

Attention Faculty and Staff



**PALM BEACH STATE
COLLEGE**

*Boca Raton Campus
Instructional Support Center*

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Boca Raton, FL 33431*

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New Location

BT 118


*Instructional
Support
Center
Services & Guidelines*



Instructional Support Center provides support and services pursuant to the successful achievement of the college's mission, by providing faculty and staff with webpage support, word processing, copying and mail services, within an atmosphere and environment conducive to learning.

Guidelines for Copying

Original copyrighted material cannot be reproduced without written consent from either the author or publisher.

1. Copy requests must be submitted 24 business hours in advance of the date needed.
2. Attach completed work request form with each set of originals. Original must be photo copy ready (no heavy black margins). 
3. Copies are run front to back with the exceptions of Math or Science exams.
4. Work orders may be sent electronically to ISCSouth@palmbeachstate.edu. Documents must be in Microsoft Word format.
5. Completed work will be placed in your mailbox, or on the open shelf. All exams are locked away, please see any ISC staff member to obtain your exam.
6. Color copies are limited to 50 copies of a single sheet. Larger work orders should be sent to Graphics for processing.


Guidelines for Word Processing

1. Please make all editing corrections and changes legible.
2. Please leave a phone number where you can be reached in case of any questions.
3. Attach filled-out work request form with each set of originals.
4. Word processing requests for exams, forms, handouts, and syllabi, must be submitted 3 business days in advance of the date needed. However, during peak times, beginning and end of each semester, additional preparation time may be necessary.

Guidelines for Mailboxes

1. U.S. and Pony Mail is distributed daily. If packages are too large to fit in the mailboxes, a notification slip will be left in the mailbox and the package will be found on the adjacent table. Please stop at the front desk and sign the package log.
2. Students are permitted to leave papers for their Instructors with the ISC staff. Instructors wishing to leave papers for students should leave such at the front desk and instruct students to ask ISC staff for the item.

Guidelines for U.S. Mail

1. Large mailings of 200 pieced or more, must be sent as bulk mail. The cost is between 1/3 and 1/4 that of First Class Mail. 
2. Mailing in manila envelopes should be kept to an absolute minimum. US Post Office attaches a large surcharge for oversized envelopes.
3. Under no circumstances will personal mail be sent out at the college's expense.

Guidelines for Faculty Copiers

1. There is a 75 copy per day limit on the three faculty copiers in CB203, HT301 and HT316. These machines are not heavy-duty machines and not intended for overuse. Large copy jobs should be brought to the Instructional Support Center for processing.
2. **Under no circumstances should these machines be used for personal use, or used for work from other institutions.**

Exam Reproduction Guidelines

1. Exams may be dropped off at the ISC for copying or may be sent electronically to ISCSouth@palmbeachstate.edu. Access to this mailbox will be limited to the three full-time employees only.
2. Instructors may NOT include answer keys with the exams. If answer keys are attached, the email will be returned to the instructor. The instructor will be advised to remove the answer key and resend. This will apply to exams that are hand delivered also.
3. No one but the ISC staff should be copied on the emails. If anyone else is copied, the exams will be returned to the instructors.

Printing Exams

1. Exams will be printed by the ISC staff. Work orders will be initialed and copied. A copy of the initialed work order will be kept for at least two semesters.
2. As soon as copy job is complete, it will be locked in the test cabinet until the instructor retrieves it. The test cabinet is locked at all times and only the ISC staff has access to this cabinet

Picking Up Exams

1. Instructors will pick up their exams in person.
2. Students, Student Assistants and Work Study Student WILL NOT be permitted to pick up exams for the Instructors.
3. If an instructor cannot pick up their exams, contact your appropriate Dean and they will instruct their assistants for exam pickup.