courses will not be accessible in the

Blackboard Learning Management System (LMS) until you are assigned by your department as the instructor of record for that course.

Mercy University Zoom

Zoom is an easy-to-use video conferencing tool available to all faculty and staff. See below for important information on creating your Zoom account and scheduling class meetings:

- **Zoom Account and Classes** - To create your Mercy University Zoom account and use Zoom in your class, please follow [these instructions](#).
- **Students Joining Zoom Classes** - If you intend to use Zoom in your course and have followed the instructions above to create your Zoom account and schedule the Zoom class meetings, students can then be directed to join the Zoom class within the Blackboard LMS by following the steps outlined [here](#).

Accessing University Computers

To access computers in classrooms, labs, libraries, and departmental offices at all campuses, please use the username and password defined in the “Username & Password” section above.

Managing your Password

If you forget your email password, please visit the Mercy Password Management System located at the following link to reset it: <https://www.mercy.edu/mercypass>.

Information Technology Department Services

To place a routine technology **request** for a technology change (e.g., software update, add authorized users to a system), email helpdesk@mercy.edu.

To report an **incident** and get technical support, call (914) 674-7526, 24-hours-per-day (or x7526).

To access **training** and learn more about Mercy’s systems, visit <https://www.mercy.edu/enterprise-applications>.

Other Information

Free, open wireless is available to the public at all campuses. The network name is “Mavericks-Wifi” and the password is *mercyuniversity*.

As a Mercy employee benefit, you may download a copy of Microsoft Office on your home computer at <https://www.office.com>. Instructions are at <https://www.mercy.edu/microsoft> (while the instructions here are labeled as “Free Software for Mercy Students, the same instructions apply for faculty).

Members of the Mercy Community are eligible for discounts on technology products from Dell, Apple, and other vendors. To access these offers, visit the Employee Hub on the Mercy Connect Portal. Click the **Resources** button on the right, then select **Employee Discount Center** to view the available discounts.

FACULTY WEBSITE PROFILES

Every Mercy faculty member, full-time and part-time, has a profile page on the Mercy University website, where pre-populated information lists name, title, and contact information. In addition, the University asks faculty members to populate their respective profile pages with headshot photos and with scholarly, research, and professional information. Faculty members can populate their profile pages as follows:

1. Go to <http://www.mercy.edu/login>. You should be prompted for login, through Single Sign On (SSO) such as allows you into Mercy Connect, Blackboard, etc.
2. Once logged in, navigate to the [Mercy University Directory](#) and search for your profile page. When you are on your profile page, go to the black box in the bottom right-hand corner (that reads 'View' or 'Edit') and click on 'Edit'.
3. Once on the page to edit, you will see that the information is divided into different categories, like Office Address and Biographical Information. Here you may input information from your CV to build or edit your individual profile page by entering your information in the appropriate fields, including:
 - Photo upload
 - Scroll down to "Photo" section and select "Add Media"; then upload image.
 - Office Address
 - Social Media Links (scholarly or professional, e.g., LinkedIn, orcidID, ResearchGate, etc.)
 - About (in narrative description form)
 - Education
 - Current Research
 - Teaching Focus
 - Selected Publications
 - Professional Affiliations
 - Awards

NB Information about the types of content that should be included, as well as examples, are included below each of these content block sections.

4. Once edits have been made, scroll to the bottom of the page and click on "Save". You may view your personal profile page on the new site by going to the [Directory](#) and searching on your name. Generally, the URL for your profile page follows the naming convention:
<https://www.mercy.edu/directory/firstname-lastname>
- So, if your name is Mary Maverick, the URL will read <https://www.mercy.edu/directory/Mary-Maverick>.

If you notice incorrect name or title information, or have content-oriented questions about populating your profile page, please contact Saul Fisher in the Office of the Provost (sfisher@mercy.edu).

IDENTIFICATION CARDS AND PARKING INFORMATION

Identification Cards

Mercy identification (ID) cards may only be obtained in the following locations:

- Dobbs Ferry campus: Main Hall Room 233, directly across from the main entrance (process at this location overseen by PACT Office)
- Bronx campus: ID/Mail room – first door on the left when entering lobby
- Manhattan campus: Campus Safety Desk, 3rd Floor Reception Area

Please note that you can upload your photo on the Mercy website ahead of time and then have your ID printed when you visit one of the campus-based offices; visit <https://www.mercy.edu/campus-safety/idcards>.

NB To access Science and Health Professional labs, new ID cards (as determined by the numbers on the back of the card) are required. Access-ready ID cards will be granted by Campus Safety based on Program Director authorization by email.

Parking Registration

All vehicles parked on any campus of Mercy University must be registered with the Mercy University Office of Campus Safety and display a vehicle decal. This requirement applies to Dobbs Ferry and to the shared parking facilities at the Bronx campus as well.

Please note that Mercy utilizes a cloud-based License Plate Reader system at the Dobbs Ferry campus. The License Plate Reader grants access to campus upon entry and assists in regulating parking in approved parking lots. Vehicles are registered and approved exclusively via Mercy Connect. Changes and adjustments, such as a change in vehicle, should be made online. Users are required to place a general Mercy University decal on their vehicle identifying them as an affiliate. These decals are issued following vehicle registration and are individual and vehicle specific. They are valid for five years from date of issue and can be picked up from the Campus Safety Office in Main Hall (Room 234) during normal business hours or from Enrollment Services in Mercy Hall between the hours of 5 to 7 pm. Arrangements can also be made to pick up a needed sticker after hours from the security post in Hudson Hall by contacting safety@mercy.edu. Presentation of valid ID required.

Please follow these guidelines to register your vehicle and obtain the necessary decal:

- Complete the University's [vehicle registration form online](#). One decal is provided free of charge for each student, faculty, or staff member, for one registered vehicle. Faculty and staff can pick up decals from the Campus Safety office, Main Hall 234, Dobbs Ferry campus. You must have completed a [Vehicle Registration Form](#) to be issued a decal. At the Bronx campus, faculty and staff decals are available from Enrollment Services; decals are not issued at the Manhattan campus.
- Decals are assigned to the individual. Requests to register additional vehicles can be made through Mercy Connect and will be reviewed by the Office of Campus Safety and a second decal may be approved at a fee of \$25. Requests for replacement decals should be submitted in person to the Office of Campus Safety and may be subject to a fee. An individual is allowed to park only one vehicle on the Dobbs Ferry campus at a time. Requests for exceptions by families with more than one Mercy employee or student can be made to Campus Safety. Those with valid, state-issued handicapped tags should contact Campus Safety at (914) 674-7393 regarding accommodations.

- Drivers have until **the beginning of the 2nd week of classes** to register their vehicles and secure decals. The vehicle decal is to be displayed and affixed on the outside rear, left passenger (driver-side) window.

PLEASE NOTE: The University enforces the [parking policy](#) at the Dobbs Ferry campus for Mercy faculty, staff, students, and vendors who (1) have not obtained a parking permit, (2) do not place it properly on the vehicle, (3) choose to not put it on the vehicle, or (4) park on campus in a restricted area. Vehicles will be turned away and not allowed on campus. Day passes for routine entry to these groups are no longer issued.

DOBBS FERRY CAMPUS

The [parking policy](#) for the Dobbs Ferry campus applies to members of the University Community as follows:

Faculty

All faculty with a registered vehicle are permitted to park on the Dobbs Ferry campus, on a first come, first served basis, at all times with a valid vehicle decal.

NB As a result of parking pressure, full time staff and faculty with a hire date of August 18, 2025 and after are required to park at the Tarrytown offices. To travel to and from the Dobbs Ferry campus from Tarrytown, please use the University's Tarrytown-Dobbs Ferry Shuttle; you may consult the shuttle schedule [here](#). Adjunct faculty are exempt from this requirement.

Visitors

Visitors to the Dobbs Ferry campus will be issued a one-day pass at the gatehouse at the entrance to campus and will be expected to provide the name of the person or department they are visiting and the reason for the visit. If you know in advance that a visitor is expected, please notify Campus Safety at (914) 674-7225.

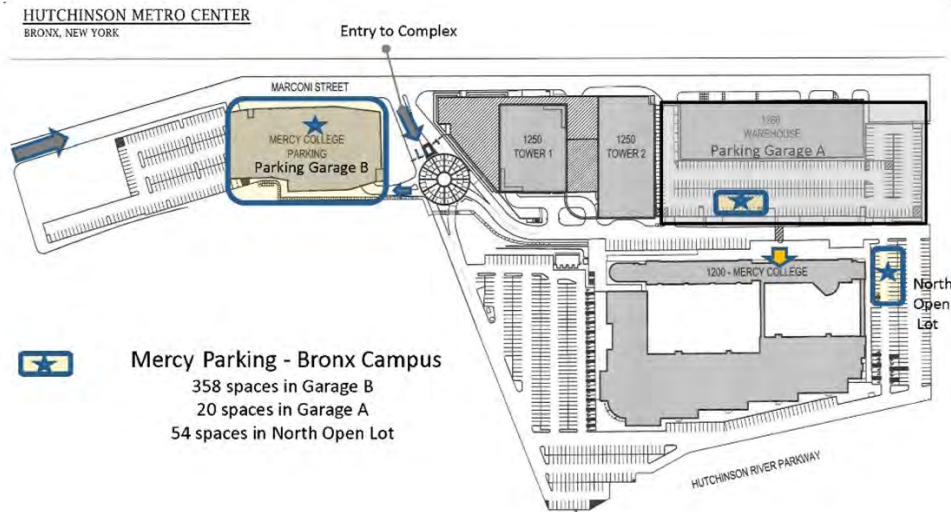
Parking Availability

Students, faculty, and staff who are based at the Bronx or Manhattan Campuses should adhere to the following parking policies. All members of the Mercy Community are expected to register vehicles that they expect to bring to the Dobbs Ferry or Bronx campuses.

BRONX CAMPUS

To meet its obligations to all organizations and businesses at the Hutch Metro Center, the Center's management has allocated a limited number of parking spots to Mercy University, Monday through Friday:

- 350+ spots on the upper floors of Parking Garage B (on the right where you pass the guard booth).
- 20 spaces in Parking Garage A directly in front of our building. The entrance to our spaces is located to the left of the north parking lot. All other spaces in Garage A are for paying Hutch Metro customers.
- 54 spaces in the North Open Parking Lot to the north side of our building.
- Those arriving after 9 am should plan to park in Parking Garage B, located immediately to the right of the complex entrance.
- After 6 pm and on the weekends, Mercy cars will be allowed to park in any available spot.



MANHATTAN CAMPUS

Faculty are advised to travel to the Manhattan campus via mass transit. The University does not provide parking for the Manhattan campus. Mercy University employees have limited options available for garage parking; street parking in midtown is generally *very* limited or prohibited during business hours.

Parking Regulations and Policies (All Campuses)

Please remember campus safety is everyone's responsibility. It is important for all drivers to follow campus parking regulations. Campus Safety will be present at the gatehouse Monday through Friday to ensure each entering vehicle has a valid decal displayed on the vehicle and is correctly registered in the system. This will speed up entry to the campus for all arrivals. A parking patrol enforces parking rules on campus. If a vehicle is in violation, it is subject to ticketing, monetary fines, vehicle booting, and towing.

- Vehicles parked in handicapped spaces without a clearly displayed state permit will be subject to immediate removal.
- Parking is not permitted on side streets around campus in accordance with an agreement between the University and the surrounding communities.
- No overnight parking is allowed in any of our campus-based parking locations.
- Those granted the privilege of parking on campus are expected to drive responsibly and adhere to the campus speed limits at all times.

Shuttle Service

We encourage you to consult the [Shuttle schedule](#). Also, download the Shuttle Tracker App ([Apple](#)) ([Google Play](#)) to track, in real time, shuttle locations and routes so that you can time your departures and arrivals.

Shuttle Service between the Bronx and Dobbs Ferry Campuses

The MavExpress provides shuttle service between the Bronx and Dobbs Ferry campuses. Two buses run approximately from 7 am to 10 pm, Monday through Friday. The MavExpress picks up at the Dobbs Ferry, Main Hall bus stop and drops off at the entrance to the Bronx campus building. Please refer to

the shuttle tracking app to track the location of the shuttle. Riders will be required to present their Mercy ID.

Shuttle Service to and from the Bronx Campus and Westchester Square

When classes are in session, a shuttle runs from the Bronx campus to the Westchester Square train station, 7 am – 11 pm, Monday through Friday and from 8 am through 6 pm on Sundays. On Saturdays, shuttle service is provided by the Hutchinson Metro Center. It runs on a continuous loop. Please refer to the shuttle tracking app to track the location of the shuttle. Riders are required to present their Mercy ID.

Carpool Rewards Program

The University encourages drivers to help reduce driving to and parking on the Dobbs Ferry campus with a carpool reward program open to all staff, full-time faculty, and commuter students:

Any staff member, full-time faculty member, or commuter student who chooses to participate in the carpool program for one full semester, Monday through Thursday, will be given a financial award before the end of the semester. Payment will be deposited into your payroll or student account. There will be designated carpool parking spots on the Dobbs Ferry campus. The carpool program will be based on the following tiers and each person in the carpool will be given the incentive, regardless of whose vehicle is used.

Tier 1: 2 or 3 people per car – each person receives \$100 per semester

Tier 2: 4 or more people per car – each person receives \$200 per semester

All individuals who are part of a carpool will need to sign up together at the Campus Safety Office in Main Hall. There is a deadline for applying that is established at the beginning of each term.

Campus Maps and 3D Renderings

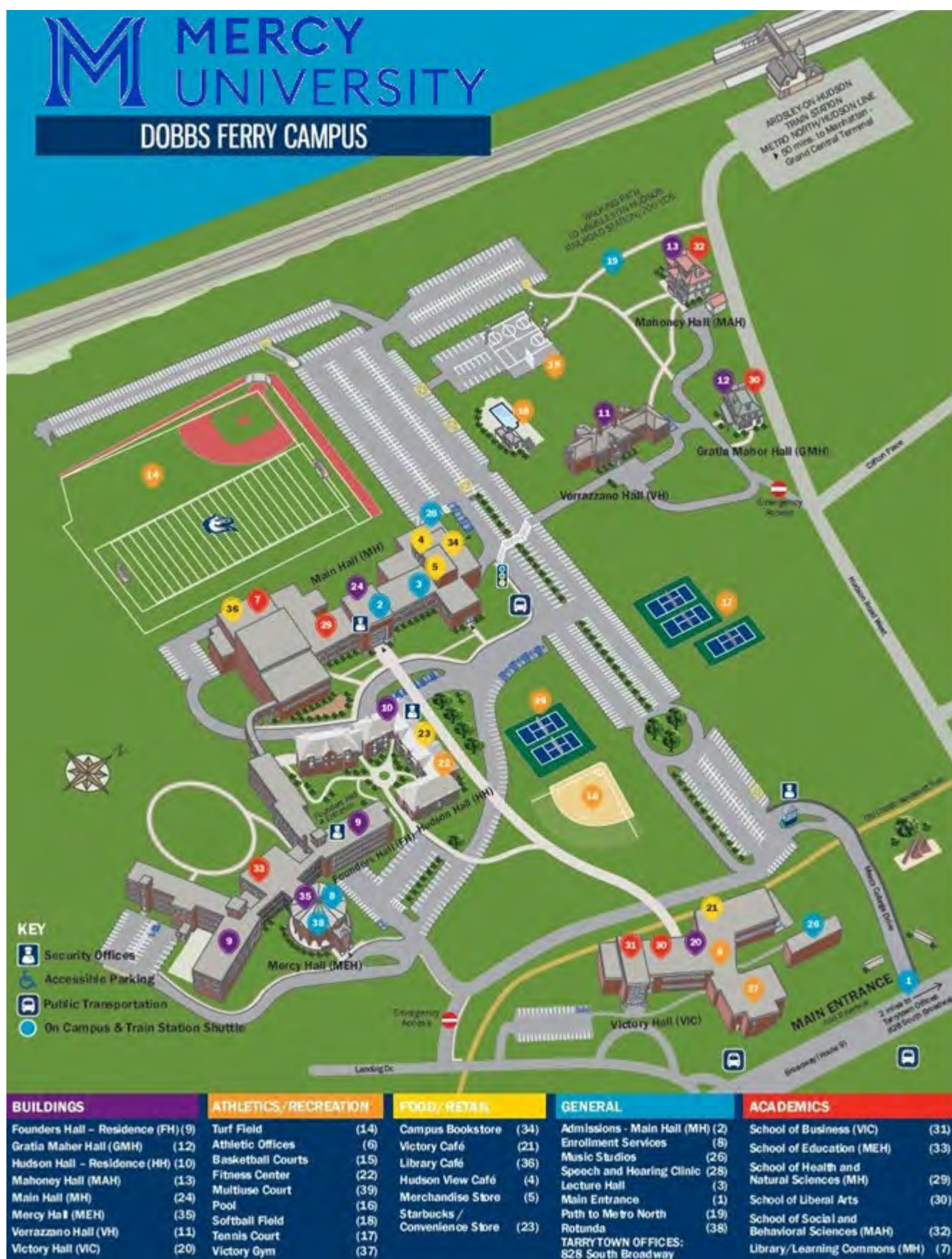
Maps or renderings for all campuses are available here:

[Dobbs Ferry/Westchester](#)

[Bronx](#)

[Manhattan](#)

We thank you for your support and cooperation to make Mercy University enjoyable and safe for all. We welcome your feedback at safety@mercy.edu.



SAFETY AND SECURITY

The Administrative Office of the Department of Campus Safety is located in Main Hall 234, Dobbs Ferry campus, and is open Monday to Friday from 8:30 am to 5:00 pm.

The Department also maintains an Operations Center which is staffed 24/7.

To report a campus emergency, please call (914) 674-9999, or 911 if time is of the essence. The emergency extension on internal phones is x9999. ***Faculty are advised to enter this number into their mobile phones for immediate access, should the need ever arise.***

To report a non-emergency: call (914) 674-7225 for general security assistance on any campus. The non-emergency extension on internal phones is x7225.

Mercy Alert

Mercy Alert is the University's mass notification alert system and is to be utilized in the event of a significant emergency. All members of the University Community are automatically entered in the system via their University email address; they are also encouraged to customize their alerts by adding a phone number to the system. Instructions are as follows:

1. Go to <https://mercy.app.regroup.com/login>.
2. Log in using your current Mercy Connect username & password.
3. Update how you would like to be alerted with email, text, and phone/fax numbers.
4. Click "Save" and exit the application.
5. Email Campus Safety at security@mercy.edu if you encounter any issues with the registration.

Mavericks Safe App

The University currently utilizes the *Mavericks Safe* mobile app as a mobile safety device. This app replaces the previous *Crisis Manager* app and offers more user-friendly features. The *Mavericks Safe* app includes:

- *Health and Wellness Resources*—daily health screening tool and campus resources.
- *Friend Walk*—location sharing tool to allow friends or family to track your path to your destination in real time.
- *Emergency Plans*—guidance on how to react in a variety of emergency situations.
- *Campus Support Resources*—access to campus support services.
- *Emergency and Non-Emergency Numbers*—quick access for reporting incidents, tips, or concerns.
- *Report a Crime Tip*—allows you to inform the Department of Campus Safety about an incident on campus.
- *Trigger Mobile BlueLight*—initiates simultaneous location tracking and an emergency call to Campus Safety.

To install the *Mavericks Safe* mobile app, visit the **App Store** (iPhone) or **Google Play** (Android), search for *Mavericks Safe*, and download on to your device. This app is your resource to stay connected and make your experience on campus informed and safe. Users may login using their Mercy credentials. If you have questions about the *Mavericks Safe* app, please contact the Department of Campus Safety at (914) 674-7225 or safety@mercy.edu.

Planning for Continuity of Instruction in the Event of an Emergency

The University has completed significant planning for responses to potential health or other emergencies to guarantee continuity of instruction. As such, all faculty are asked to take the following steps to ensure that students continue to have access to your course(s) in the event the University must temporarily suspend in-class meetings:

- Bring your laptop computer home.
- Plan ahead. Have a communication strategy to reach out to your students; tell your students to find the course information on Mercy's Blackboard learning management system (LMS).
- PLEASE NOTE: Course emails sent via Blackboard *do not forward to any accounts outside of Blackboard*, including mercy.edu email accounts. (Blackboard will send alerts to instructors regarding Blackboard mail but not necessarily in real-time—and in any case this requires instructors to log into Blackboard separately to check for such mail.) **It is recommended that course outlines (syllabi) make clear that students must send email to the instructor's mercy.edu email address.**
- Have a clearly stated course policy regarding make-up classes, make-up work, and student absences.
- Keep copies of irreplaceable files and documents in a safe location or backed up on the OneDrive volume associated with your network account.
- Develop a strategy for communication with others (students, staff, etc.) about cancellations, schedule alterations, alternative assignments, alternative modes or times of class meetings, and alternative locations.
- Maintain a list of important emergency contact phone numbers in your office and at home.
- In the event of a health emergency or other cause for interruption of in-person sessions, Class Collaborate (Blackboard), Zoom, and Microsoft Teams can provide convenient means to continue your class online, minimizing course disruption and negative impact on your students. Be sure to let your students know ahead of time how you will manage such interruptions. Contact mercyonline@mercy.edu for assistance in learning how to use these tools.

Please note the two-step procedure for all instructors when a single class will be missed:

1. The instructor is required to contact the School Dean, per the University's **Lost Class Time Policy** (see below). For on-campus courses, please copy Campus Safety (safety@mercy.edu) and **Anny Pichardo**, Campus Safety Business Manager (apichardo@mercy.edu), providing the following information as early as possible prior to the scheduled meeting time:
 - Class description,
 - Date and day the class session will not meet,
 - Time the class is scheduled to meet, and
 - Campus, building, and room number of the class.

The Dean's office will maintain a log of all cancelled class meetings.

2. The instructor is required to call the Campus Safety office in Dobbs Ferry at (914) 674-7225 and provide the same information. The Dobbs Ferry Campus Safety Office will relay that information to the Campus Safety Office at the appropriate campus and will post information, in the format below, on the door of the appropriate classroom as soon as the information is received from the Dobbs Ferry Campus Safety Office.

Today's class, Name of Class, taught by Instructor's Name, which is scheduled to meet today, Day, MMDDYY, at time in location, has been cancelled for this session only. The Class will meet at its next

regularly scheduled time.

The Dobbs Ferry Campus Safety office will maintain a log of all cancelled classes to include the class description, instructor's name, and date of cancellation.

The required approach to an anticipated absence is to arrange for class coverage with your Program Director. For all absences, an Instructor Absence Form should be filled out and submitted to the Dean's Office. Absence forms may be obtained from the Dean's office.

If you are running late for a class, please contact Campus Safety at the numbers listed under Campus Services Contacts above. Please be sure to include your name, course name, and room number.

Weather Related/Emergency Closings

The Mercy Alert system will be used to automatically notify you of any weather-related closings or delays.

In addition, the Mercy University Emergency Closing phone line is **(914)-674-7777**. A recorded message will inform you of campus closings in the event of weather or other emergencies.

Information will also be posted on the Mercy University website (<http://www.mercy.edu>) and Mercy University social media sites.

First Responders and Law Enforcement on Mercy Campuses

Mercy University has first responders and law enforcement on its campuses from time to time, typically in response to requests from University personnel. However, it is also possible that law enforcement, in particular, may visit campus without first being invited or requested by the University. We follow a clear and specific protocol for handling the presence of law enforcement on campus, which balances safety and legal compliance with respect for our campus community's rights. As such, the following provides guidance for how the University responds when law enforcement agencies come to any Mercy campus.

- Mercy's Campus Safety should always be the first point of contact when law enforcement is present on campus. If law enforcement is present on campus (whether local police, FBI, Immigration and Customs Enforcement, or New York State Police), Mercy's Campus Safety team will always serve as the point of contact and coordinate with them. Campus Safety will immediately contact Mercy's General Counsel. In situations that might alarm our community, the President will be informed by General Counsel and the Executive Director of Campus Safety and Emergency Management.
- Should any law enforcement official enter a campus building looking for information or a member of the University community without prior coordination with Campus Safety, the employee should inform the law enforcement official that they must contact a University official, and then immediately contact Campus Safety at 914-674-7225 (x7225) or 914-674-9999 (x9999). Under no circumstance should an employee actively obstruct or interfere with a law enforcement official. In such cases, the employee can note the date and time of occurrence, the identity of those involved if possible, and then immediately report the situation to Campus Safety.

INSTRUCTIONAL INFORMATION AND COURSE MANAGEMENT






















Teaching Assignments

Faculty members must, in all courses that they teach, adhere to course learning outcomes as developed and approved by Department or Program faculty members. These learning outcomes are part of the official course syllabus within each School and are provided by the Program Director or Department Chair. All major graded assignments must be aligned to course learning outcomes and assessed each time the course is offered. As some assignments may be used for Program Assessment, it is important that you speak with your Program Director or Department Chair about use of common outcomes and rubrics, if applicable. Please note that there may be multiple ways to assess course learning outcomes. Faculty may design their own assignments or design them in consultation with their Program Director, Department Chair, or other faculty within the Program. Mercy's Office of Educational Assessment is also an available resource for faculty and OEA staff can be contacted at educationalassessment@mercy.edu.

The Academic Calendars for undergraduate and graduate programs as well as pay dates are available on Mercy Connect; the [Academic Calendars](#) are also posted on mercy.edu.

Instructional Modalities

Courses are taught in a variety of instructional modalities, as outlined in the chart below.

		SET MEETING TIME	IN-PERSON	ONLINE	DEFINITION
1	 Blended Learning				Live class held at a scheduled time each week that meets together on campus some weeks and online some weeks, as directed by the instructor.
2	 In-Person				In-person learning
3	 In-Person Off-Campus				In-person learning
4	 Online Synced				Live online-only class held at a set time
5	 Online				Online class without set meeting times
6	 Online Hybrid	Combination of styles 4 and 5			

Syllabi

All undergraduate courses must follow the Faculty Senate-approved syllabus template, located in the UCC/GCC Procedures Guidebook, and available [here](#) or via the Faculty Tab in Mercy Connect. In some degree programs, faculty use a common syllabus provided by the Department or Program, in accordance with accreditation standards. All syllabi must include the common course learning outcomes established by the Program faculty and include components outlined by the [New York State Education Department](#). The University requires faculty to upload a course syllabus for each course they teach within a given term to the syllabus repository (accessible via the “Syllabus Upload” tile within Mercy Connect). ***Course syllabi must be uploaded to the repository prior to the start of each academic term.***

Blackboard Course Shells

Every course has a Blackboard course shell. Starting in AY 2025-26, all faculty and students will be using Blackboard Ultra, a new version of the Blackboard LMS (Learning Management System). Faculty are required to populate each shell with a welcome message to students, course syllabus, and at least one week of course materials and assignments before the start of each term, whether the course is on-campus, hybrid, or online. Additionally, to capture student attendance for financial aid purposes, faculty are required to build a simple assignment into their Blackboard course shell within the first two weeks of the academic term. Blackboard is a valuable medium for building student engagement, especially at the start of the semester. Additional online learning faculty resources can be found at <https://www.mercy.edu/academics/faculty-resources/online-learning-faculty-resources>. For more information on Blackboard Ultra, please see the Mercy Online section of this Guidebook.

Bookstore

The Mercy University Campus Store, operated by Barnes and Noble College, is located in Main Hall of the Dobbs Ferry campus.

Faculty and staff have access to the bookstore’s [Adoption & Insights Portal](#) (AIP), a tool for streamlining research and selection of course materials and supporting affordability and student success. Key features include simplified adoption process for submitting and managing adoptions; affordability tools for reviewing pricing and format options; historical reference for viewing past adoptions and facilitating re-use; and seamless integration with Banner and other campus systems. To learn how to use the AIP, please consult these short videos:

- [faculty intro video](#)
- [administrator intro video](#)

AIP is also available through the [Faculty Hub](#) in Mercy Connect; look for the “BNC Adoptions and Insights Portal”.

Please visit the website for updated hours and other information at <https://mercy.bncollege.com/>.

Library Services for Instructional Support

Library services for faculty include placing books on Reserve for their classes, scheduling Library Instruction sessions, or meeting with Librarians to discuss a class’s research needs. If you are assigning a research assignment, it is strongly encouraged that you arrange to have a Librarian visit your class. The [Library Directory](#) and [contact information](#) are located on the [Library website](#).

Please check the Library catalog before assigning books or journals to your students. If you need resources that the Library does not own, you can request these via [Interlibrary Loan \(ILL\) services](#). Please feel free to stop by the campus library at Dobbs Ferry, Bronx, or Manhattan campuses to find out more or, for additional library resources, visit the [Faculty Support](#) section on the Library’s page of

the Mercy website.

Copier Machines

All copier machines have restricted access. For newer copier machines, you will use your CWID number to gain access. For some older copier machines, you will need a separate PIN number; a copy of the PIN will be mailed to you or you may obtain it from the Dean's office. Please be aware that copying is monitored and must not be used for personal reasons. Mercy University encourages electronic sharing of course materials when possible.

Student Attendance

Attendance is required by the University in on-campus and online classes alike. For **online** classes, attendance should be verified by reference to substantial discussion postings or substantial course emails sent by the student during the census period of the term.

If a student has two or more unexcused absences, please submit a Progress Report (early alert) via Mercy Connect to the PACT Mentor (academic advisor). For guidance, please consult the [Compass training resources](#).

Attendance Policy. Excessive absence (e.g., two or more unexcused absences) interferes with the successful completion of a course of study and diminishes the quality of group interaction in class. To encourage students to accept their obligation to attend class, the following policy pertains: Class attendance is a matter between the instructor and the student. Instructors are obliged to announce and interpret specific attendance policies to their classes at the beginning of the term and include the policy in the course syllabus. Any student who has been excessively absent from a course and does not present adequate documentation to the instructor and fails to officially withdraw from the course before the last day for course withdrawal may receive the grade of FW (fail-withdrawal), which is computed as an F for GPA purposes.

Attendance Reporting. Timely reporting of attendance during the first two weeks of the semester is required of faculty by the Registrar. *Federal regulations mandate that no disbursement of student financial aid can occur until attendance for all courses and sections throughout the University is reported according to a schedule.* Each semester, the Registrar provides further details about the attendance reporting process and timeline. If you have any questions or concerns related to the attendance reporting process, please contact the Dean's Office or the Registrar's Office at attendance@mercy.edu.

Student Progress Reports

Active communication between the faculty and academic support staff is critical to enhancing student learning and growth. Compass [Progress Reports](#) allow faculty to communicate constructive and positive comments about a student's performance, and refer a student who might be struggling to resources that can provide support. Progress Reports should be utilized at the first sign of any potential concern regarding a student's academic performance or attendance in class. You can submit a Progress Report for any enrolled student at any time, but it is especially important to submit feedback during the progress report campaigns throughout the semester for any student about whom you are concerned. Faculty will also be asked to submit progress reports for a list of select students at key points during the academic term. Use of the estimated grade provides additional timely feedback to counselors/mentors and students.

To access the Progress Report system, visit the Faculty section or enter through the Compass tile in Mercy Connect, or go directly to <https://student.mercy.edu/portal/employee>.

For any technical issues with the Progress Report system, contact the Helpdesk at helpdesk@mercy.edu or (914) 674-7526.

Lost Class Time Policy

This policy addresses lost class time due to an official University or campus closing and other instances in which a faculty member cancels a specific class session when the University is open and operating on a normal schedule. Lost class time is to be made up so that the University is in compliance with Federal and New York State Education Department requirements specifying that the number of contact hours per course credit must be met. This policy also reinforces the University's commitment to provide students with the depth and quality of education that they expect and deserve, and to maintain faculty autonomy with regard to curriculum and teaching.

Faculty Members' Responsibility for Cancelled or Missed Class Sessions

Faculty Members are responsible for ensuring that the learning goals of the course are not compromised by any missed class days. Before canceling any class session, faculty members should:

- Notify the appropriate academic administrator (e.g., Program Director, Department Chair, Associate Dean, etc.).
- Provide students with advance notice of a class session cancellation, whenever possible. In the case of a University or campus closing, faculty and students will be notified via a University email. Information regarding the closing will also be posted on the University website at www.mercy.edu.
- Report to their Program Director, Department Chair, and Associate Dean how they plan to replace lost class time so that this information can be retained by the School in their shared drive (for documentation purposes).
- Include in their syllabus/outline the manner in which any lost class time during the term will be made up.

Missed classes may be rescheduled or may result in alternative assignments to achieve the learning outcomes of the class. Faculty may utilize a variety of options for making up lost class time that include but are not limited to:

1. Online options, including synchronous or asynchronous activities, meetings through videoconferencing software (such as Class Collaborate (Blackboard), Zoom, Microsoft Teams, etc.), assignments via Blackboard, the course Blackboard discussion forum, or recording a lecture and posting on Blackboard along with an assignment;
2. Alternative assignments (including special outside-of-the-classroom experiences, library and field experiences, group work, the collection and analysis of data, and preparation of reports or other products); or
3. Classroom time rescheduled with student input.

NB Clinical classes with lost instructional time due to missed sessions or any other reasons must be rescheduled with students, in coordination with clinical instruction supervisors at the Department or Program level.

Timely Submission of Final Grades for Students

Final grades are due five calendar days after the end of the term. While the Office of the Registrar will communicate the dates of the grading window to you through email, you must submit your grades—

online through Mercy Connect. If you miss the grading deadline or encounter any problems submitting the grades, you must submit student grades individually through the grade-change portal in Mercy Connect. You may contact the Registrar's Office at RegistrarProcessing@mercy.edu for additional instructions. Faculty who miss the grading deadline are also reported to University administration. Failure to submit grades in a timely manner will impact future teaching assignments.

If a student requests a grade of Incomplete, please have the student submit the [Request for an Incomplete](#) form (Student Hub on Mercy Connect). The decision to award a grade of Incomplete should follow a discussion between the student and the faculty ahead of the final grade submission deadline, to ensure that an Incomplete grade is the right option for the student. Faculty should be explicit about how and when the missing coursework should be completed and submitted to them.

Undergraduate grades of Incomplete automatically convert to a grade of F at the conclusion of the subsequent Term A. For Graduate students, the grade will automatically change to a permanent Incomplete grade after a period of 1 year from assignment of the Incomplete Grade. Make sure to agree upon a submission date for the outstanding assignments that provides adequate time to grade the assignment and file a Change of Grade form with the Dean's office. For any questions about the Incomplete process, please contact your Program Director or Associate Dean.

Change of Grades

Any grade change, other than for an Incomplete, must be approved by both the Program Director and the School Dean or Associate Dean. The grade change request form, to be completed online, is located in the Faculty Hub on Mercy Connect.

Student Data Reports

The Office of Institutional Research collects and reports on student information including enrollment, student demographics, grades, retention and graduation rates, and more. Interactive Tableau dashboards visualize key trends in data outcomes. Requests for data can be submitted to ir@mercy.edu.

GENERAL EDUCATION PROGRAM: AN OVERVIEW

Mercy's new General Education (Gen Ed) program will be fully implemented in Fall 2026; what follows is a brief overview of the new program and how its rollout may impact you in Academic Year 2025-26. The new Gen Ed is not a checklist of disconnected courses, but a shared foundation in liberal education learning designed to help Mercy students grow intellectually, socially, and professionally.

The new Gen Ed includes a series of Mercy Seminars—focused, developmental courses that help students navigate college, wrestle with transformational ideas, and—we hope—solve big problems. In AY 2025-26, all incoming first-year students will be enrolled in a Seminar specifically designed to assist their transition to college and help them create an academic plan.

We have new learning outcomes for all distribution courses—which will be identified next year as Scientific Reasoning, Ethical Reasoning, Creative Expression, Humanities, Self & Society, or Quantitative Reasoning. We also have new Skills Enhancement Tags in which Gen Ed or major courses may be tagged as Writing-Intensive, Communication-Enhanced, or fulfilling a diverse perspectives requirement. While full implementation of the new Gen Ed will take place in Fall 2026, we are busy experimenting and piloting the new curriculum in the present Academic Year. Your Academic Unit Head will keep you apprised of any courses you will be teaching featuring the revised learning outcomes.

For further information, please contact the Associate Dean for General Education, Robert Murray, at rmurray4@mercy.edu.

INSTRUCTIONAL SUPPORT AND RESOURCES

Faculty Development

Center for Teaching and Learning (CTL)

The professional team of Instructional Designers (IDs) in CTL is ready to meet with you one-to-one, in small disciplinary groups, or in larger settings, to dialogue about teaching and learning. The CTL team is available to assist you with any teaching and learning matter, including:

- Course design
- Creation of assignments and other course materials
- Classroom management
- Conducting early semester formative course surveys or student focus groups (confidential)
- Developing your own personal teaching improvement plan
- Adopting High Impact Teaching and Learning Practices (HIPs)
- Scholarship of Teaching and Learning (SoTL)
- CTL Learning Communities

For more information on all CTL programming and services, contact Dr. Leigh Tolley, CTL Director, ltolley@mercy.edu.

Mercy Online

Mercy Online provides comprehensive Blackboard Ultra training, course design, and pedagogical support tailored to various teaching modalities, including online, hybrid/blended, and web-enhanced environments. The Mercy Online team offers multiple levels of support, including drop-in help, training workshops, online course design consultations, and faculty learning communities focused on Blackboard and online learning. For more details, please contact mercyonline@mercy.edu.

Certain courses require an online component to comply with New York State Education Department regulations for course time and to ensure continuity of instruction during weather or health-related emergency closures. Please consult your Department Chair or School Dean to determine if your courses have this requirement.

Blackboard Ultra, Mercy's official LMS (Learning Management System), provides an online component for every class. Each Mercy course has a designated Blackboard Ultra shell for instructors to use. As not all faculty may be familiar with Blackboard Ultra, we offer various training and support options and encourage you to take advantage of these resources. Workshops focus on various areas of Blackboard Ultra:

- Blackboard 101: Blackboard Ultra (Part 1)
- Blackboard 102: Blackboard Ultra (Part 2)
- Blackboard 201: Discussion Forums and Assignments
- Blackboard 202: Setting up the Grade Center
- Blackboard 301: Communication Tools and Groups
- Blackboard 302: Tests and Surveys
- Blackboard 303: Blackboard Web Conferencing
- Blackboard 304: Rubrics
- Blackboard 305: Measuring Student Engagement

- AI Consultation

To sign up for Blackboard Training Workshops and find out more information please go to the following website: <https://calendly.com/blackboardtraining>.

1. Blackboard Ultra 101 Training via Zoom: All faculty, regardless of teaching modality, are **required** to complete **Blackboard Ultra 101 and 102 training** before teaching a course in Ultra. Once you have completed the **two-hour Blackboard Ultra 101 Live Training via Zoom** - you will receive access to the **Blackboard Ultra 102 Asynchronous self-paced course module**. **The Blackboard Training Schedule is sent out to all Faculty each month.**

2. Blackboard Ultra AI Consultation via Zoom: This new session offers you the opportunity to work with an instructional designer to build AI elements within your course. The session will focus on using Blackboard Ultra's AI Role Play Tool to develop course materials. Each session is limited to two participants, so you may be paired with another professor, which provides a great opportunity to collaborate.

3. Blackboard Ultra Drop-in Clinics (Drop-In) via Zoom: Drop-in Clinics are 20-minute, one-on-one Zoom consultations with a member of the Mercy Online team to answer specific Blackboard questions you may have. Please note that this is **NOT** a training session but rather an individualized help session.

For further information, contact Mary Lozina, Director of Online Learning, at mlozina@mercy.edu.

Office of Educational Assessment (OEA)

OEA supports faculty in their efforts to promote continuous improvement of student learning by providing direction in sound assessment practices that reveal the impact of pedagogical and curriculum changes.

OEA provides faculty support related to:

- Defining program and course learning goals and learning outcomes
- Planning and implementing assessment at the program and course levels
- Collecting, analyzing, and interpreting data
- Reporting and presenting findings
- Identifying and implementing strategies to improve student learning
- Completing five-year academic program self-studies
- Designing surveys for assessment purposes
- Consulting on educational research design
- Evaluating educational initiatives
- Supporting programmatic accreditation efforts

For more information on all OEA services, please contact educationalassessment@mercy.edu.

Student Career & Professional Development Instruction

[Career & Professional Development](#) partners with faculty to deliver career-related content in the classroom or through curricula. Typical options to accomplish this include:

- E.P.I.C. career education modules embedded as homework or class activities

- Class visits from the Career Team to teach a specific topic
- Career tools embedded in assignments, such as *Focus 2* for self-assessments, *Big Interview* for online mock interviews, *Handshake* for internship searches, or *Mercy Link* for alumnae/i connections.
- Employer or alumnae/i speakers in class
- Partnering on events that your class can attend
- Assigning a conversation with the Career Team for homework

The Career Team is here to partner with you on any of the above or on a custom solution for your curriculum to support students as they explore, prepare for, and launch or advance their careers. Please reach out before assigning something for a grade that involves Career staff or online tools, so we can help ensure that your students can complete their assignments on time.

For Career Services information directed at students, please see “Career Education & Professional Development (Outside the Classroom)” in the **Student-Related Information** section of this Guidebook.

RETENTION OF COURSEWORK SUBMITTED BY STUDENTS

Each faculty member is expected to retain student work. “Student work” here refers to any work submitted by a student and evaluated by the instructor which is used in the determination of a grade. This work is to be retained for one year from the end of the term in which the class is given.

In addition, all student work samples submitted to the Office of Educational Assessment (OEA) for Program Assessment purposes will be retained by OEA as per the Middle States Commission on Higher Education’s (MSCHE) requirements.

Please let students know (in syllabus or in class) that samples of their work are occasionally made available, as rendered anonymous, to those University staff members conducting reviews—and please let them know that, if they do not wish to have their work made available for these purposes, they should let the professor know before the start of the second class meeting.

STUDENT RELATED INFORMATION

Student Academic Support

Learning and Assessment Services

Learning and Assessment Services is the umbrella unit for the Center for Academic Excellence & Innovation and the Testing Office. These services provide Mercy students with support to help meet academic challenges.

The Learning and Assessment Services are an outgrowth of Mercy University's mission to support academic development of all students, in their full diversity of language, scholastic background, levels of communications skills, and academic sophistication. The services of the Center for Academic Excellence are available to all undergraduate students who want to improve or enhance their learning skills. The services of the Testing Office are available to all Mercy students. Students are encouraged to take full advantage of available resources; faculty and staff are encouraged to discuss related issues with their classes.

Center for Academic Excellence and Innovation (CAEI)

The campus Learning Centers support teaching and learning at the University, offering assistance in English and writing across the curriculum as well as in most content-specific areas—including mathematics, statistics, and computer science; and biology, chemistry, physics, and nursing. The Centers are located as follows:

- Dobbs Ferry campus – Vitale Center for Academic Excellence and Innovation / Library Learning Commons – Main Hall
- Bronx campus – Learning Center / Fourth Floor
- Manhattan campus – Library Learning Commons / Third Floor

Qualified peers, graduate students, and faculty members are on staff to help students succeed. Group instruction, supplemental instruction, and individual tutoring are available, as well as workshops on a variety of study skills. Hours of offerings vary at each location—and one-on-one online support is also available through Class Collaborate (Blackboard). Mercy University students have access to all Centers regardless of home campus. Interested students may make an appointment by calling 914-674-7402.

Testing Office

The Testing Office coordinates placement examinations for all incoming new and transfer students. Examinations are administered by proctors and offered on all campuses. Optional virtual placement examinations are available to determine appropriate introductory level courses for incoming students in mathematics; students should speak with their PACT Mentor about this. Students can contact the Office by calling (914) 674-7358.

University Advisement & PACT Program

Mercy's academic advising program, PACT (Professional Advising and Coaching Team), helps support students and faculty with advising needs. PACT's team-based approach to advising provides wraparound support for students in and outside of the classroom. The PACT team works with students to advance their understanding of their degree requirements and to help them feel empowered to complete autonomous, on-time course registration—and so promote their timely-degree completion. PACT is composed of four teams, each dedicated to different phases of the Mercy student journey:

First Year Team. Our First Year Team supports first year students as they begin their college journey. Each advisor is specially equipped to help students navigate the first-year experience.

Core Team. As students move beyond their first year, they are paired with the Core Advising Team, which helps them navigate the complexities of advanced coursework and develop transferable skills.

Completion Team. As students enter their final undergraduate year, they are paired with the Completion Advising Team, which is dedicated to preparing them for the next chapter.

Graduate Team. Our Graduate Advising Team provides mentorship and support, connecting students with onboarding resources, professional networks, and career opportunities as they deepen their expertise in their chosen field.

The PACT leadership team (or “University Advisement team”) also collaborates with faculty and department heads to ensure that the PACT team is trained and well-versed on student needs. Each Associate Director is a liaison for a specific School or campus: James Gisondi (SLA), Griffin Shiland (SSBS & SBUS), Amber Deegan (NURS), Caroline Reilly (SHNS), Carolyn Bow (SOE), Ariel DiBlasio (BX), and Delia Amsterdam (MT).

Counseling Services for Students

Mercy students come to the [Student Counseling Center](#) for various reasons—including anxiety, depression, and relationship conflict—as well as other concerns about academic progress, daily living, and adjustment to college. Counselors work with students in a culturally sensitive, student-focused framework to encourage and support psychological well-being. This service is for Mercy University students only; faculty, administrators, and staff may contact the Employee Assistance Program (EAP) or Human Resources to find out about psychological services (see below). Students considering coming to the Student Counseling Center may have questions about the Center, counseling services, confidentiality, or other concerns. Such questions or concerns—and requests for appointments—may be made by calling (914) 888-5150 or contacting counselingcenter@mercy.edu.

Counseling Resources for Faculty/Staff

Everyone at Mercy plays an important role in promoting each other’s mental health and well-being—including faculty and staff. For more information, please consult these [faculty and staff resources](#).

Students with Disabilities

Mercy University is committed to achieving equal educational opportunities and full participation for persons with disabilities, in compliance with Section 504 of the Rehabilitation Act and the Americans with Disability Act (ADA). It is our goal and practice to create inclusive learning environments. If a disability is presenting barriers to a student’s inclusion or access to the class and instructional materials, please notify the instructor and the Office of Accessibility Services as soon as possible by calling (914) 674-7764 or emailing accessibility@mercy.edu. The Office of Accessibility Services also provides support for pregnant and nursing students who qualify under Title IX, and students who need exceptions due to religious observances or firmly held spiritual beliefs. Students who require accommodations due to disability, pregnancy, or religious/spiritual observation must self-identify and complete the process of registering with the Office of Accessibility Services. A student may request and be granted accommodations at any time during the academic term. Appropriate modifications of

accommodations will be worked out on a case-by-case basis. All faculty are required to honor and implement accommodations for students that are approved by the Office of Accessibility Services. For more information, visit our website at <http://mercy.edu/student-affairs/access>, call (914) 674-7764, or email accessibility@mercy.edu.

Career Education & Professional Development (Outside the Classroom)

The Career & Professional Development team empowers students to embark on successful careers through coaching, programming, connections, and technology. Industry-specific resources are available to help students explore and prepare for their careers, build workplace experiences and connections, and launch and advance their professional lives. The Career Team also operates a Career Closet that offers free professional clothing to students for interviews and the workplace. All information and events are available online at <https://career.mercy.edu/>. Please refer students to the Career Team if they need assistance with any aspect of career exploration or preparation—we are here to help! Students can reach the Career Team at (914) 674-7203 or cpd@mercy.edu.

Mav Market – Community Food Pantry

The Mav Market is an inclusive and confidential environment where Mercy community members can get wholesome foods and personal items. The Mav Market helps students reduce the challenge of having to balance classes and being able to feed themselves or their families in and out of school. For further information, please visit <https://www.mercy.edu/student-support/mav-market>.

Links to Student Supports

The student supports noted in this guidebook, and additional student resources—including advisement support, registering for courses, and the Financial Aid office—may be accessed via this [page](#).

Guidelines for Classroom Management

All students at Mercy University should exhibit courteous behavior in the classroom and show respect for their fellow students and for their instructors and professors; more generally, they should follow the Code of Student Conduct found in the [Student Handbook](#) as well as the Classroom Etiquette and Student Behavior Guidelines below.

Classroom Etiquette and Student Behavior Guidelines

Approved by the Mercy University Faculty Senate

Expectations - Students

Students will:

- Arrive to class on time and be prepared with the necessary course material.
- Refrain from leaving class during instruction unless necessary.
- Read carefully and follow all instructions in the course outline and assignment sheets distributed in class.
- Take responsibility for keeping up with progress of work done in class as indicated in the course outline.
- Complete all assigned work by the due date.
- Turn off or silence all mobile devices.
- Refrain from talking during lectures except when recognized by instructor.
- Refrain from carrying on private conversations when the instructor invites public discussion.
- Be respectful of the instructor and of fellow students in the class.

Expectations - Faculty

Faculty will:

- Begin and end the class on time. Classes must be held to the last scheduled day as determined by the University. Classes must be held, unless cancelled by the University.
- Distribute a course syllabus at the first class meeting and in the course Blackboard shell. The course syllabus should include a calendar indicating topics for each class, all regular examination dates, and a clear statement of each of the following:
 - Goals and objectives of the course.
 - Required activities of the course.
 - Grading and testing procedures, including policy on unannounced quizzes, re-takes, and make- up examinations.
 - Attendance requirements.
- Inform students of any changes in the course syllabus.
- Grade and return tests and assignments promptly.
- Be available for the students at the site at which the course is taught and inform students of their availability at each site.
- Grade in such a way as to make clear the connection between a student's work and the grade received.
- Be respectful of the students in the class at all times.

Dealing with Disruptive Behavior

Classroom management is the responsibility of each faculty member. However, the Division of Student Affairs, as well as Campus Safety, are available to assist faculty who are dealing with particularly challenging behavioral situations in the classroom. In the hundreds of classes held each semester on all Mercy campuses, behavioral intervention is quite rare. However, even the most seasoned faculty member may experience a difficult situation and require assistance.

- **In an emergency situation, please contact Campus Safety immediately at (914) 674-9999, or dial 911 as the situation warrants.**
- For general behavioral concerns, please contact the student's PACT mentor or Opportunity Program advisor, whose contact information is listed in your class roster next to each student's name.
- For more acute concerns, including assistance with a student experiencing emotional challenges, please contact your Program Director or Department Chair for advice; **and**
 - Submit a CARE Team referral (Concern, Assessment, Response, Evaluation) at https://cm.maxient.com/reportingform.php?MercyCollege&layout_id=5
- If you believe a Student Conduct Violation has occurred (details can be found in the Student Handbook at <https://www.mercy.edu/student-support>) you are encouraged to submit an Incident Report at https://cm.maxient.com/reportingform.php?MercyUniv&layout_id=0

Complaints

Mercy University takes all complaints made by students seriously, and believes that all complaints should be reviewed thoroughly, and addressed appropriately. The University currently has a variety of policies and procedures for dealing with student-related issues, including, but not limited to Academic Appeals, Sexual Misconduct and Non-Discrimination, and Reasonable Accommodations, to name a few. In some instances, however, students may wish to make a general complaint that does not fall within one of the above-named or other University policy. The purpose of this Policy is to provide a process whereby current students can file a complaint with the University in circumstances where the student

feels that the matter cannot be resolved informally, including but not limited to:

- Complaints against faculty, staff, contractors or vendors for misconduct or unprofessional behavior;
- Complaints in connection with student services such as billing, tuition and financial aid;
- Complaints related to University services, such as food services, residential life, and/or facilities

Students may file a complaint online regarding any incident relating to the University, including any faculty, staff, contractor, or vendor. The complaint should be made within thirty (30) days of the most recent incident unless there are extenuating circumstances.

For complaints about Discrimination, Harassment, and Sexual Misconduct, see below in the Policies section.

Mercy CARE Team

The Mercy CARE Team is a collaborative group focused on prevention and early intervention for students experiencing serious distress or engaging in harmful or disruptive behaviors. The [CARE Team referral form](#) is used by faculty, staff, and students to voluntarily report concerning student behaviors. Submission of the referral form will alert the CARE Team that there is a student who may be struggling and would possibly benefit from intervention. CARE referrals are monitored between 9:00 am and 5:00 pm, Monday through Friday. The CARE Team **does not** serve as a crisis response unit, nor does it replace faculty classroom management or the Campus Safety Office's response to an incident. CARE referrals can be made [here](#). In the event of an emergency, please dial 911 and contact Campus Safety. If you have experienced an emergency with a student, it is good practice to submit a form after the student has been connected with emergency personnel. This will allow the team to follow up with the student and monitor them throughout the term.

Academic Integrity

A link to the Academic Integrity Policy is included in the required undergraduate syllabus template. You may find the policy in Catalog [here](#) (html) and in Connect [here](#) (pdf).

Please bring the policy to students' attention during your first class and let them know the University takes academic integrity violations seriously. It is recommended that faculty clearly communicate on the course syllabus their course policy on the use of artificial intelligence (AI) for students' reading and understanding—and that AI usage is discussed in class so that expectations are clear.

FACULTY RESEARCH RESOURCES

Office of Sponsored Programs

The Office of Sponsored Programs (OSP) supports the work of Mercy University faculty and staff in seeking external funding for research, teaching-related projects, and other fundable university projects. The primary role of the OSP is to oversee the external grant submission process and to assist the University community with both pre- and post-award grant activities. Please visit the [Office of Sponsored Programs website](#) for more information regarding relevant guidelines and helpful resources, potential sources of funding, and the services provided by OSP personnel. **Please note that all grant applications for external funding must be submitted by OSP.**

Library Resources

The Mercy University Libraries support the research needs and provide curriculum support for all faculty. The Library collection includes 75,000 print books, and over 100,000 eBooks which cover all the subject areas taught at Mercy. The library has access to over 66,000 electronic journals via 51 subject databases. The [Library home page](#) includes a Catalog Search for Books, Articles by Subject, Databases, and Journals.

The Library's electronic resources can be accessed off campus by using your Mercy Connect username and password; for certain resources, you may also be prompted for your CWID and last name.

New York Times Digital

A digital subscription to the New York Times is available through the Library to all Mercy students, faculty, and staff members with a Mercy email address. Please see instructions at <https://libguides.mercy.edu/nyt> on how to access.

Faculty Development Programs

Mercy University supports faculty development through a variety of means, including funding for research and scholarship, through the Faculty Development Grants, Course Release opportunities, and various awards and recognitions. Some of these internal grants are available to adjunct faculty members as well as to full-time faculty members. For more information and application details, please visit <https://www.mercy.edu/academics/research- and-grants/internal-research-support>.

Institutional Review Board (IRB)

Faculty members who wish to conduct human subjects research as part of their instructional role should obtain approval from their Program Director prior to submitting an IRB application. Where adjunct faculty members are collaborating on human subjects research with full-time faculty members, the latter will typically serve as Primary Investigators (PIs) and seek approval from the IRB. Adjunct faculty members who seek to serve as PI for non-exempt human subject research, in conjunction with their Mercy University affiliation, must obtain prior approval from their Program Director, and only then submit an application to the IRB.

The Mercy University IRB application form, along with all other forms and information, is available at the [IRB webpage](#).

When approved to serve as PI, the faculty member is ultimately responsible for the protection of human subjects, for compliance with applicable regulations and Mercy University policies, and for

adherence to Mercy University IRB guidelines. For further information, please email the IRB Chair at MCirb@mercy.edu.

CITI Training

Please note that all researchers, whether faculty, staff, or students, directly involved in research with human or animal subjects must complete CITI training. The Collaborative Institutional Training Initiative is the online program used at Mercy University for training all personnel conducting research. Mercy faculty and staff engaged in research involving human subjects must complete the Human Subjects Research (HSR) and Responsible Conduct of Research (RCR) courses; Mercy students (primary role) must complete the HSR course. Further information—including how to register for CITI training—can be found in the [CITI Training Information Guide](#). In addition, the CITI training program must be completed prior to receipt of IRB approval of a new or existing application.

Research Salon

The Mercy University Research Salon is a series of gatherings conducted every month by and for faculty (full-time and part-time) to discuss and advance research ideas, methods, resources, and related areas of concern. Discussions range over faculty members' specific research areas as well as broader issues and challenges. The Salon meetings are open to the University community, and are coordinated by Saul Fisher, Associate Provost for Faculty Affairs, Research, and Academic Initiatives (sfisher@mercy.edu).

Further Research Support and Information

For all other research-related questions, please contact research@mercy.edu.

ADJUNCT FACULTY RESOURCES

Adjunct Faculty Professional Development Fund

The Adjunct Faculty Professional Development Fund supports pedagogical development and curricular development projects undertaken by adjunct faculty members. (As pursuant to the Mercy-SEIU CBA, this funding is open to union-eligible adjunct faculty members.) The competition runs twice each academic year and successful applicants receive a \$1000 stipend for their professional development project as defined within the scope of the award. Examples of funded projects include developing new courses, attending conferences, and pursuing professional certifications as pertain to the awardee's instructional role. These funds are not intended for activities related to scholarship or research. An email communication with application information is sent to all adjunct faculty members early in the fall and spring terms. For further information, please contact adjunctfaculty@mercy.edu.

Adjunct Faculty Workspaces

Mercy's adjunct faculty workspaces provide a location to work, relax and conduct meetings with colleagues or students. Dedicated adjunct faculty workspaces are as follows:

Dobbs Ferry campus	Room 133T, in the Library. <i>NB</i> CTL space (Main G5) is also available for use if there are no events taking place in the CTL common space.
Bronx campus	Room BX3265, on the third floor. <i>NB</i> Security should be contacted to open this room; this can be done in advance for adjunct faculty who advise security of a regular schedule.
Manhattan campus	Room MT321. <i>NB</i> Adjunct faculty need to request access to this room to be placed on their ID card from security on the Manhattan campus.

Additionally, dedicated workspaces are available in some of the Schools, Departments, and Programs. Please contact your Department Chair or Program Director for details and available times.

As these are collective workspaces, we suggest bringing earphones if you plan to use audio features when using the space.

HUMAN RESOURCES PROGRAMS, POLICIES, AND RELATED INFORMATION

The Human Resources department at Mercy University assists in maintaining positive employee relations, through creating systems that encourage employee engagement; addressing employee questions and concerns; maintaining employee policies and procedures, recruiting, and staffing; communicating and implementing organizational changes; and benefits administration. You may contact the Office of Human Resources at hr@mercy.edu and (914) 674-7839. You may also visit the self-service portal via the Employee Hub in Mercy Connect for additional information and resources.

University Policies

Information on University Policies can be found on [Mercy Connect](#) and the [University website](#). Mercy University employees are expected to read and comply with policies in the [Employee Handbook](#).

Benefits

Information on benefits for full-time faculty is available [here](#).

- *Retirement plan.* Full-time and part-time faculty are eligible to enroll in retirement benefits. For information concerning eligibility please contact Human Resources at hr@mercy.edu. To speak to our TIAA representative concerning allocations of investments, please contact Mex Borjas, our TIAA representative, at mex.borjas@tiaa.org or (212) 913-1153. For general TIAA questions, you may call (800) 842-2776.
- *Health and other benefits.* Sign up through Mercy Connect: click on Employee Hub, then click on Benefits Portal. For more information on health benefits, contact Tim Tracy at ttracy@risk-strategies.com or (203) 222-0900.

Tuition Remission

The [Tuition Remission policy](#) outlines the conditions for waiving course tuition at the University. An [application](#) must be completed for each academic term in which the faculty member requests to apply for tuition remission. Please note that tuition remission paperwork should be submitted at time of registration, and preferably at least one month prior to the start of term.

Tuition Exchange Program

Mercy University is a member of the Tuition Exchange Program, which provides tuition scholarship opportunities at other member Universities. For more information, please review the [policy](#) and visit <http://www.tuitionexchange.org>.

LinkedIn Learning

The University provides access (through the Office of Information Technology and Office of Human Resources) to LinkedIn Learning as a learning resource for all Mercy University faculty and staff. LinkedIn Learning offers a large digital library of courses on a wide range of business, software, creative, and technical content, including materials on developing professional skills, learning new software, and exploring other areas as may contribute to career growth and enhancing Mercy students' learning experiences. LinkedIn Learning is accessible 24/7 through Mercy Connect, under the Employee Hub; or go to <https://www.linkedin.com/learning/?u=2192969> and follow the steps to get started.

Personal Contact and Emergency Contact Information

Maintaining an updated personal email, emergency contact, and physical address on file with the university is incumbent upon all employees. This facilitates communication of important organizational information, such as W-2 forms, public health information, and ID cards. To update personal and emergency contact information, go to Mercy Connect > Employee Dashboard> My Profile > Personal Information.

Leaves of Absence

For information on FMLA (Family and Medical Leave Act leave), PFL (Paid Family Leave), Personal Leave, Sick Leave, STD (Short-Term Disability), and LTD (Long-Term Disability), please refer to the policies on “Employee Paid Time Off and Leave” and “Leave Management”; both are found on the Employee Hub in Mercy Connect under ‘Resources’. Requests for leaves of absence are submitted through the self-service portal. For general questions, please contact Amy Haggenmiller in the HR Office at ahaggenmiller@mercy.edu and (for full-time faculty) refer to the [Faculty Handbook](#).

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a Federal law protecting the privacy of student education records. FERPA trainings ensure that all Mercy employees (including faculty) are aware of the best ways to protect student privacy with respect to their education records. Prior to attending a FERPA training, it is crucial to understand that student academic information, including grades and performance, can only be shared with parents or other third parties if the student has provided explicit written consent by completing a FERPA form. This form, kept on file by the Registrar, authorizes the release of such information to specific individuals, according to Mercy University. Without this authorization, you are prohibited from disclosing this information to anyone other than the student.

Sexual Misconduct and Non-Discrimination Policy

Every member of the Mercy University community, including students and employees, deserve the opportunity to live, learn and work free from sexual harassment and sexual violence (hereinafter also referred collectively as “sexual misconduct”) and discrimination. This Policy can be found at <https://www.mercy.edu/about/title-ix>, along with information for reporting violations and available resources. You may also contact the Director of Title IX and Equity Compliance at (914) 674-7842 or titleix.equity@mercy.edu.

Pursuant to Sexual Misconduct and Non-Discrimination Policy, Mercy identifies the relevant employees (known as “Responsible Employees”) who have an affirmative duty to immediately report any discrimination, harassment, or retaliation that they observe, learn about from others, or reasonably suspect has occurred with respect to any Community Member to the Director of Title IX and Equity Compliance. These employees include Academic Unit Heads (Deans, Associate Deans, Program Directors and Chairs), as well as other managers and supervisors, along with faculty advisors to student groups. For questions regarding reporting requirements, please contact the Director of Title IX and Equity Compliance. These employees are not permitted to maintain a complainant’s confidentiality but will maintain a complainant’s privacy to the greatest extent possible, and information reported to them will be shared only with the Director of Title IX and Equity Compliance and other people responsible for handling the University’s response to the report. To the extent possible, before a complainant reveals any information to a responsible employee, the employee should advise the complainant of the employee’s reporting obligations—and if the complainant wants to maintain confidentiality, direct the complainant to confidential resources. It is imperative that Responsible Employees not only adhere to

but enforce this Policy. A responsible employee who fails to report discrimination, harassment, or retaliation that they knew or should have known about could be subject to disciplinary action up to and including termination.

Please note that it is strictly prohibited for faculty members to retaliate against students filing a complaint or participating in a complaint investigation.

Discrimination and Sexual Harassment Prevention Training

As required by NYS law, the University provides both in-person and an online training module which tests your knowledge and understanding of our policies and documents your compliance with this annual requirement. The University requires that you complete this training module, which you can access when you receive the link in your Mercy email.

Please consult Human Resources if you have general questions about Sexual Harassment Training, at (914) 674-7839 or hr@mercy.edu.

Clery Reporting and Annual Security Report

The Clery Act requires all postsecondary institutions participating in federal student financial aid programs to disclose campus crime statistics and security information to the public by October 1 of each calendar year.

Mercy University's Annual Security Report includes reported campus crime and fire statistics for the past three years and information about campus safety policies and protocols. The report is distributed annually to all University affiliates and is also available on the Campus Safety website.

The University has identified Campus Security Authorities (CSA) who are required to report certain crimes that occur on or adjacent to Mercy University property to Campus Safety. Faculty advisors to student groups required to report Clery Act violations.

Stop Campus Hazing Act

This act requires institutions of higher education (IHEs) that participate in federal student aid programs to report hazing incidents. Specifically, the act requires each IHE to disclose hazing incidents that were reported to campus security authorities or local police agencies in its annual security report. The act defines the term *hazing* to mean any intentional, knowing, or reckless act committed by a person (whether individually or in concert with other persons) against another person or persons regardless of the willingness of such other person or persons to participate, that (1) is committed in the course of an initiation into, an affiliation with, or the maintenance of membership in, a student organization (e.g., a club, athletic team, fraternity, or sorority); and (2) causes or creates a risk, above the reasonable risk encountered in the course of participation in the IHE or the organization, of physical or psychological injury. See Mercy's Policy on Hazing and Reckless Endangerment.

Pay Schedule, Direct Deposit, Tax Withholding Changes, Pay Stubs, Holiday Schedule

All payments are made via direct deposit. It is the faculty member's responsibility to have a direct deposit authorization form on file with Human Resources.

Pay stubs information and sign up for Direct Deposit are available on **Mercy Connect**; go to the Employee Hub, then Employee Dashboard. Changes to tax withholding forms can also be made through the

Employee Dashboard.

The University's Holiday Schedule and Pay Schedule can be found on Mercy Connect at Employee Hub | Resources | Holiday Calendar & Payroll Schedules.

For questions regarding pay, deductions, and withholdings, please contact payrolldept@mercy.edu.

For Mercy University **Academic Calendars**, and the current Mercy University **Academic Catalogs**, go to <https://www.mercy.edu/academics/catalogs-bulletins-calendars>. It is highly recommended that faculty familiarize themselves with the academic catalogs made available on the University website.

Information and Communication Guidelines

- Faculty members should take care when sharing content—on Blackboard and on social media—that they have not created themselves. The Fair Use provisions of the Copyright Act and the TEACH Act provide some flexibility for instructors and students in sharing parts of copyrighted works without obtaining permission, when their purpose is educational. Please consult the Library's [Libguide on Fair Use](#) for further advice.
- Social media should be used responsibly and in adherence to guidelines spelled out in Mercy's [Social Media Use Policy](#). Faculty members disclosing their affiliation as a Mercy faculty member on a social media platform should make it clear that they are speaking on their own behalf and include a disclaimer that their views do not represent those of Mercy University.
- When engaging with the media (e.g., participating in interviews, writing letters to the editor of a newspaper or magazine, writing opinion pieces, etc.), faculty members should be sure to indicate that their views are their own and not those of Mercy University.
- Mercy University resources (Mercy email, for example) should not be used to participate in partisan political activities.

University Statement on Non-Discrimination and Equal Opportunity

Mercy University is committed to achieving full equal opportunity in all aspects of university life. The University shall recruit, employ, retain, and promote employees, and shall admit and provide services for students, without regard to an individual's race, color, creed, national origin, ethnicity, ancestry, religion, age, sex, sexual orientation, sex stereotypes, sex characteristics, gender, gender identity or expression, transgender status, marital status, familial status, partnership status, disability (including HIV/AIDS), genetic information, predisposing genetic characteristics, alienage, citizenship, criminal arrest and conviction records, military or veteran status, salary history, credit history, caregiver status, pregnancy or related conditions, lactation status, sex and reproductive decisions, status as a victim of dating violence/domestic violence/stalking/sex offenses/sex abuse, unemployment status, or any other legally prohibited basis in accordance with federal, state, county and city laws.

Every member of the Mercy University community, including students, employees, applicants for employment, applicants for student admission, contractors, and visitors, deserve the opportunity to live, learn, work, and participate in an environment free from discrimination. As such, Mercy does not discriminate on the bases of race, color, ethnicity, national origin, sex, age, disability, and all other protected characteristics. Mercy University prohibits such discrimination, as well as retaliation in admissions, continuing enrollment, and employment on the part of any University community member directed at another member, including bias-related conduct. All inquiries and/or reports of discrimination

may be directed to Mercy's Director of Title IX and Equity Compliance at titleix.equity@mercy.edu, Room 109 of Verrazzano Hall, (914) 674-7842 or to the U.S. Department of Education, Office for Civil Rights.

OTHER RESOURCES

Administrative Assistants

Contact the administrative assistant in your School, Department, or degree Program to:

- order business cards (full-time faculty);
- get keys (full-time faculty);
- order office supplies;
- learn about processes for ordering textbooks;
- become familiar with assessment in your program;
- obtain sample syllabi;
- find out the schedules for regular Department, Program, and School meetings; or
- review Program, Department, and School procedures and expectations.

Administrative assistants are great resources for these and many other needs and desiderata!

COURSE EVALUATION

Student Evaluation of Teaching (SmartEvals Surveys)

Mercy University is committed to ensuring the quality of its academic programs, its teaching, and the learning experiences of its students. One important aspect of this commitment is regular evaluation of courses by students. In the last few weeks of each term, the University sends out the SmartEvals Course Survey to students enrolled in each course section to obtain feedback. The University aims to obtain a 50% or higher return rate on all courses. Instructors are invited to view their response rates and encourage students to complete the survey. When you log on to Blackboard, you can view the current response rate for your courses on the upper left of the landing page.

Faculty should encourage participation by students but should not provide grade-based incentives to get students to participate.

After the survey period concludes, a final report for each course taught will be available to the faculty member to review. Reviewing student course evaluations offers a valuable opportunity to reflect upon course content and instructional approaches utilized throughout the semester.

Faculty-led Curricular Assessment

The University is focused on continuous improvement of academic course and program offerings, and engages in regular review and evaluation of those offerings. Faculty members should become familiar with their academic department or program's regular review process—and with their role in evaluation of courses and programs. The Office of Educational Assessment works closely with faculty through regular assessment conversations, activities, and retreats.

APPENDIX

**Mercy University
New Faculty Checklist**

Please print out this checklist to assist in identifying (a) key needs for serving as a faculty member at Mercy University and (b) resource people who can assist with those needs.

Name _____ Department/Program _____

Tasks to Complete	Campus Resource	(Y/N/NA)
Keys (offices, labs, closets, file drawers)	Campus Safety or Program Administrator	
ID Card	Campus Safety	
Parking Permit	Campus Safety	
Office Space	Program Administrator	
Photocopying	Program Administrator	
University Email	IT (914) 674-7526 or helpdesk@mercy.edu	
Postal Mail	Program Administrator	
Teaching Resources	Center for Teaching and Learning	
Budget Requests and Office Supplies	Program Administrator	
PACT Mentors	PACT (914) 674-7228	
Student support/tutoring	Center for Academic Excellence & Innovation (CAEI)	
Student Progress Reports	Compass	
Attendance Reporting	Mercy Connect Faculty Hub Attendance Tracking	
Incomplete Grading Forms	Mercy Connect Faculty Hub Student Advisement Student Related Forms	
Change of Grades	Mercy Connect Faculty Hub Grade Change Request	
Final Grading	Mercy Connect Faculty Hub Final Grade Entry	
CTL Instructional Designers	Center for Teaching and Learning	
Library Resources	Mercy University Libraries	
Institutional Review Board (Research)	IRB	
Blackboard training	Mercy Online	
School Newsletter	Office of the Dean	
Student Clubs (program specific)	Student Affairs Clubs & Organizations	
Student Learning Assessment Process	Office of Educational Assessment	
SmartEvals Course Evaluation	Email mercy_course_evaluations@mercy.edu	
Syllabi Template	2025-26 Undergraduate Syllabus Template	
IT Training	Help Desk	
Required Trainings	HR (914) 674-7839 or hr@mercy.edu	
Human Resources	HR	
Payroll	payrolldept@mercy.edu	