

CHAPTER 1: Organization and Administration

Procedure 1A.11/11: Service Hours

Part 1. Procedure.

1. The college unit scheduling an activity outside of the operational hours is responsible for the provision of administrative supervision.
2. Any use of the Performing Arts Center, Visual Arts Center or Fine Arts Building on the Coon Rapids Campus or the control room attached to the Lecture Hall on the Cambridge Campus requires technical and/or administrative supervision.
3. Typically, a maintenance staff member must be on campus at any time when any portion of either campus is being used.
4. Facilities, Information Center, Information Technology and Public Safety employees are on duty during operating hours.
5. Anoka-Ramsey instructors or designated staff members conducting an activity on campus during non-operational hours will serve as the supervisor for periods when single events are scheduled.
6. Anoka-Ramsey classes will not be scheduled on campus during Education Minnesota Conference or Faculty Development Days without approval of the president or the president's designee.
7. Anoka-Ramsey will be closed during three-day holiday weekends or on other official holidays unless approved by the president or the president's designee.
8. Facilities, Technology, and Public Safety departments should be notified one month prior to scheduled on-campus University Portal classes occurring on days that the college is closed.
9. Requests for expanded or reduced service or operating hours require an exception to policy.
10. Limited services are available on Saturdays.

Administrative Work Hours: An administrator or designee is scheduled to be on duty for:

1. The first four evenings of Fall and Spring semesters until 7:30 p.m. (must be an Educational Services representative), including Saturday (7:30 a.m. - 3:00 p.m.) as well as the 2nd Saturday start (7:30 a.m. - 3:00 p.m.).
2. Saturday and Evening Duty: for major student activities or major community activities (as determined by the President).

See [Procedure 1A.3/11 Evening and Saturday Duty](#) for details.

Part 2. Definitions.

Operating Hours (OH): Hours during which the building is accessible to the public. Facilities, Public Safety, Information Center and Information Technology employees are available during hours of operation.

Limited Operating Hours (LOH): Access to the building is restricted to specific audiences. Any combination of employees in the Facilities, Public Safety, Information Center and Information Technology departments may be available.

Service Hours (SH): Hours during which college services are available. Service hours are hours within operational hours.

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CHAPTER 1: Organization and Administration
Part 3. Hours of Service.

Semester & Spring Break Hours - Unless Stated Otherwise		7:30 a.m. 4:30 p.m. M-F				
Summer Hours - Unless Stated Otherwise		7:30 a.m. 5:00 p.m. M-Th 7:30 a.m. 11:30 a.m. F				
Cambridge Campus			Coon Rapids Campus			
Dept.	Summer Service Hours	Standard Service Hours	Semester & Spring Break Hours	Summer Service Hours	Standard Service Hours	Semester & Spring Break Hours
Academic Support Center	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	8:00 a.m. - 8:00 p.m. M-Th 8:00 a.m. - 4:30 p.m. F Limited service may be available on Saturdays 8:00 a.m. - 1:00 p.m.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	8:00 a.m. - 8:00 p.m. M-Th 8:00 a.m. - 4:30 p.m. F Limited service may be available on Saturdays 8:00 a.m. - 1:00 p.m.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts with no Saturdays during break.
Advising, Career Center & Admissions	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Some evenings by appointment	8:00 a.m. - 6:30 p.m. M-Th 8:00 a.m. - 4:30 p.m. F 8:00 a.m. - 1:00 p.m. Sat* *Saturday hours only the Saturday before the semester start and the first Saturday of the second 8 week session of Fall and Spring semester.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Some evenings by appointment	8:00 a.m. - 6:30 p.m. M-Th 8:00 a.m. - 4:30 p.m. F 8:00 a.m. - 1:00 p.m. Sat* *Saturday hours only the Saturday before the semester start and the first Saturday of the second 8 week session of Fall and Spring semester.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.
Bookstore	7:30 a.m. - 5:00 p.m. M-Th Closed F First week prior and first week of Summer Semester start: 7:30 a.m. - 6:30 p.m. M-Th; 7:30 a.m. - 11:30 a.m. F	8:00 a.m. 6:30 p.m. M-Th 8:00 a.m. 4:30 p.m. F 8:00 a.m. - 1:00 p.m. Sat* *Saturday hours only the Saturday before the semester start and the first Saturday of the second 8 week session of Fall and Spring semester.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 5:00 p.m. M-Th Closed F First week prior and first week of Summer Semester start: 7:30 a.m. - 6:30 p.m. M-Th; 7:30 a.m. - 11:30 a.m. F	8:00 a.m. 6:30 p.m. M-Th 8:00 a.m. - 4:30 p.m. F 8:00 a.m. - 1:00 p.m. Sat* *Saturday hours only the Saturday before the semester start and the first Saturday of the second 8 week session of Fall and Spring semester.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.
Business, Financial Aid, Registration & Records Offices	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	8:00 a.m. - 6:30 p.m. M-Th 8:00 a.m. - 4:30 p.m. F 8:00 a.m. - 1:00 p.m. Sat* *Saturday hours only the Saturday before the semester start and the first Saturday of the second 8 week session of Fall and Spring semester.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	8:00 a.m. - 6:30 p.m. M-Th 8:00 a.m. - 4:30 p.m. F 8:00 a.m. - 1:00 p.m. Sat* *Saturday hours only the Saturday before the semester start and the first Saturday of the second 8 week session of Fall and Spring semester.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.

CHAPTER 1: Organization and Administration

Central Services	N/A	N/A	N/A	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	7:30 a.m. - 4:30 p.m. M-F First week of semester: 7:30 a.m. - 6:30 p.m. M-Th 7:30 a.m. - 4:30 p.m. F	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts with no Saturdays during break.
Instructional Labs	Hours posted monthly by lab doors	Hours posted monthly by lab doors	Hours posted monthly by lab doors	Hours posted monthly by lab doors	Hours posted monthly by lab doors	Hours posted monthly by lab doors
Library	9:00 a.m. - 4:30 p.m. MTh 9:00 a.m. - 7:00 p.m. T/W Closed F	8:00 a.m. - 9:00 p.m. M-Th 8:00 a.m. - 4:30 p.m. F 10:00 a.m. - 2:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to shortened hours (9 am- 4:30 p.m.) the Thursday & Friday before Spring Semester starts & the week before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 4:00 p.m. MTh 7:30 a.m. - 7:00 p.m. T/W Closed F	7:30 a.m. - 8:00 p.m. M-Th 7:30 a.m. - 4:00 p.m. F 9:00 a.m. - 1:00 p.m. Sat	8:00 a.m. - 4:30 p.m. M-F
Math Skills & Advising Center	N/A	N/A	N/A	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	8:00 a.m. - 8:00 p.m. M-Th 8:00 a.m. - 4:30 p.m. F	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts with no Saturdays during break.
Switchboard	7:15 a.m. - 4:45 p.m. M-Th 7:15 a.m. - 11:15 a.m. F	7:15 a.m. - 3:45 p.m. M-F	7:15 a.m. - 3:45 p.m. M-F	7:15 a.m. - 4:45 p.m. M-Th 7:15 a.m. - 11:15 a.m. F	7:15 a.m. - 3:45 p.m. M-F	7:15 a.m. - 3:45 p.m. M-F
Testing Center	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Check posted schedule for other evening hours.	8:00 a.m. - 4:30 p.m. M, T, Th, F 8:00 a.m. - 8:00 p.m. W Check posted schedule for other evening hours.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Check posted schedule for other evening hours.	8:00 a.m. - 4:30 p.m. M, T, Th, F 8:00 a.m. - 8:00 p.m. W Check posted schedule for other evening hours.	8:00 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts with no Saturdays during break.

CHAPTER 1: Organization and Administration

Departments on Duty During Operating Hours						
	Cambridge Campus			Coon Rapids Campus		
Dept.	Summer Limited Operating Hours	Standard Operating Hours	Semester & Spring Break Hours	Summer Limited Operating Hours	Standard Operating Hours	Semester & Spring Break Hours
Facilities Additional Facilities hours dependent upon events.	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.
Information Center	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.
Information Technology	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.
Public Safety	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:00 p.m. Sat	7:30 a.m. - 4:30 p.m. M-F Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.

CHAPTER 1: Organization and Administration

History:

- 03.17.1975 Adopted and implemented*
- 11.2004 Renumbered procedure from 1A.5/11 to 1A.11/11 to accompany newly adopted Policy 1A.11 Hours: Principles for Development.*
- 07.01.2004 Revised to condense separate campus schedules into a single schedule and to reflect current service hours*
- 08.2006 Revised*
- 07.2007 Revised to add Summer Hours*
- 03.2008 Revised*
- 02.2009 Annual update and changed format*
- 02.2010 Annual update. Added #10 removed reference to orientation and extended Admin hours to 2:30 p.m. on Saturdays. Added Math Skills & Advising Center Hours. Removed Job Placement Office. Added Part 2. Definitions. Added Information Technology to departments working during Operating Hours. Moved departments on staff during operating hours to separate section in Service Hours list*
- 05.2010 Annual update. Added #10. Revised Administrative Work Hours section. Added Saturday hours during standard work periods. Changed headings under operating hours section.*
- 04.2011 Annual update.*
- 10.2011 Annual update*
- 02.2012 Annual update*