

# Semester Smart Start

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## A Faculty Resource Guide

Spring 2012



Welcome to what we hope will be an exciting and successful semester for you. Please retain this packet of information to serve as your reference guide for a “smart start” to the semester; it is also available online at <http://www.austincc.edu/faculty/newsemester>. We appreciate all you do to help our students learn, and please contact us if you need any assistance.

Mike Midgley, Vice President of Instruction; Interim Provost  
Mary Hensley, Executive Vice President, College Operations  
Kathleen Christensen, Vice President, Student Support and Success Systems

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## CAMPUS ADMINISTRATIVE OFFICES

*Austin Community College District*



The Campus Administrative Offices (Campus Managers and Center Supervisors) are open whenever classes are in session. These offices provide a variety of services to help faculty, staff and students.

<b>Campus</b>	<b>Location</b>	<b>Hours</b>	<b>Tel. No</b>	<b>Fax No.</b>
Cypress Creek Campus	Bldg. 2000 Room 2102	Mon – Fri: 7am – 10pm Saturday: 8am – 7pm Sunday: 12pm – 6pm	223-2000	223-2046
Eastview Campus	Bldg. 3000 Room 3104	Mon – Fri: 7am – 10pm Saturday: 8am – 7pm Sunday: 12pm – 6pm	223-5100	223-5125
Northridge Campus	Bldg. 1000 Room 1208	Mon – Thurs: 7am – 10:40pm Friday: 7am – 10pm Saturday: 8am – 7pm Sunday: 12pm – 6pm	223-4700	223-4661
Pinnacle Campus	Room 1018	Mon – Thurs: 7am – 10pm Friday: 7am – 5pm	223-8001	223-8900
Rio Grande Campus	Main Bldg. Room 205	Mon – Thurs: 7am – 10pm Friday: 7am – 5pm Sat: 8am – 2pm	223-3000	223-3406
Riverside Campus	Bldg. A Room 2208, 2209	Mon – Thurs: 7am – 10:40pm Friday: 7am – 10 pm Saturday: 8am – 7pm Sunday: 12pm – 6pm	223-6000	223-6709
Round Rock Campus	Bldg. 1000 Room 1103.00	Mon-Thurs: 7 am – 10 pm Friday: 7 am – 5 pm	223-0000	223-0900
South Austin Campus	Room 1140	Mon – Fri: 7am – 10pm Saturday: 8am – 7pm Sunday: 12pm – 6pm	223-9100	223-9112
ACC Centers	See Page 25			
Highland Business Center	See Page 26	Mon – Fri: 9am – 6pm		



**AUSTIN COMMUNITY COLLEGE**  
**STUDENT SUCCESS INITIATIVE**  
*— It takes a college! —*

## Overview of the Student Success Initiative

### **College Success Starts Here**

Austin Community College's mission is to provide access to higher education for all who seek it. The Student Success Initiative (SSI) is ACC's commitment to ensure students reach their academic goals, which are as diverse as the students themselves. Whether a student plans to complete a single course, earn an associate degree, or transfer to a university, the college is working to improve learning outcomes. SSI benefits all students while providing extra support for those who are at risk for dropping out or not meeting their education goals. These often include first-time-in-college students, minority students, students who are not yet college-ready, and those who are economically disadvantaged.

### **It Takes a College**

When it comes to student success, everyone at ACC has a role to play. To help faculty and staff better understand achievement gaps, ACC disaggregates student data by race, economic status, gender, and other factors such as teaching delivery methods. Through this "culture of evidence," the college identifies best practices and develops innovative learning techniques. ACC believes each student has the potential to accomplish great things. At the end of the day, student success is why we're here.

Engagement is the key strategy of the Student Success Initiative. Engagement creates the organizational synergy needed to evaluate and improve existing policies, services and processes to support student success. In fewer than two years, students, faculty and staff have collaborated at every level of the organization to analyze and use data to develop enhancement plans to strengthen support services and instruction. What began with a small group of six faculty and staff members during the Spring of 2009 Entering Student Success Institute, now includes a 35 member steering committee and more than a dozen affiliated work groups.

### **The Student Success Initiative Steering Committee (SSISC)**

The SSISC meets monthly to discuss data interpretation and use, as well as recommend policies and practices to be eliminated or enhanced to support student success. Members include full-time and adjunct faculty and staff, from Finance and Administration, Information Technology, Advising, English for Speakers of Other Languages (ESOL), Adult and Developmental Education, Instructional Development Services, Continuing Education, Supplemental Instruction, Chemistry, Math, Social Sciences, Public Information and College Marketing (PICM), the Office of Institutional Effectiveness and Accountability (OIEA) and representatives from the Student Government Association (SGA).



AUSTIN COMMUNITY COLLEGE  
STUDENT SUCCESS INITIATIVE  
— *It takes a college!* —



The ACC [Student Success Initiative \(SSI\)](#) is an institutional commitment to enhance learning and success for all students regardless of age, gender, ethnicity, race or socio-economic status. The goal of "equity of student success" in all categories of students is a hallmark goal of American community colleges.

### FIVE CORE GOALS

1. *Increase Persistence (Term-to-Term & Fall to Fall)*
2. *Complete Developmental and Adult Education course progression to credit courses*
3. *Increase completion of All Attempted Courses with a "C" or Better*
4. *Increase Degree/Certificate Graduates and Transfer Rates*
5. *Increase success equity across all racial/ethnic/gender/income groups*

### FOUR STRATEGIES

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|--|--|
| <ol style="list-style-type: none"><li>1. <b>Data-Informed Decision Making</b></li><li>2. <b>Faculty &amp; Staff Engagement</b></li></ol> | <ol style="list-style-type: none"><li>3. <b>Student Engagement</b></li><li>4. <b>Intrusive Student Support</b></li></ol> |
|--|--|



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STUDENT SUCCESS INITIATIVE  
*It takes a college!*

## COLLEGE-WIDE ENHANCEMENT PLANS

### **GOAL 1: Increase Persistence (Term-to-Term & Fall to Fall)**

- a. Implement Required Orientation Program for FTIC Students
- b. Increase Counselor & Advisors Coaching for Students in Developmental Education
- c. Scale up First Year Experience
- d. Expand & Evaluate Latino Student Success Plan

### **GOAL 2: Complete Developmental and Adult Education Course Progression to Credit Courses**

- a. Scale-up align Math Pathways (MATD 0385 & Statway)
- b. Increase Supplemental Instruction in Dev. Education Sections
- c. Develop Math Emporium Plan (Quality Enhancement Plan (QEP))

### **GOAL 3: Increase Student Success in Gateway Courses with a 'C' or Better**

- a. Implement Composition 4.0
- b. Scale-up Faculty Coaches Program
- c. Focus and Scale-up Supplemental Instruction in Gateway courses
- d. Institutionalize and Scale-up Learning Communities
- e. Implement Student Success Intervention Model
- f. Implement Faculty Coach Plans
- g. Enhance the Learning Labs Services
- h. Enhance the Developmental Math Advisors' Intervention Program

### **GOAL 4: Increase Degree/Certificate Graduates/Transfer Rates**

- a. Increase Career Planning Services
- b. Enhance and Scale-up Transfer Services
- c. Increase Transfer Resources, Including Reverse Transfer
- d. Implement Automated Degree Audit

### **GOAL 5: Increase Success Equity Across All Racial/Ethnic/Gender/Income Groups**

- a. Enhance and integrate the Black Student Success Committee's (BSSC) Academic Networking Events with the First Year Experience
- b. First Year Experience
- c. Expand & Institutionalize Men of Distinction Program
- d. Implement & Evaluate Latino Student Success Plan

# Faculty Information, A-Z

## Absences

In case of illness or any other emergency that will cause you to miss a class, please contact your Department Chair and the Campus Administrative Office so that a Cancelled Class Notice can be posted to alert students. If you teach a class that begins at 7:30 am or earlier, you can call District Police for assistance.

## Adjunct Faculty

- Online Orientation for Adjunct Faculty  
(<http://www.bcpimpact.com/u/acc>)  
This site offers valuable information about ACC policies and administrative rules that affect adjunct instructors.
- Salary Scale  
(<http://www.austincc.edu/hr/compensation/documents/FY11AdjunctFacultyLEHRatePlacementScale.pdf>)  
New adjunct faculty will receive an initial placement on the Adjunct Faculty Placement Scale based upon education and experience.
- Tax Sheltered Annuity (TSA) (403-b)  
(<http://www.austincc.edu/hr/benefits/403b.php>)  
You can contribute a percentage of your monthly paycheck or a fixed amount to an ACC approved TSA vendor. If you wish to do this, refer to the authorized list of ORP/TSA Vendors and the Tax Sheltered Annuity Program (403-b) online at <http://www.austincc.edu/hr/benefits/orpvendors.php>.
- 457 Deferred Compensation  
(<http://www.austincc.edu/hr/benefits/457.php>)  
You can contribute a percentage of your monthly paycheck or a fixed amount to an ACC approved 457 vendors. If you wish to do this, refer to the authorized list of 457 Vendors and the 457 Plan online at <http://www.austincc.edu/hr/benefits/dcvendors.php>.
- Retirement Funds and Paycheck Deductions  
(<http://www.austincc.edu/hr/benefits/retirement.php>)  
ACC has a separate retirement fund for adjunct faculty; adjunct faculty generally are not members of Teacher Retirement System (TRS). For the Austin Community College Money Purchase Plan (ACCMPP) each month, 6.0% of your monthly salary is deducted pre-tax and sent to the ACCMPP and matched with 1.5% by ACC. If an employee terminates employment with ACC, he/she may choose to withdraw the retirement funds, roll over the funds to a qualified retirement account, or maintain the account. Employees would need to complete the Money Purchase Plan Distribution Election Form

(<http://www3.austincc.edu/it/eforms/frontpage.php?ID=HURE.077>) and submit the document to the company listed on the form. The deduction for FICA is 1.45%. **ACC does not participate in the Social Security system.**

## Attendance Records

While not required, we recommend that you maintain attendance records (forms available in Campus/Center Administration Office). If there are names on your official class roll, but the students have not attended your class, please mark them as 'never attended' on your Online Services class roster. Admissions and Records staff will notify these students of available support services and explain how to withdraw from the course. However, because ACC does not automatically withdraw such students, faculty must assign a final grade to all students who appear on the Final Grade Report if you have not withdrawn the student yourself.

**Calendar** (<http://www.austincc.edu/faculty/dates/>)

## Campus Cashier Offices

You may reach any of our Cashier Offices by dialing 223-CASH (223-2274)

Location	Room	Hours
Cypress Creek	2117	Mon - Fri: 8:00am – 5:00pm Sat - Sun: Closed
Eastview	2117	Mon - Fri: 8:00am – 5:00pm Sat – Sun: Closed
Highland Business Center	420	Mon – Fri: 8:00am – 5:00pm Closed for lunch 1:00 pm – 2:00 pm Sat – Sun: Closed
Northridge	1101.2	Mon - Fri: 8:00am – 5:00pm Sat – Sun: Closed
Pinnacle	113	Mon - Fri: 8:00am – 5:00pm Closed for lunch 1:00pm – 2:00pm Sat – Sun: Closed
Rio Grande	103	Mon - Fri: 8:00am – 5:00pm Sat – Sun: Closed
Riverside	8135	Mon - Fri: 8:00am – 5:00pm Sat - Sun: Closed
Round Rock	1134.00	Mon – Fri: 8:00am – 5:00 pm Sat – Sun: Closed
Service Center	141	Mon – Fri: 8:00am – 5:00pm Sat – Sun: Closed
South Austin	1119	Mon - Fri: 8:00am – 5:00pm Sat – Sun: Closed

## Classroom Courtesy

The College prohibits smoking, food and drinks in the classroom. It is imperative this rule be enforced since most classrooms are scheduled continuously and there is little time to clean during the day. Colleagues who use the same classrooms as you do will appreciate this professional courtesy.



## Direct Deposit

(<http://www.austincc.edu/hr/payroll/directdeposit.php>)

Direct Deposit is easy, reliable, and is confirmed via on-line services. A Direct Deposit form should be completed and sent to the Payroll section of the Office of Human Resources at the Highland Business Center along with a voided check for your account. Forms are available online and in your Campus Administrative office. Direct deposit will be implemented 30-45 days after the request.

## District Police

Report campus emergencies to **222** (if calling from an ACC phone) or **223-7999** (if calling from a non-ACC phone). The regular, non-emergency number is **223-1231**. The District Police Chief's office phone number is **223-1220**. District Police are located in the following locations.



ACC Centers	See Page 25	
Cypress Creek	Bldg 2000/Room 2101	223-2008
Eastview	Bldg. 2000/Room 2103	223-5120
Highland Business Center	First Floor	223-7002
Northridge	Bldg 1000/Room 1103	223-4718
Pinnacle	Room 112	223-8014
Rio Grande	Main Bldg/Room 102	223-3007
Riverside	Bldg A/Room 2238	223-6044
Round Rock	Bldg 1000/Room 1133.00	223-0050
South Austin	Room 1102	223-9142

## E-mail and Voice Mail

(<http://www.austincc.edu/helpdesk/email/index.html>)

In order to better serve students, ACC provides both e-mail and voice mail accounts for all faculty and staff. E-mail is accessible from faculty offices and from computers in the adjunct faculty offices on campuses; instructions for setting up your individual e-mail are usually posted near the computers. The Help Desk (223-HELP) can give you additional assistance with setting up e-mail accounts in an adjunct office.

- Once your voice mail account has been set up, your voice mail password will be your mailbox number. Information on changing your password, basic mailbox commands, etc., can be found at <http://www.austincc.edu/telecom/>. This page is available only on Intranet (on campus) or when dialing into ACC's modems.

If you have immediate questions regarding either one of these services, feel free to stop by your Campus/Center Administration Office for additional information or call the Help Desk, 223-4357.

## **Environmental Health and Safety and Insurance Office:**

The ACC Environmental Health Safety and Insurance Office (EHS & I) is responsible for the development, implementation, and program management for life safety, environmental compliance, health and safety, security management, emergency management and business continuity.

The area also manages college wide insurances for accident/property/casualty/liability coverage at ACC. The area is responsible for any student insurances such as student accident, student travel coverage, and student/faculty professional liability. Associated insurance claims are reported, monitored, and managed through this department.

Workplace safety including inspections, training, and federal/state/local regulatory compliance are initiated through this office.

Additional information is located at the ACC EHS & I website: <http://www.austincc.edu/ehs>.

### **Workers' Compensation:**

All ACC employees are covered under provisions of the Texas Workers' Compensation. Any accident or illness caused while performing services for the College must be reported and filed under Workers' Compensation.

All filed Workers' Compensation claims are thoroughly reviewed and investigated. Fraudulent claims are grounds for termination. Compensation for lost wages for work-related accidents will be covered under Texas Workers' Compensation program. Claims for all non-work related injuries should be filed on personal health insurance.

The Workers' Compensation procedures and/or Injury Report are located on the EHS & I Office website at <http://www.austincc.edu/ehs/Insurance>.

### **In the event of an accident or injury that occurs while on the job, do the following:**

- **LIFE THREATENING EMERGENCIES**
  - CALL DISTRICT POLICE DISPATCH AT **222** (from ACC phone) OR **223-7999** (from any phone) TO REQUEST IMMEDIATE MEDICAL ASSISTANCE/EMS.
  - Emergencies are treated at the nearest emergency room.
  - Emergency treatment for work-related injuries is covered under Workers' Compensation.
  - In the event of a serious accident or injury, seek immediate medical attention FIRST and then contact the ACC EHS & I Office within 24 hours.
  
- **NON-LIFE THREATENING EMERGENCIES:**
  - Immediately report any accident or injury to your supervisor whether you require medical attention or not.
  - Immediate first aid or medical treatment should be administered to injured employee.
  - Call District Police Dispatch **222** or **223-7999** for emergency purposes when appropriate.
  - The injured employee's Supervisor and District Police must be notified immediately of any work-related injury.
  - Contact EHS & I at 223-1023 or 223-1033 prior to sending injured employee to medical facility for non-emergency care.
  - Contact the ACC Environmental Health Safety and Insurance Office at 223-1033 or 223-1023 and notify them of the time, date and nature of the accident or injury.

- The employee is required to use Medical Providers in the Alliance Direct Contracting Program and should sign the “Employee Acknowledgement of the Alliance Direct Contracting Program” prior to seeking medical attention. Failure to sign this form or to use the Medical Providers in the panel may cause the employee to lose benefits. The employee may be required to pay their medical expenses directly and not receive compensation for lost wages.

Complete information and procedures are available at  
<http://www.austincc.edu/ehs/Insurance.php>

### **Student Injuries:**

Selected ACC classes are covered by a Student Accident Insurance which students purchase at the time of registration by way of an Insurance Fee attached to the class. The Student Accident Insurance pays for injuries occurring from school sponsored activities related to the covered classes. The insurance policy is a \$10,000 maximum benefit per accident with a \$25 deductible per claim. The student is responsible for the deductible. Faculty of covered classes should become familiar with the Student Accident Insurance procedures (<http://www.austincc.edu/ehs/Insurance.php>) so as to provide assistance for their students in the event of an injury in a covered class.

### **Emergency Procedures and Information:**

<http://www.austincc.edu/ehs/emergencyinformation.php>

Please take a moment to become familiar with the ACC emergency procedures and share this information with your students.

Report all campus emergencies to District Police Dispatch at **222** (if calling from an ACC phone) or **223-7999** (if calling from a non-ACC phone).

### **Emergency Notifications:**

Austin Community College has implemented an extensive emergency messaging system. Campus Alerts are communicated via college website, emergency notification signs, and ACC e-mail. To receive emergency notifications by phone and text message, you must go to **ONLINE SERVICES** and enter the 10 digit phone number(s) where you want to receive emergency notifications from ACC. If you enter a number for text messaging, you will receive a message within 24 hours requesting that you opt-in for this service.

### **First Aid Kits**

(<http://www.austincc.edu/ehs/emergencyinformation.php>)

These kits have supplies needed for minor wounds (Band-Aids, etc.). No over the counter medications are stocked in the kits. First aid kits and replacement supplies are ordered from the EHS & I website. In the event that you or a student suffers an injury, please notify the Campus Administrative Office immediately. For emergencies, call **222**, District Police Dispatch, from an ACC phone or **223-7999** from an outside phone. Notify the Campus/Center Administration Office and the Environmental Health Safety and Insurance Office at 223-1033 or 223-1023. An incident report must be filed with the District Police Department if an accident occurs on campus.

### **First Aid Kit Locations:**

<http://www.austincc.edu/ehs/pdf/accfirstaidkitlocations.pdf>

## **HIPAA: Health Insurance Portability and Accountability Act of 1996**

<http://www.austincc.edu/hipaa/>

The HIPAA privacy law sets limits on how health providers and plans may use individually identifiable health information. Under the HIPAA law, health providers and plans may only use individual health information for necessary treatment, payment or healthcare operations without obtaining your permission. Personal Health Information (PHI) may generally not be used for purposes “not related” to health care. The release of PHI must be limited to the minimum necessary designated for the purpose of the disclosure.

ACC abides by the HIPAA law both as an organization, a business entity and an educational institution through ERS and the ACC HIPAA Task Force. Privacy of Personal Health Information (PHI) as an employee requires that the ACC employee retain all PHI. PHI is defined as Health Information from any provider, hospital, doctor, etc. or any document (application, etc.) having such personal health information displayed. As an employee, please contact the insurance company, medical provider or hospital for any questions on your PHI, health applications, billings, etc. Please refrain from sending any Personal Health Information documents to ACC in the mail, e-mail, etc. As a student, applicable HIPAA and privacy training will occur at the classroom level.

To meet the requirements of the Privacy and Security Rules, Austin Community College has adopted policies that govern the storage, use and disclosure of PHI by its workforce. These policies are part of the College’s Administrative Rule 3.01.005. Failure to comply with these policies may carry College, civil and/or criminal sanctions.

## **Faculty Evaluation Process**

Faculty evaluation at ACC has been designed to support your professional growth. The evaluation process at ACC affirms that you are a valuable member of our learning community and that your department is here to support your teaching success.

### **Faculty Evaluation Procedures**

We value quality teaching and acknowledge the importance of a learning environment that helps faculty grow by supporting the continuous improvement of their teaching skills. The procedures manual contains details about the ACC evaluation process that are important for you to understand. Please review this manual found at:

[www.austincc.edu/hr/eval/documents/ProceduresManual9-2009\\_000.pdf](http://www.austincc.edu/hr/eval/documents/ProceduresManual9-2009_000.pdf). All updates to this manual are done through the evaluation committee. Updates will not change the fundamental nature of the overall process.

### **The Evaluation Components are:**

- **Student Course Evaluation** – All faculty will participate in the annual faculty evaluation process in the fall. During the spring and summer sessions, evaluation is *optional* and can be requested by the faculty member *or by the department chair*. It is advisable to meet with your chair and discuss your evaluation goals for the spring and summer periods.
- **Portfolio** – In addition to student course evaluations, full-time or adjunct faculty instructional performance is evaluated by means of portfolios. Portfolios provide faculty with an opportunity to “showcase” their work. They also provide evaluators with an opportunity to review such things as course objectives, grading policies, and classroom management. When used correctly, portfolios can provide evaluators with a look into the classroom. More importantly, they can provide faculty with an opportunity to reflect on what they do and why.

Portfolios are due in November of the applicable academic year. If faculty teach in multiple disciplines, a discipline-specific portfolio will be required for each discipline. Details on the portfolio process are provided in the Portfolio Procedures as well as in the Evaluation Procedures Manual cited above.

[www.austincc.edu/hr/eval/documents/2009PortfolioProcess\\_004.pdf](http://www.austincc.edu/hr/eval/documents/2009PortfolioProcess_004.pdf).

- **Classroom Observation Procedures** – New full-time faculty members must receive an in-class observation. Procedures for conducting in-class observations, elements of effective classroom instruction, and definitions from observation checklists can be found at [www.austincc.edu/hr/eval/procedures/ClassroomObserve.pdf](http://www.austincc.edu/hr/eval/procedures/ClassroomObserve.pdf).
- **Instructional Input Form** – This form provides the faculty evaluator with valuable information regarding specific aspects of a faculty member's performance. This form is to be completed by the department chair or chair of the evaluation committee. This form is available at [www.austincc.edu/hr/eval/forms/InstructionalInput.pdf](http://www.austincc.edu/hr/eval/forms/InstructionalInput.pdf)
- **Administrative Performance** – The administrative performance component looks at faculty compliance with ACC policies and procedures. This form includes information on compliance, conducting required student evaluations, submitting grades on time, conducting posted office hours, and the like. In addition, any information provided on the Administrative Input Form may be included as part of administrative performance. This form can be found at [www.austincc.edu/hr/eval/forms/AdminInputForm.pdf](http://www.austincc.edu/hr/eval/forms/AdminInputForm.pdf).
- **Faculty Input Form Information Sheet** – After you receive a summary of your student evaluations, it is important that you provide feedback about your experience with this particular class. You can find this form at [www.austincc.edu/hr/eval/forms/FacInputForm.pdf](http://www.austincc.edu/hr/eval/forms/FacInputForm.pdf). Details on how to download this form are found at [www.austincc.edu/hr/eval/documents/InputFormInfo\\_003.pdf](http://www.austincc.edu/hr/eval/documents/InputFormInfo_003.pdf).
- **Professional Development Administrative Guidelines** – All adjunct faculty are expected to complete four clock hours of professional development each academic school year. See the professional development website for development activity guidelines: <http://www.austincc.edu/hr/profdev/>

#### USEFUL BOOKMARKS:

**Supplemental Meetings** – In addition to all these components, you can have a Supplemental Departmental Dean and Chair conference if you so desire. Take advantage of this opportunity to receive feedback on your work and to have the time to converse on how to articulate your course goals with your department's vision. You can see the form at

[www.austincc.edu/hr/eval/documents/supconfform\\_000.pdf](http://www.austincc.edu/hr/eval/documents/supconfform_000.pdf). **Faculty Evaluation Home Page** – [www.austincc.edu/hr/eval/faculty.php](http://www.austincc.edu/hr/eval/faculty.php)

**Faculty Evaluation Procedures** –

[www.austincc.edu/hr/eval/procedures/ProceduresManual.pdf](http://www.austincc.edu/hr/eval/procedures/ProceduresManual.pdf)

\*The 2008-2009 updates will not change the fundamental nature of the overall evaluation process.

**Portfolio Information** – [www.austincc.edu/hr/eval/forms/PortfolioProcess07.pdf](http://www.austincc.edu/hr/eval/forms/PortfolioProcess07.pdf)

**Classroom Observation Procedures** –

[www.austincc.edu/hr/eval/procedures/ClassroomObserve.pdf](http://www.austincc.edu/hr/eval/procedures/ClassroomObserve.pdf)

**Instructional Input Form** – [www.austincc.edu/hr/eval/forms/InstructionalInput.pdf](http://www.austincc.edu/hr/eval/forms/InstructionalInput.pdf)

**Administrative Performance** – [www.austincc.edu/hr/eval/forms/AdminInputForm.pdf](http://www.austincc.edu/hr/eval/forms/AdminInputForm.pdf)

**Student Course Evaluation Forms – (adjunct faculty page) -**

[www.austincc.edu/hr/eval/adj\\_faculty.php](http://www.austincc.edu/hr/eval/adj_faculty.php) (you can view the 3 instructional method forms:

only lecture, lecture/lab, clinical)

**Faculty Input Form Information Sheet –**

[www.austincc.edu/hr/eval/forms/FacInputForm.pdf](http://www.austincc.edu/hr/eval/forms/FacInputForm.pdf).

\*Instructions to download this form –

[www.austincc.edu/hr/eval/documents/InputFormInfo\\_000.pdf](http://www.austincc.edu/hr/eval/documents/InputFormInfo_000.pdf)

**Supplemental Meetings –** [www.austincc.edu/hr/eval/documents/supconform\\_000.pdf](http://www.austincc.edu/hr/eval/documents/supconform_000.pdf)

**Evaluation Rating Information –**

[www.austincc.edu/hr/eval/documents/09rankingformula\\_001.pdf](http://www.austincc.edu/hr/eval/documents/09rankingformula_001.pdf)

**Instructor/Course Evaluation Calendar –** [www.austincc.edu/hr/eval/calendars.php#eval](http://www.austincc.edu/hr/eval/calendars.php#eval)

**Contact –** Faculty and Staff Evaluation Coordinator Phone: 512-223-7745

## Faculty Identification Cards

Faculty/Staff must have an ACC employee photo ID card to check out materials from the Library and to use the Faculty Resource Center. You may also be asked to present your photo ID in the Testing Center and Duplication Center. For Faculty assigned to the Round Rock Campus, ID Smartcards also work as access badges for access controlled classrooms and areas. Faculty ID cards may be obtained at the Office of Human Resources at the HBC, Room 607 or through Security Management by contacting 223-1129. If a photo ID is lost or stolen, a replacement card can be secured from the Office of Human Resources or through Security Management; a \$10 replacement fee will apply.

## Fax Machines

Faxes can be received and sent through the Campus/Center Administration Office and are distributed to faculty mailboxes in the mailroom.



Campus	FAX #
ACC Centers	See Page 25
Cypress Creek	223-2046
Eastview	223-5125
Highland Business Center	See Page 26
Northridge	223-4661
Pinnacle	223-8900 Room 1026 223-8901 Room 110
Rio Grande	223-3406 223-3092
Riverside	223-6709
Round Rock	223-0900
South Austin	223-9112

## FERPA (Student Privacy) Information

### What is FERPA?

The Family Educational Rights and Privacy Act of 1974 (FERPA) sets forth requirements regarding the privacy of student records. FERPA governs 1) release of these records (known as educational records) maintained by an educational institution and 2) access to these records.

As an employee of Austin Community College, you may be authorized to have access to student records. The confidentiality, use and release of student records are governed by FERPA. Your utilization of this information also depends on the nature of the duties and responsibilities associated with your position. Your job places you in a position of trust, and therefore you play an integral part in ensuring that student information is handled properly. Students have a right to expect their academic records to be treated with all due care and respect.

In general, all student information must be treated as confidential. Even public or "directory" information is subject to restriction on an individual basis. Directory information is defined and listed inside the College catalog, the course schedules and on the ACC website. Any requests for disclosure of information, including defined directory items, especially outside the College, should be referred to the Public Information Officer. Release of confidential information contained in a student's educational records without the written consent of the student is in violation of FERPA.

As a faculty or staff member, you may encounter people who are not authorized to receive student data, but who apply a great deal of pressure to release such information, or to discuss a student's confidential records. Parents, relatives, spouses and ex-spouses, employers or potential employers, attorneys and other representatives of law firms and representatives of a variety of other types of organizations (e.g., collection agencies) are not entitled to confidential student data. These individuals should be directed to any Admissions Office.

Faculty members have their own account and password for use of the Datatel and Faculty Online Services systems. You are responsible for your personal account and its use; your log-on information should never be shared with other individuals. Your log-on ID and password are critical for security. Your password protects your account and provides the only way the system can verify that you are actually who you say you are. Please make every effort to protect your log-on ID and password information.

No confidential information about a student may be released without written consent of the student. ***Such items as grades, test scores, Social Security numbers, gender and ethnic background, and class schedules may never be released to anyone other than the student. This includes parents or guardians.*** You may discuss student progress with your department chair and your dean. As your supervisor(s) and the student's ACC Counselor, they have a legitimate educational interest in your work, including your students' progress and other issues when relevant. In no case should a student's information be released by Email. Release of information by telephone should only be made when you have positively identified the person to whom you are speaking through a series of questions, to which the answers would be known only by the student (grades on an assignment in your class, room number of class, list of last semester's courses and grades, etc.).

## Posting of Grades by Faculty

The public posting of grades either by the student's name, institutional student identification number, Social Security number or any portion of such number is a violation of FERPA. This includes posting grades to a class/institutional website and applies to any public posting of grades for students taking distance education courses. Even with names obscured, numeric student identifiers are considered personally identifiable information. The practice of posting grades by Social Security number, student identification number or any portion of the number violates FERPA. Notification of grades via a postcard also violates a student's privacy.

There is no guarantee of confidentiality when sending grades via the Internet outside of the ACC system. The institution would be held responsible if an unauthorized third party gained access, in any manner, to a student's educational record through any electronic transmission method. A third party in this definition could be parents or guardians, boyfriend or girlfriend, roommate, etc. Only secure websites (Blackboard) are approved by FERPA for accessing grade information.



## Writing Student Recommendation Letters and FERPA

Recommendation letters written on behalf of a student that contain specific information from the student's educational record, such as grades or grade point average, are in violation of FERPA unless the faculty member has received prior written permission from the student to disclose such information. When you receive requests for letters of recommendation from the student, you should have the student sign a written authorization enabling you to disclose such relevant information in the letter. In the alternative (no consent to release), the content of the letter should not contain information from the student's educational record as described above.

## To avoid violations of FERPA, please DO NOT:

- At any time use the Social Security number, institutional identification number or any portion of the number of a student in a public posting of grades. If you assign numbers to students for grade posting purposes, you must not assign them based on the alphabetical order of students' names. Otherwise students may be identified based on their position in the class roster.
- Never link the name of a student with that student's Social Security number or institutional identification number in any public manner.
- Leave graded tests or papers in a stack for students to pick up by sorting through the tests or papers of all students.
- Circulate a printed class list with student name and institutional identification number as an attendance roster.
- Discuss the progress of any student with anyone other than the student (including parents/guardians) without the consent of the student; you may discuss student progress with your department chair and your dean. As your supervisor(s) they have a legitimate educational interest in your work, including your students' progress and other issues when relevant.
- Provide anyone with lists of students enrolled in your classes for any purpose.
- Provide anyone with student schedules or assist anyone other than college employees in finding a student on campus.

## First Aid Kits (See page 9)

## General Supplies

For Full Time Faculty: Chalk, erasers, whiteboard markers, staples, pens, pencils, overhead projector pens, scotch tape, paper clips, scissors, etc. are available through your Department Chair. For Adjunct Faculty, these supplies are located in Adjunct Faculty offices or are available in the Campus Managers' office for your use.

## HIPAA—Health Insurance Portability and Accountability Act of 1996 (See page 10)

## Important Dates for Spring 2012

Spring Semester classes begin.....	January 17
Martin Luther King Holiday (College Closed).....	January 16
Spring Break (no classes – Offices Closed).....	March 12 - 18
Priority filing date for Summer 2012 Financial Aid Application.....	March 15
May graduation application deadline.....	March 23
Priority filing date for Fall 2012 and Spring 2013 Financial Aid Application.....	April 1
Graduation Ceremony.....	May 10

## Information/Help

ACC is a large, complex organization with campuses and centers throughout an eight-county service area. Sharing information and staying “up-to-date” is everyone’s responsibility. The following information can help you.

### Basic Sources of Information

- ACC Organizational Reference (<http://www.austincc.edu/orgref>)
- ACC Catalog (<http://www3.austincc.edu/catalog>)
- ACC Course Schedule (<http://www.austincc.edu/schedule/>)
- ACC Newspaper - Accent (<http://www.austincc.edu/accent/>)

### Web Sites You May Want to Bookmark

- ACC (<http://www.austincc.edu/>)
- ACC Instructional Development Services (*faculty support for teaching and learning*) (<http://irt.austincc.edu/ids>)
- ACC Information Technology Services Available to Adjunct Faculty (<http://www.austincc.edu/orgref/it.htm>)
- ACC Libraries (<http://library.austincc.edu/>)
- ACC Professional Development Office (<http://www.austincc.edu/hr/profdev>)
- ACC Office of Human Resources (<http://www.austincc.edu/hr/>)
- ACC Distance Learning (<http://dl.austincc.edu/>)
- ACC DL Faculty Resources: <http://dl.austincc.edu/faculty/resources.php>
- ACC DL Directory of Services: <http://dl.austincc.edu/information/directory.php>
- ACC Forms Inventory (<http://accweb.austincc.edu/accforms/instructional/instructhome.html>)
- ACC Faculty Online Services (<https://onlineserv.austincc.edu/WebAdvisor/WebAdvisor?TOKENIDX=5316722400&type=M&constituency=WBFC&pid=CORE-WBFC>)



## Keys

You may obtain a Key Request form through District Police, your instructional area, the Campus Administrative offices or online at <http://www3.austincc.edu/it/eforms/>. The form must be signed by the Supervisor and the Campus Manager. You may then obtain a key from

the District Police office. If you will not be returning to the Campus the following semester, you must return your key to the District Police office at the end of the current semester.

## Learning Labs

The Learning Labs provide tutorial services and tailored individual instruction to a diverse student population in an open-access lab setting. Tutorial services are available for many ACC courses. The labs provide subject area tutors for all mathematics courses, english, developmental writing, reading, accounting, foreign language, ESOL, chemistry, physics, biology and statistics. The Learning Labs may also support programs specific to their campus, such as pharmacology tutoring at the EVC Learning Lab. Tutoring support is available for many courses that include writing and research components. Modes of delivery include traditional one-on-one tutoring and small group tutoring, skills review workshops, guided study groups, self-paced independent study and computer-based tutorials.

For additional information, please visit <http://www.austincc.edu/tutor/> or see page 31 of this guide.

## Library Services (<http://library.austincc.edu/>)

Libraries provide circulation and reserve services for print and electronic resources; information and research assistance – in person and electronically; close to 1 million books, articles, and media titles – in print and electronically; research workstations; and instructional/information literacy programs – in person and electronically – for students, faculty, and staff.

Campus	Room	Library Services	Hours
Cypress Creek Library	2121	223-2037	M-F 7:30-9, Sat 8-5, Sun 12-6
Eastview Library	2200	223-5116	M-F 7:30-9, Sat 8-5, Sun 12-6
Elgin Library	412	223-9706	M-Th 5 pm – 9 pm
Northridge Library	1223	223-4744	M-F 7:30-9, Sat 8-5, Sun 12-6
Pinnacle Library	904	223-8150	M-Th 7:30-9, F 7:30-5
Rio Grande Library	230	223-3068	M-Th 7:30-9, F 7:30-5, Sat 9-1
Riverside Library	A-1108	223-6005	M-F 7:30-9, Sat 8-5, Sun 12-6
Round Rock Library	1302.00	223-0104	M-Th 7:30-9, F 7:30-5
South Austin Library	1201	223-9181	M-F 7:30-9, Sat 8-5, Sun 12-6

## Lost and Found

Lost and found items are handled through the District Police Office.

## Maintenance & Custodial Requests

Maintenance and/or custodial request forms are available in the Campus/Center Administration Office. If you have a custodial or maintenance request that requires immediate attention, please call the Campus Manager's Office or Center Supervisor's Office. (<http://www.austincc.edu/maint/>)

ACC Centers	See Page 25	
Cypress Creek	Bldg 2000/2102	223-2002
Eastview	Bldg 3000/3104	223-5100
Highland Business Center	See Page 26	
Northridge	Bldg 1000/1208	223-4703
Pinnacle	Room 1018	223-8102
Rio Grande	Main Bldg/205	223-3000



Riverside	Bldg A/2208	223-6056
Round Rock	Bldg 1000/1103.0	223-0001
South Austin	Room 1140	223-9100

## Media & Faculty Resource Centers

These centers provide technology for faculty use to support instruction in the classroom.

Campus	Room	Media/Faculty Resource Center	Hours
Cypress Creek	2121.9	223-2036	M-F 8-9, Sat 8-5, Sun 12-6
Eastview	2202	223-5113	M-F 8-9, Sat 8-5, Sun 12-6
Northridge	1229	223-4750	M-F 8-9, Sat 8-5, Sun 12-6
Pinnacle	912	223-8143	M-Th 8-9, F 8-5, Sat-Sun Closed
Rio Grande	225	223-3075	M-Th 8-9, F 8-5, Sat 9-1
Riverside	A-1121	223-6007	M-F 8-9, Sat 8-5, Sun 12-6
Round Rock	1307.00	223-0111	M-Th 8-9, F 8-5, Sat-Sun Closed
South Austin	1214	223-9191	M-F 8-9, Sat 8-5, Sun 12-6

## Office Hours - Return the Card You Received in Your Mailbox

We need to know your office hours immediately in order to properly refer students. Please return the card listing your office hours to the receptionist in the Campus/Center Administrative Office, or leave it with the Duplication staff.

## Organizational Channels

Your first point of contact is your Department Chair who reports to a Dean. Deans report to the Vice President of Instruction.

## Parking

<http://www.austincc.edu/police/services/ParkingRegs.htm>

Parking permits can be purchased in the Cashier's Office or by payroll deduction. Once you pay for your permit or complete the form for payroll deduction, the parking permit will be issued by the Campus Cashier Office.

Campus	Cashier's Office
ACC Centers	See Page 25
Cypress Creek	Bldg 2000/Room 2117
Eastview	Bldg. 2000/Room 2117
Highland Business Center	Fourth Floor Lobby, Room 420
Northridge	Bldg 1000/Room 1101.2
Pinnacle	Room 113
Rio Grande	Main Bldg/Room 103
Riverside	Bldg G/Room 8135
Round Rock	Bldg 1000/Room 1134.00
South Austin	Room 1119

## Pay Locations (Full-Time and Adjunct Faculty)

(<http://www.austincc.edu/calendar/facdates.htm>)

Campus	Office	Location
Cypress Creek	Cashier's Office	Room 2117
Eastview	Cashier's Office	Room 2117
Highland Business Center	Cashier's Office	Room 420
Northridge	Cashier's Office	Bldg 1101.2
Pinnacle	Cashier's Office	Room 113
Rio Grande	Cashier's Office	Room 103
Riverside	Cashier's Office	Bldg G/Room 8135
Round Rock	Cashier's Office	Bldg 1000/Room 1134.00
Service Center	Cashier's Office	Room 141
South Austin	Cashier's Office	Room 1119

## Rosters

### CLASS ROLLS/FINAL GRADE DEADLINES

Spring 2012 Sessions	Preliminary Class Roll (not printed)	Post Add/drop Class Roll (not printed)	Official Class Roll – (not printed)	Last Day to Withdraw or Reinstate Students	Final Grades Submitted On-Line Deadline 5 PM
<b>16-Week Jan 17-May 13</b>	Available Online	Available Online	Available Online	<b>Apr 23</b>	<b>May 16</b>
<b>1<sup>st</sup> 8 Week Jan 17-Mar 11</b>	Available Online	Available Online	Available Online	<b>Mar 5</b>	<b>Mar 21</b>
<b>12-Week Feb 13-May 13</b>	Available Online	Available Online	Available Online	<b>Apr 23</b>	<b>May 16</b>
<b>2<sup>nd</sup> 8 Week Mar 19-May 13</b>	Available Online	Available Online	Available Online	<b>May 7</b>	<b>May 16</b>

The web-based *ACC Faculty Online* system shows accurate, up-to-date enrollments, giving faculty access to real-time class enrollment information. It is also the entry site for online grade submission. At the request of faculty, all preliminary and official class rosters are available on line.

Your online preliminary class roster includes student course and skill area pre-requisite information along with the up-to-date enrollment information, giving faculty most current and useful class rosters. All class rosters are available at all times beginning with the first day of registration each semester.

A full Online Services Faculty Tutorial can be found at <http://www.austincc.edu/ITdocs/WebAdvWeb/Faculty/webadv1.html>.

For assistance with Online Services access, your ACC EID, or passwords, please use the contact form found at <http://www.austincc.edu/helpdesk/ask.php>.

General questions about class rosters may be directed to the Admissions and Records Office on campus or at HBC.

You may access Faculty Online services by going to the ACC main page: <http://www.austincc.edu>. At the bottom right of the page, there is a link to **Faculty and Staff Login**.

Questions about these dates should be directed to the [Director of Admissions & Records](#).

## **Schedule Changes (Adds/Drops)**

(<http://www.austincc.edu/support/admissions/registrationcalendar.php>)

Please verify the enrollment roster/class roll or student's enrollment receipt. Only those who are enrolled in your class may attend.

Dropping and Withdrawing: Students can access the web registration system to drop classes. Students who withdraw from courses after the official reporting date receive a grade of "W" on student academic records. For withdrawal information, visit a campus Admissions and Records office.

## **Student Conduct**

It is important to address a student conduct problem as it occurs, before escalation, if possible. The Dean of Student Services at your campus is available for consultation on these matters. It is best to help the student understand the conduct expectation in your class. When a faculty member submits a student disciplinary form, the Dean of Student Services follows due process for the student and may conduct an investigation. The policy is described in the Student College Catalog:

<http://www.austincc.edu/handbook/policies4.php>. In matters of academic dishonesty, the faculty member should address the issue with the student and follow the academic dishonesty process as described in the Student Handbook at: <http://www.austincc.edu/handbook/policies4.php>.

## **Academic Dishonesty Disciplinary Action**

ACC students, faculty, and staff are expected to adhere to the highest standards of academic integrity. The academic integrity disciplinary procedure is:

1. When a faculty member suspects or receives a report of a violation of academic integrity, the first step is to meet with the student(s) in private to discuss the allegation(s) and review the supporting evidence.
2. In consultation with the department chair, the faculty member may resolve the matter by:
  - Dismissing the allegation;
  - Assessing an academic penalty (not a disciplinary penalty); and/or
  - Recommending further disciplinary action to the dean of student services.
3. Within five business days of the initial meeting with the student, the faculty member assesses an academic penalty and communicates, in writing, the resolution to the student, with a copy to the dean of student services, department chair, and dean of the instructional division.

## **Student Appeal Procedures**

**Students who wish to appeal an academic matter must do so in this order:**

1. Faculty
2. Department Chair, or Assistant Department Chair on campus
3. Academic or Workforce Dean
4. Vice-President of Instruction

**Students who wish to appeal a student services matter must do so in this order:**

1. Employee
2. Employee's supervisor
3. Dean of Student Services or Director
4. Vice President, Student Support and Success Systems

## Student ID Cards

ACC provides students with a permanent photo ID card. The new cards are valid as long as the bearer is enrolled at ACC.

Students can pick up their ID cards one day after registering for classes. Students must present a valid state or federally issued photo ID, such as a Driver's License, to receive their ACC Student ID card. Lost or stolen cards may be reported to an Admissions Office, where a replacement card can be issued for a \$10 fee.

ID cards for students taking only Distance Learning courses will not be mailed.

## Student Records

When faculty and staff access and discuss student records, it is important to be aware of requests that students may have made to limit or withhold access to their educational records. Students who have requested that no information be made public will have a privacy code on their Datatel file, triggering a warning message to the user when the record is accessed. **The message states “Person (ID#) has privacy code of Secure Info – view only.”** In this case, no information may be discussed with or released to anyone other than the student, in person, after the ACC representative (faculty or staff) verifies the student's identity.

## Student Success Initiative – (See page 2)

## Students with Disabilities

ACC has over 2000 students with documented disabilities enrolled in courses during the fall and spring semesters. Most of these students will have some type of classroom accommodation. Each student who receives classroom accommodations has been instructed to present their “Notice of Approved Accommodations” to their instructor at the beginning of the semester. If you have questions about a student's accommodations, contact the Office for Students with Disabilities (OSD) at the campus where your class is held. If you are listed as the instructor of record, you will be notified before the beginning of the semester when interpreters or CART (Communication Access Realtime Translation) service will be provided for a deaf student enrolled in your course. For questions about interpreters or CART, contact John Aintablian at 223-6151 or at [aint@austincc.edu](mailto:aint@austincc.edu).

## Supplemental Instruction

Supplemental Instruction is a nationally recognized academic support program offering free regularly scheduled study sessions for traditionally difficult courses. SI sessions are peer facilitated by students who have already been successful in the same class students are taking. During these interactive sessions, students compare notes, organize their information, and predict test questions. Generally these sessions will help students to integrate how to learn with what needs to be learned in each class. Studies show students who regularly attend SI sessions earn up to one full letter grade higher than the students who don't attend.

If you are interested in Supplemental Instruction for your class, please contact the Supplemental Instruction before registration begins. Contact Mary Gilmer, 223-5325, [mgilmer@austincc.edu](mailto:mgilmer@austincc.edu), Bob Conkright, 223-2152, [rconkrig@austincc.edu](mailto:rconkrig@austincc.edu), or Catherine Mas, 223-0175, [cmass@austincc.edu](mailto:cmass@austincc.edu).

## Support Success Handouts

A one-page summary of campus support services is available for you to distribute to your students (or to attach to your syllabus, if you would like). They are available in the Duplication Center or the Campus/Center Administration Office.

## Testing Centers

(<http://www.austincc.edu/testctr/>)

ACC Testing Centers provide testing support services for faculty and students. Testing Center guidelines should be included in your syllabus and distributed to students. These guidelines are also available at the Testing Centers.

## Textbooks/Bookstore

<http://accweb.austincc.edu/schedev/textbooks.php>

<http://austincc.bncollege.com>

Barnes and Noble bookstore concerns should be directed to Dr. Richard Smith, AVP Instructional Resources and Technology, [rlsmith@austincc.edu](mailto:rlsmith@austincc.edu), or 223-7667. Specific information should be provided in order to research your concern: 1) section number, 2) name of text, ISBN and author, and 3) date the textbook order was entered into Datatel.

To help students search for the best prices/availability for textbooks, you may share the following with students:

AbeBooks	<a href="http://www.abebooks.com">www.abebooks.com</a>	Deal Oz	<a href="http://www.dealoz.com">www.dealoz.com</a>
AllBookstores	<a href="http://www.allbookstores.com">www.allbookstores.com</a>	Directtextbook	<a href="http://www.directtextbook.com">www.directtextbook.com</a>
Amazon	<a href="http://www.amazon.com">www.amazon.com</a>	E-Campus	<a href="http://www.ecampus.com">www.ecampus.com</a>
Barnes&Noble	<a href="http://www.barnesandnoble.com">www.barnesandnoble.com</a>	Half.com	<a href="http://www.half.com">www.half.com</a>
Barnes&Noble College Booksellers	<a href="http://www.bkstore.com">www.bkstore.com</a>	IndieBound	<a href="http://www.indiebound.org">www.indiebound.org</a>
Bartleby	<a href="http://www.bartleby.com">www.bartleby.com</a>	Phatcampus	<a href="http://www.phatcampus.com">www.phatcampus.com</a>
BIGWORDS	<a href="http://www.bigwords.com">www.bigwords.com</a>	Powell's Books	<a href="http://www.powells.com">www.powells.com</a>
Bookbyte	<a href="http://www.bookbyte.com">www.bookbyte.com</a>	Swapbooks	<a href="http://www.swapbooks.com">www.swapbooks.com</a>
Bookstores	<a href="http://www.bookstores.com">www.bookstores.com</a>	TextbooksRus	<a href="http://www.textbooksrus.com">www.textbooksrus.com</a>
Borders	<a href="http://www.borders.com">www.borders.com</a>	Textbookx	<a href="http://www.textbookx.com">www.textbookx.com</a>
CampusBooks	<a href="http://www.campusbooks.com">www.campusbooks.com</a>		

A student of this institution is not under any obligation to purchase a textbook from a university-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

As a reminder, faculty and staff members are not allowed to sell complimentary publishers' copies of textbooks to book vendors or others.

Please inform students that:

- Inventory may vary from store-to-store since students do not always purchase at the campus where their classes are taught. Bookstore staff will provide assistance with contacting other ACC Bookstore locations to secure the textbook needed.
- Textbooks for Distance Learning sections can be purchased at the campus where the orientation session is held or at the Rio Grande campus.
- It is recommended to visit the ACC Bookstore website at <http://austincc.bncollege.com> to search for textbook information and bookstore hours.

Bookstore Locations:

ACC Centers	See Page 25
Cypress Creek	Bldg 1000/Room 1146
Eastview	Bldg 8000/8168
Northridge	Bldg 4000/4130

Pinnacle	Portable building in the back parking lot
Rio Grande	827 West 12 <sup>th</sup> St. (lower level of parking garage)
Riverside	Bldg G (outside entrance)
Round Rock	Bldg 2000/Room 2102.00
South Austin	Main Bldg/Room 1160

**The Orientation Program (TOP):** TOP is the mandatory ACC orientation for students with zero credit hours. Students must complete TOP prior to registering for their second semester. TOP sessions are offered online and on a variety of dates, times, and locations; additional details and registration information can be found on the TOP website at [www.austincc.edu/support/advising/orientation.php](http://www.austincc.edu/support/advising/orientation.php). Contact an Admissions & Records Office at any campus with questions about ACC Student ID cards. For more information, visit [www.austincc.edu/support/admissions/student\\_id.php](http://www.austincc.edu/support/admissions/student_id.php).

### Transcripts

At the time of hire, official transcripts are required of all new faculty (full-time and adjunct) and must be submitted to the Records section of Human Resources, Highland Business Center, 5930 Middle Fiskville Rd., Suite 608, Austin, Texas 78752.

### TSI – Texas Success Initiative

The Texas Success Initiative (TSI) is a state-legislated program designed to assess a student's ability to successfully complete freshman-level academic courses such as English composition, history, college mathematics, or algebra. It requires an assessment of their skills in math, reading, and writing.

Students can complete their TSI requirement in one of three ways:

1. Meeting the minimum standards on test instruments approved by the state (COMPASS, ASSET, ACCUPLACER, and THEA)
2. Satisfying the exemption/exception criteria (ACT, SAT, TAKS and Military) established by the state.
3. Successfully completing specific exit level developmental coursework.

Assistance is available from Advising and Counseling regarding specifics on TSI and ACC's state approved test, the COMPASS. Please feel free to call or refer students for assistance.

Campus	Counseling/Advising
ACC Centers	See Page 25
Cypress Creek	223-2010
Eastview	223-5188
Northridge	223-4719
Pinnacle	223-8108
Rio Grande	223-3137
Riverside	223-6201
Round Rock	223-0009
South Austin	223-9140

Class rosters contain information about each student's TSI status and skill levels. **Use the following legend to understand the data in the TSI Status Column: C = TSI Complete, N = TSI Not Complete, and W = TSI Waived.** Use this information to interpret the Skill Level Columns:

1. Students with a **math** skill level of 0-4 have not passed the TSI skill area using an ACC administered assessment and may be required to be enrolled in developmental courses; students with a skill level of 6 or above have completed their TSI obligation through an ACC administered assessment. Note: Students who used a method external to ACC to be exempt from TSI requirement (such as ACT, SAT, college credit from another institution, etc.) may have skill levels listed that do not reflect the student's current skill mastery level.
2. Students with a **reading** or **writing** skill level of 0-4 have not completed their TSI skill area using an ACC administered assessment and may be required to be enrolled in developmental courses; students with a skill level of 5 or above have completed their TSI obligation through an ACC administered assessment. Note: Students who used a method external to ACC to be exempt from TSI requirement (such as ACT, SAT, college credit from another institution, etc.) may have skill levels listed that do not reflect the student's current skill mastery level.
3. If no scores appear, the student has either not taken the TSI assessment, the information is not yet in the system, or the student is exempt from TSI requirements.
4. If a student does not appear to be in compliance, contact your department chair. In cases where the listed skill level is inconsistent with course eligibility requirements, please refer the student to Student Services to obtain confirmation of course eligibility based on alternative assessment information (ACT, SAT, college credit from another institution, etc.).

## Unattended Children

Unattended children are not allowed at any College location at any time. Children may not be taken to classes, testing centers or libraries. Additionally, the computers in the Library and other ACC locations are not filtered and users may inadvertently encounter web pages and information unsuitable for children.

## Withdrawals

### Faculty-Initiated Withdrawals – Online Services

Faculty are able to withdraw students electronically using ACC Faculty Online. The Online Services menu reflects an option for Instructor-initiated withdrawal. Withdrawals may be submitted anytime after the start of the course.

**Reason Code:** The withdrawal of any student requires you to choose a reason code from a drop down menu on the system.

**Withdrawal Deadline:** Withdrawal deadlines are published in the academic calendar. Faculty may not submit withdrawals after the published withdrawal deadline.

**No Online Reinstatement:** After a student has been withdrawn, faculty will not be able to reinstate the student through online services. As in the past, the reinstatement of any student must be done by petition to the Registrar.

**Print Withdrawal Page:** Your class roster, available in Online Services, will reflect the withdrawals made and will show those students as 'dropped'. We suggest that you print a copy of the final roster once the withdrawal deadline has passed as this is your only record of the students who have been dropped.

### Directions for Withdrawing Students Online

- Go to ACC Faculty Online Services
- Choose menu item *Instructor Initiated Withdrawal*
- Choose semester
- Choose class

- Check the name of the student to be withdrawn
- Choose reason code
- Click *Submit* and then click *Okay* when prompted to verify the student you are withdrawing.
- If you have additional students to withdraw, press the back button to return to the roster and repeat the process for each student you wish to withdraw.

**Worker's Compensation (See Page 8)**



## Resource Referral Guide for ACC Centers

CENTER	ADDRESS	SUPERVISOR/CONTACT	TELEPHONE
Bastrop Center	Bastrop High School 1614 Chambers, Room 202 Bastrop, Texas 78602	Monica Roffol <a href="mailto:mroffol@bastrop.isd.tenet.edu">mroffol@bastrop.isd.tenet.edu</a> Linda Gregory <a href="mailto:lgregory@bastrop.isd.tenet.edu">lgregory@bastrop.isd.tenet.edu</a>	(512) 772-7258
Elgin Center	Elgin Elementary South 902 W. 2 <sup>nd</sup> St Elgin, Texas 78621	Susan Sullivan <a href="mailto:ssulliva@austincc.edu">ssulliva@austincc.edu</a>	(512) 285-3984
Fredericksburg Center	Hill Country University Center 2818 E. Hwy. 290 Fredericksburg, Texas 78624	Susan Nichols <a href="mailto:snichols@austincc.edu">snichols@austincc.edu</a>	(830) 997-6363
Georgetown Center	Georgetown High School 2211 North Austin Avenue Room 198A Georgetown, Texas 78628	BethAnn Warwick <a href="mailto:bwarwic1@austincc.edu">bwarwic1@austincc.edu</a>	(512) 930-0989
Hays Center	J. C. Hays High School 4800 Jack C. Hays Trail Buda, Texas 78610	Karen Kyser <a href="mailto:kyserk@hayscisd.net">kyserk@hayscisd.net</a>	(512) 268-0910
Pflugerville Center at Hendrickson Center	Hendrickson High School 2905 FM 685 Pflugerville, Texas 78660	Terry Sheneman <a href="mailto:terry.sheneman@Pflugervilleisd.net">terry.sheneman@Pflugervilleisd.net</a>	(512) 594-1128
Leander Center	Leander High School 3301 South Bagdad Leander, Texas 78641	Janet Martin <a href="mailto:jmartin4@austincc.edu">jmartin4@austincc.edu</a> Katie Christopher <a href="mailto:kchristo@austincc.edu">kchristo@austincc.edu</a>	(512) 570-1078
Lockhart Center	Lockhart High School #1 Lion Country Drive Lockhart, Texas 78644	Trischa Hess <a href="mailto:trischa.hess@lockhart.txed.net">trischa.hess@lockhart.txed.net</a>	(512) 398-0379
Manor Center	Manor High School 12700 Gregg Manor Road Room G114 Manor, Texas 78653	David Surdovel <a href="mailto:david.surdovel@manorisd.net">david.surdovel@manorisd.net</a> Julie Duffield <a href="mailto:julie.duffield@manorisd.net">julie.duffield@manorisd.net</a>	(512) 278-8309
San Marcos Center	San Marcos High School 2601 E. McCarty Lane Room 524 San Marcos, Texas 78666	Evelyn McElfresh <a href="mailto:mmcelfre@austincc.edu">mmcelfre@austincc.edu</a>	(512) 353-7224
San Marcos Goodnight Center	1331 State Hwy 123, Rm. 133 San Marcos, Texas 78666	Ben Mathey <a href="mailto:bmathy@austincc.edu">bmathy@austincc.edu</a>	(512) 353-2019 (512) 223-9801

For additional information, contact the Director, Center Operations,  
Linda Morrison, 223-7354, [lindam@austincc.edu](mailto:lindam@austincc.edu)

or

Executive Vice President, College Operations  
Dr. Mary Hensley, 223-7618, [mhensley@austincc.edu](mailto:mhensley@austincc.edu)

## Resource Referral Guide for Highland Business Center

Welcome to the Highland Business Center (HBC)! Because this facility offers primarily non-credit instruction and houses administrative functions, it does not provide the full array of services found at other ACC campuses. This overview is provided to help you locate services or resources at HBC. If you need other assistance here, please contact:

Linda Morrison  
223-7723  
[lindam@austincc.edu](mailto:lindam@austincc.edu)

**Campus Hours**  
Monday – Friday – 7:00 a.m. – 10:00 p.m.  
Saturday – 8:00 a.m. – 5:00 p.m.

**OTHER SOURCES OF INFORMATION:**

ACC Website: (<http://www.austincc.edu>)  
ACC Catalog: (<http://www.austincc.edu/catalog/>)  
ACC Course Schedule: (<http://www.austincc.edu/schedule/>)  
ACC Organization Reference: (<http://www.austincc.edu/orgref/index.htm>)



HBC SERVICES	DUPLICATION/ WORD PROCESSING	MAINTENANCE/ CUSTODIAL SERVICES	TECHNOLOGY SUPPORT
<ul style="list-style-type: none"> <li>• Admissions &amp; Records – Room 308.0, 223-7509</li> <li>• Advising – Room 610, 223-7701</li> <li>• Break Rooms – Room 403, 512 &amp; 3<sup>rd</sup> floor</li> <li>• Cashier’s Office – Fourth Floor Lobby</li> <li>• District Police – First Floor</li> <li>• Emergency supply requests – Linda Morrison, Director, Center Operations, Room 507.2, 223-7723, <a href="mailto:lindam@austincc.edu">lindam@austincc.edu</a></li> <li>• Financial Aid – Room 306, 223-4243</li> <li>• Mailboxes – Room 301.6, Continuing Education copier area</li> <li>• Office space – Room 301.6 [Visit Room 507.2 for door code]</li> <li>• Veterans Affairs – Room 301.1, 223-7574</li> <li>• Simon’s Café – Room 403.0</li> </ul>	<ul style="list-style-type: none"> <li>• Printing/Duplication – Room 108, 223-7539</li> <li>• Copier – Room 512 [Obtain code from supervisor]</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance Requests – Linda Morrison, Director, Center Operations, Room 507.2, 223-7723, <a href="mailto:lindam@austincc.edu">lindam@austincc.edu</a></li> <li>• Custodial requests – Liz Westfall, <a href="mailto:ewestfal@austincc.edu">ewestfal@austincc.edu</a>, 223-7594</li> </ul>	<ul style="list-style-type: none"> <li>• Linda Morrison, Director, Center Operations, Room 507.2, 223-7723, <a href="mailto:lindam@austincc.edu">lindam@austincc.edu</a></li> <li>• Help Desk – 223-4357, <a href="http://www.austincc.edu/helpdesk/">http://www.austincc.edu/helpdesk/</a></li> <li>• Fax - Room 501, Fax # 223-7185</li> <li>• Classroom Podium Computers and Multi-Media Cart Computers: Balan Villanueva, 223-7794; Marc Petrick, 223-7787</li> <li>• Computer Labs: Mike Ross, 223-7741</li> </ul>

# Student Support Services

Supporting Your Success!

[www.austincc.edu](http://www.austincc.edu)

223-7000

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
<b>Admissions &amp; Records Offices</b> Reports to Director of Admissions & Records Linda Kluck lkluck@austincc.edu	<ul style="list-style-type: none"> <li>▪ Admissions applications</li> <li>▪ Residency</li> <li>▪ Registration assistance</li> <li>▪ Course Schedules</li> <li>▪ Enrollment verification and graduation</li> <li>▪ Name, address, major, and social security number changes</li> <li>▪ Official transcripts</li> <li>▪ Questions about residency</li> <li>▪ Grade Reports</li> <li>▪ Registration information and dates</li> <li>▪ Withdrawals</li> <li>▪ Registration Handbook</li> </ul>	Cypress	2114.1	3-2022	M-T 8-7, W-F 8-5, Sat 9-1	Sonia Golcuklu, golcuklu@
		Eastview	2113	3-5150	M-T 8-7, W-F 8-5, Sat 9-1	VACANT
		Northridge	1101.1	3-4730	M-T 8-7, W-F 8-5, Sat 9-1	Charlotte McDowell, mcdowell@
		Pinnacle	113	3-8120	M-T 8-7, W-F 8-5	Michael McCarter, mmccarte@
		Rio Grande	A152-Annex	3-3030	M-T 8-7, W-F 8-5	Erica Wills, ewills@
		Riverside	G8105	3-6020	M-T 8-7, W-F 8-5, Sat 9-1	Pat Colunga, pcolunga@
		Round Rock	1107.00	3-0022	M-T 8-7, W-F 8-5	Bethany Bell, bduncan@
		South Austin	1104	3-9151	M-T 8-7, W-F 8-5, Sat 9-1	Michael McCarter, mmccarte@
E-mail: lkluck@austincc.edu Websites: <a href="http://www.austincc.edu/support/admissions/">http://www.austincc.edu/support/admissions/</a> <a href="https://onlineserv.austincc.edu/datatel/ooopenweb/st/stmenu.html">https://onlineserv.austincc.edu/datatel/ooopenweb/st/stmenu.html</a>						
<b>Advising</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>▪ Course placement, advising/educational planning, and university transfer information</li> <li>▪ Advising for co-enrollment and dual enrollment high school students</li> <li>▪ Information about college and community resources</li> <li>▪ Texas Success Initiative (TSI) (assessment) requirements and compliance</li> <li>▪ ACC 101 (online pre-Advising)</li> <li>▪ Referral to Learning Labs and Tutoring (see <i>Student Handbook</i>)</li> </ul>	Cypress	2114.8	3-2010	M-T 8-7, W-F 8-5, Sat 9-1	Beth Quarles, squarles@
		Eastview	2113	3-5188	M-T 8-7, W-F 8-5, Sat 9-1	Dorado Kinney, dkinney@
		Northridge	1101.8	3-4706	M-T 8-7, W-F 8-5, Sat 9-1	Mario Tenorio, mtenorio@
		Pinnacle	224	3-8108	M-T 8-7, W-F 8-5	George Reyes, rey@
		Rio Grande	A155 (Annex)	3-3137	M-T 8-7, W-F 8-5	Voncille Wright, vwright@
		Riverside	G8116	3-6201	M-T 8-7, W-F 8-5, Sat 9-1	Virginia Murillo Fraire, vfraire@
		Round Rock	1105.00	3-0040	M-T 8-7, W-F 8-5	Kathy James, kjames@
		South Austin	1118	3-9140	M-T 8-7, W-F 8-5, Sat 9-1	Susan Hamende, shamende@
		HBC	610	3-7701	M-F 8-5	
Advising Website: <a href="http://www.austincc.edu/support/advising">http://www.austincc.edu/support/advising</a> Steps to Register: <a href="http://www.austincc.edu/apply/creditenrollment.php">http://www.austincc.edu/apply/creditenrollment.php</a> ACC101: <a href="http://austincc.edu/acc101/index_content.html">http://austincc.edu/acc101/index_content.html</a> Online Transfer Services for staff, faculty, and students: <a href="http://www.austincc.edu/support/advising/transfer/">http://www.austincc.edu/support/advising/transfer/</a> University Recruiter's visit online request form: <a href="http://www.austincc.edu/support/advising/transfer/universityreps.php">http://www.austincc.edu/support/advising/transfer/universityreps.php</a>						

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
<b>Assessment Centers</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>▪ Schedules and administers COMPASS, ACC's TSI test</li> <li>▪ Schedules and administers English for Speakers of other Languages (ESOL) tests               <ul style="list-style-type: none"> <li>• ID cards are required for testing in Academic Testing Center, Libraries, etc.</li> <li>• Schedules and administers Anatomy and Physiology tests</li> </ul> </li> </ul>	Cypress	2114.26	3-2020	M-T 8-7, W-F 8-5, Sat 9-1	Mary Jo Stasiowski, mstasiow@
		Eastview	2113	3-5188	M-T 8-7, W-F 8-5, Sat 9-1	James Merrifield, jmerrifi@
		Northridge	1109	3-4713	M-T 8-7, W-F 8-5, Sat 9-1	Gini Stevens, gstevens@
		Pinnacle	224	3-8189	M-T 8-7, W-F 8-5	George Reyes, rey@
		Rio Grande	A-153 Annex	3-3139	M-T 8-7, W-F 8-5	Voncille Wright, vwright@
		Riverside	G8116	3-6015	M-T 8-7, W-F 8-5, Sat 9-1	Virginia Murillo Fraire, vfraire@
		Round Rock	2205.00	3-0142	M-T 8-7, W-F 8-5	Raja Faris, rfaris@
South Austin	1112	3-9162	M-T 8-7, W-F 8-5, Sat 9-1	Donna French, dfrench@		

Website: <http://www.austincc.edu/support/assessment>

<b>Bookstore**</b> Reports to Associate Vice President, Instructional Resources and Technology	<ul style="list-style-type: none"> <li>▪ Textbooks</li> <li>▪ Supplemental Course Materials</li> <li>▪ Online Ordering</li> <li>▪ Resale of textbooks</li> <li>▪ Supplies</li> </ul>	<b>Spring 2012 Hours of Operation</b>				
		<b>Week of January 2, 2012:</b> All stores closed Monday, Jan 2; Tues-Thurs open 9-5; Fri & Sat Closed				
		<b>Week of January 9, 2012:</b> All stores open Mon-Thurs 9-6; Fri 9-1				
		<b>Saturday, January 14, 2012:</b> CYP, EVC, NRG, RGC and RVS open 10-2				
		<b>Monday, January 16, 2012-Martin Luther King, Jr. Holiday-</b> All stores closed except RGC-open 10-2				
		Students attending the Fredericksburg Center can order their textbooks and supplies online for home delivery at <a href="http://www.austincc.bncollege.com">www.austincc.bncollege.com</a> . A bookstore representative will not be present to sell textbooks. All students can shop online at <a href="http://austincc.bncollege.com">http://austincc.bncollege.com</a> for home delivery.				
		<b>Extended Hours – January 16-21, 2011</b>				
		Cypress	Bldg 1000	335-8363	T-TH 8-8, F 9-2, Sat 10-2	Georgia Branch, gbranch@
		Eastview	Bldg 8000	927-1619	T-TH 8-8, F 9-2, Sat 10-2	Georgia Branch, gbranch@
		Northridge	Bldg. 4000	834-9366	T-TH 8-8, F 9-5, Sat 10-2	Georgia Branch, gbranch@
		Pinnacle	Portable Bldg	288-2303	T-TH 8-8, F 9-2, Sat Closed	Georgia Branch, gbranch@
		Rio Grande	824 W. 12th	474-2607	M 10-2, T-TH 8-8, F 9-5, Sat 10-2	Georgia Branch, gbranch@
		Riverside	Bldg G	385-5727	T-TH 8-8, F 9-5, Sat 10-2	Georgia Branch, gbranch@
		Round Rock	Bldg 2000	310-1761	T-TH 8-8, F 9-2, Sat Closed	Georgia Branch, gbranch@
		South Austin	Main Bldg	445-7437	T-TH 8-8, F 9-2, Sat 10-2	Georgia Branch, gbranch@
		<b>Regular Fall Hours of Operation Begin Monday, January 23, 2012</b>				
		<b>Limited extended hours noted*</b>				
Cypress	Bldg 1000	335-8363	M-TH 9-6, Fri & Sat Closed *Fri 9-1; Sat 10-2 thru Jan 28	Georgia Branch, gbranch@		
Eastview	Bldg 8000	927-1619	M-TH 9-6, Fri & Sat Closed Fri 9-1; Sat 10-2 thru Jan 28	Georgia Branch, gbranch@		
Northridge	4131	834-9366	M-TH 9-6:30, Fri 9-1, Sat Closed; *Sat 10-2 thru Feb 11	Georgia Branch, gbranch@		
Pinnacle	Portable Bldg	288-2303	M-TH 9-6, Fri & Sat Closed *Fri 9-1 thru Jan 27	Georgia Branch, gbranch@		
Rio Grande	824 W. 12th	474-2607	M-TH 9-6, Fri 9-1, Sat Closed *Sat 10-2 thru Jan 28	Georgia Branch, gbranch@		
Riverside	Room 8142	385-5727	M-TH 9-6, Fri & Sat Closed *Fri 9-1; Sat 10-2 thru Jan 28	Georgia Branch, gbranch@		
Round Rock	Bldg 2000	310-1761	M-TH 9-6, Fri & Sat Closed *Fri 9-1 thru Jan 27	Georgia Branch, gbranch@		
South Austin	Main Bldg	445-7437	M-TH 9-6, Fri & Sat Closed *Fri 9-1 thru Jan 27	Georgia Branch, gbranch@		

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
		Little Store @ Rio Grande (supplies)	Main Bldg	474-0189	M-TH 9-6, Fri & Sat Closed	Georgia Branch, gbranch@
		<b>Bookstore Closures:</b> Mon, Jan 16; Fri, Feb 10; Fri, Mar 2; Spring Break, Mar 12-17; Fri & Sat Mar 23-24; Fri, Apr 6; Fri, May 4				
		<b>Intercession Bookstore Hours – May 14-25, 2012:</b> All stores Mon-Thur 9-5, Fri & Sat Closed				
**Please check <a href="http://austincc.bncollege.com">http://austincc.bncollege.com</a> for changes to current bookstore hours and textbook information. This site is updated weekly.						
<b>Campus Administration Offices</b>	<ul style="list-style-type: none"> <li>▪ General Information about the College/Campuses</li> <li>▪ Information about faculty teaching schedules, office hours, and phone numbers</li> <li>▪ Vending machine refunds</li> <li>▪ Campus faculty and departmental mailboxes</li> </ul>	Cypress	2102	3-2000	M-F 7am-10pm Sat 8am-7pm Sun Noon-6pm	Linda Haywood, lhaywood@
		Eastview	3104	3-5100	M-F 7am-10pm Sat 8am-7pm Sun Noon-6pm	Juanita Mendez, jmendez@
		Northridge	1208	3-4700	M-Th 7am-10:40pm Fri 7am-10pm Sat 8am-7pm Sun Noon-6pm	Belvolyn Smith, bsmith@
		Pinnacle	1018	3-8102	M-Th 7am-10pm Fri 7am-5pm	David Tucker, dtucker2@
		Rio Grande	205	3-3000	M-Th 7am-10pm Fri 7am-5pm Sat 8am-2pm	Marilyn Lee-Taylor, mlee@
		Riverside	Bldg. A, Rm 2208, 2209	3-6000	M-Th 7am-10:40pm Fri 7am-10pm Sat 8am-7pm Sun Noon-6pm	Frank Taylor, taylorf@
		Round Rock	Bldg 1000 Room 1103.00	3-0001	M-Th 7am-10pm Fri 7am-5pm	Judy Van Cleve, judyvc@
		South Austin	1140	3-9100	M-F 7am-10pm Sat 8am-7pm Sun Noon-6pm	Betsy Erwin, berwin@
Website: <a href="http://www.austincc.edu/campuses/administration.htm">http://www.austincc.edu/campuses/administration.htm</a>						
<b>Career Services</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>▪ Explore occupations and the job market</li> <li>▪ Help students assess interests, values, experiences, and abilities</li> <li>▪ Teach students how to conduct a job search, write a resume, and interview effectively</li> <li>▪ Use the Internet to conduct a job search</li> </ul>	Cypress	2114.19	3-2010	M-T 8-7, W-F 8-5, Sat 9-1	Dawn Allison, dallison@
		Eastview	2113	3-5188	M-T 8-7, W-F 8-5, Sat 9-1	Joanne Keeley, jkeeley@
		Northridge	1101.1	3-4721	M-T 8-7, W-F 8-5, Sat 9-1	Clint Rodenfels, crodenfel@
		Pinnacle	238	3-8111	M-T 8-7, W-F 8-5	George Reyes, rey@
		Rio Grande	A-156 Annex	3-3138	M-T 8-7, W-F 8-5	Voncille Wright, vwright@
		Riverside	G8116	3-6201	M-T 8-7, W-F 8-5, Sat 9-1	Virginia Murillo Fraire, vfraire@
		Round Rock	1105.00	3-0009	M-T 8-7, W-F 8-5	Eva Thomsen, ethomsen@
		South Austin	1101	3-9162	M-T 8-7, W-F 8-5, Sat 9-1	Margie Sandoval-Samilpa, msamilpa@
Website: <a href="http://www.austincc.edu/career/">http://www.austincc.edu/career/</a>						
<b>Community Outreach</b> Reports to AVP, Student Success Systems	<ul style="list-style-type: none"> <li>▪ Develop contacts with the Leadership of East Austin</li> <li>▪ Deliver recruitment and presentation</li> </ul>	Eastview	P108	3-5106	M-F 8:30-5:30	Loretta Edelen, edelen@

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
	<ul style="list-style-type: none"> <li>sessions to community agencies</li> <li>Plan and conduct community events at the Eastview Campus</li> </ul>					
<b>Computer Centers (Open Labs)</b> Reports to Instructional Technology Manager and Director of Instructional Computing and Technology  IT Manager – Tom Thomas tthomas1@austincc.edu	<ul style="list-style-type: none"> <li>Provides access to microcomputer and printers</li> <li>Provides access to productivity and instructional software</li> </ul>	Cypress	2121.7	3-2034	M-F 8-9, Sat 8-5, Sun 12-6	Heather King, hking4@
		Eastview	2203.2	3-5112	M-F 8-9, Sat 8-5, Sun 12-6	Chris Miller, cmiller4
		HBC	604.11	3-7794	M-F 9:30-6:30	Mark Petrick, mpetrick@@
		Northridge	1204	3-4646	M-F 8-9, Sat 8-5, Sun 12-6	Nisha Patel, npatel1@
		Pinnacle	904	3-8115	M-Th 8-9, F 8-5	Kenroy Burke, kburke2@
		Rio Grande	228	3-3082	M-Th 8-9, F 8-5, Sat 9-1	Karl Richichi, richichi@ Jay Hunter, jhunter@
		Riverside	A1126	3-6010	M-F 8-9, Sat 8-5, Sun 12-6	Barry Rominger, brominge@
		Round Rock	1315.00	3-0120	M-Th 8-9, F 8-5	Jay Howard, jhoward@ Jeff Webb, jwebb2@
		South Austin	1201.6	3-9186	M-F 8-9, Sat 8-5, Sun 12-6	Bradly Schuster, bschust1@
Website: <a href="http://irt.austincc.edu/ict/computer/index.php">http://irt.austincc.edu/ict/computer/index.php</a>						
<b>Counseling</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>Educational Planning, course placement, and university transfer information</li> <li>Workshops about motivation, learning styles, choosing a major, communication, and stress management</li> <li>Texas Success Initiative (TSI) (assessment) requirements and compliance</li> <li>Information about college and community resources</li> <li>Career counseling</li> <li>Short-term crisis counseling</li> <li>ACC 101 (online pre-Advising)</li> <li>Referral to Learning Labs and Tutoring (see <i>Student Handbook</i>)</li> <li>Academic Standards of Progress counseling (see <i>Student Handbook</i>)</li> </ul>	Cypress	2114.8	3-2010	M-T 8-7, W-F 8-5, Sat 9-1	Amber Kelley, amberk@
		Eastview	2113	3-5188	M-T 8-7, W-F 8-5, Sat 9-1	Dorado Kinney, dkinney@
		Northridge	1101.1	3-4721	M-T 8-7, W-F 8-5, Sat 9-1	Clint Rodenfels, crodenfel@
		Pinnacle	224	3-8108	M-T 8-7, W-F 8-5	George Reyes, rey@
		Rio Grande	A156 (Annex)	3-3137	M-T 8-7, W-F 8-5	Voncille Wright, vwright@
		Riverside	G8116	3-6201	M-T 8-7, W-F 8-5, Sat 9-1	Virginia Murillo Fraire, vfraire@
		Round Rock	1105.00	3-0009	M-T 8-7, W-F 8-5	Louella Tate, ltate@
		South Austin	1101	3-9141	M-T 8-7, W-F 8-5, Sat 9-1	Yolanda Chapa, ymc@
Website: <a href="http://www.austincc.edu/support/advising">http://www.austincc.edu/support/advising</a>						
<b>Course Substitutions/ Waivers</b> Contact appropriate Department Chair, Assistant Dean, or Dean	<ul style="list-style-type: none"> <li>Request to substitute course for ACC requirement</li> </ul>					See Organizational Reference: Referral Guide
<b>Custodial/ Maintenance</b> Reports to the Campus Manager	<ul style="list-style-type: none"> <li>Cleaning</li> <li>Repairs</li> <li>Maintenance</li> <li>Grounds</li> </ul>	Cypress	2102	3-2002		Linda Haywood, lhaywood@
		Eastview	3100	3-5100		Juanita Mendez, jmendez@
		Northridge	1208	3-4703		Belvolyn Smith, bsmith@
		Pinnacle	1018	3-8102		David Tucker, dtucker2@

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
		Rio Grande	205	3-3000		Marilyn Lee-Taylor, mlee@
		Riverside	A2208	3-6056		Frank Taylor, taylorf@
		Round Rock	1103.00	3-0001		Judy Van Cleve, judyvc@
		South Austin	1140	3-9100		Betsy Erwin, berwin@
<b>Developmental Education</b> Contact Department Chair or faculty member, or campus-based designee of Department Chair	• Placement Decision					See Organizational Reference: Referral Guide
<b>Duplication Services</b>	• Copying/Printing of materials	Cypress	2104	3-2101	M-F 7am-10pm Sat 8am-5pm Sun 12pm-6pm	Linda Haywood, lhaywood@ Jeanne Dillon, svaughn@ Jason Martinez, jmartin7@
		Eastview	2167	3-5184	M-F 7am-10pm Sat 8am-5pm Sun 12pm-6pm	Juanita Mendez, jmendez@
		Northridge	1107	3-4700 3-4704	M-F 7am-10pm Sat 8am-5pm Sun 12pm-6pm	Belvolyn Smith, bsmith@ Vince Simmons, vsimmons@
		Pinnacle	110 1026	3-8088	M-Th 7am-10pm F 7am-5pm	David Tucker, dtucker2@ Diana Gatica, dgatica@
		Rio Grande	204 Main Bldg	3-3005 3-3008	M-Th 7am-10pm F 7am-5pm Sat 8am-2pm	Marilyn Lee-Taylor, mlee@ Dianna Botello, dbotello@ David Vela, dvela@
		Riverside	2209	3-6045 3-6177	M-F 7am-10:30pm Sat 8am-5pm Sun 12pm-6pm	Frank Taylor, taylorf@ Pat Lindsey, plindsey@
		Round Rock	1103.01	3-0007	M-Th 7am-10pm F 7am-5pm	Judy Van Cleve, judyvc@ Al Martinez, amartin7@
		South Austin	1141	3-9109	M-F 7am-10pm Sat 8am-5pm Sun 12pm-6pm	Betsy Erwin, berwin@ Mary Cervantez, mcerv@ Duduwa Kurugu, dkurugu@
<b>Enrollment Management</b> Reports to Director, Enrollment Manager, Patricia Salazar, psalaza2@austincc.edu	Student Recruitment Office <ul style="list-style-type: none"> <li>• Campus Tours</li> <li>• Requests for information</li> <li>• Enrollment Assistance</li> <li>• Open Houses/College Days</li> <li>• School and Community</li> <li>• Presentation &amp; College Fairs</li> </ul> Mobile Go Centers Youth Programs Men of Distinction Programs	HBC	610	3-7701	M-F 8am-5pm	<a href="mailto:outreach@austincc.edu">outreach@austincc.edu</a>
Website: <a href="http://austincc.edu/sro">http://austincc.edu/sro</a>						
<b>Financial Aid Offices</b> Reports to Director of Financial Aid, Terry Bazan	• College Work-Study • Federal Financial Aid (grants and loans)	Cypress	2114.7	3-4243	M-T 8-7, W-F 8-5, Sat 9-1	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>
		Eastview	2156	3-4243	M-T 8-7, W-F 8-5, Sat 9-1	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>
		Northridge	1106	3-4243	M-T 8-7, W-F 8-5, Sat 9-1	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
<a href="mailto:tbazan@austincc.edu">tbazan@austincc.edu</a>	<ul style="list-style-type: none"> <li>Scholarships</li> <li>Texas Grant</li> </ul>	Pinnacle	226	3-4243	M-T 8-7, W-F 8-5	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>
		Rio Grande	A-154 Annex	3-4243	M-T 8-7, W-F 8-5	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>
		Riverside	8140	3-4243	M-T 8-7, W-F 8-5, Sat 9-1	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>
		Round Rock	1109.00	3-4243	M-T 8-7, W-F 8-5	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>
		South Austin	1103	3-4243	M-T 8-7, W-F 8-5, Sat 9-1	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>
Website: <a href="http://www.austincc.edu/support/financialaid/">http://www.austincc.edu/support/financialaid/</a>						
<b>Food Service</b> Reports to the Campus Manager	<ul style="list-style-type: none"> <li>Vending Machines</li> <li>Contract food services</li> <li>Refunds</li> </ul>	Cypress	2102	3-2002		Linda Haywood, <a href="mailto:lhaywood@">lhaywood@</a>
		Eastview	3100	3-5100		Juanita Mendez, <a href="mailto:jmendez@">jmendez@</a>
		Northridge	1208	3-4700		Belvolyn Smith, <a href="mailto:bsmith@">bsmith@</a>
		Pinnacle	1019	3-8103		David Tucker, <a href="mailto:dtucker2@">dtucker2@</a>
		Rio Grande	205	3-3000		Marilyn Lee-Taylor, <a href="mailto:mlee@">mlee@</a>
		Riverside	A2208	3-6056		Frank Taylor, <a href="mailto:taylorf@">taylorf@</a>
		Round Rock	Student Commons	3-0001		Judy Van Cleve, <a href="mailto:judyvc@">judyvc@</a>
		South Austin	1140	3-9100		Betsy Erwin, <a href="mailto:berwin@">berwin@</a>
<b>GED Testing</b> Reports to Michiel Davis	<ul style="list-style-type: none"> <li>Testing available in writing skills, social studies, science, interpreting, literature, mathematics, and the arts</li> </ul>	HBC	106	3-7714		Michiel Davis, <a href="mailto:mddavis@">mddavis@</a>
<b>Grades</b> Contact Professor, Department Chair, Assistant Dean, or Dean	<ul style="list-style-type: none"> <li>Grade change request</li> <li>Incomplete grade conversion</li> </ul>					See Organizational Reference: Referral Guide
<b>Informal Class Transfer</b> Contact Professor, Department Chair, Dean	<ul style="list-style-type: none"> <li>Extenuating requests after adds/drops are over per established guidelines</li> </ul>					See Organizational Reference: Referral Guide
<b>Instructor Concerns</b> Contact Professor, Department Chair, or Dean	<ul style="list-style-type: none"> <li>Students wishing to appeal decisions related to instruction</li> </ul>					See Organizational Reference: Referral Guide
<b>Interactive Video Classrooms</b> Report to IVC Services Specialist, Matt Gossage <a href="mailto:mgossage@austincc.edu">mgossage@austincc.edu</a>	<ul style="list-style-type: none"> <li>Customer service to IVC faculty and students</li> <li>Facilitators assist with IVC Technology, class assessments, exams and evaluations</li> <li>Offer IVC Training Workshops for faculty using IVC classrooms</li> </ul>	EVC	8360	3-5738	M-F 7:30am – 10pm	Matt Gossage, <a href="mailto:mgossage@">mgossage@</a>
Website: <a href="http://irt.austincc.edu/ict/IVC/">http://irt.austincc.edu/ict/IVC/</a>						

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
<b>International Student Admissions/ International Student Office</b> Reports to Linda Kluck lkluck@austincc.edu	<ul style="list-style-type: none"> <li>All international student admissions requests</li> <li>Answers specific questions regarding international student status and immigration</li> <li>Monitors SEVIS compliance</li> </ul>	Riverside	8105	3-6241	M-T 8-7, W-F 8-5	intadm@
Website: <a href="http://www.austincc.edu/support/international/index.php">http://www.austincc.edu/support/international/index.php</a>						
<b>Learning Labs (Tutoring Centers)</b> Report to the Interim Director, Student Learning Services, Terri Kelly <a href="mailto:tkelly1@austincc.edu">tkelly1@austincc.edu</a>	<ul style="list-style-type: none"> <li>Tailored individual instruction in an open-access lab setting</li> <li>Traditional and/or computerized one-on-one and small group instruction</li> <li>Skills review workshops/materials</li> <li>Guided study groups</li> <li>Self-paced independent study</li> <li>Supplemental instruction</li> <li>Tutorial software</li> </ul>	Cypress	2110	3-2040	M-TH 8-9, F 9-3, Sat 10-7, Sun 12-6	Terri Kelly, tkelly1@
		Eastview	2304	3-5114	M-TH 8-9, F 9-3, Sat 10-7, Sun 12-6	Theresa Mooney, tmooney@
		Northridge	4119	3-4813	M-TH 8-9, F 9-3, Sat 10-7, Sun 12-6	Allen Mueller, amueller@
		Pinnacle Tutoring	600	3-8138	M-TH 8-8, F 9-3	Marie-Line McGhee, mlmcghee@
		Pinnacle Computer	614	3-8140	M-TH 8-9, F 9-3	Marie-Line McGhee, mlmcghee@
		Rio Grande Tutoring	212	3-3367	M-TH 8-9, F 9-3	Myra Bradley, mybra@
		Rio Grande Computer	227	3-3366	M-TH 8-9, F 9-3	Myra Bradley, mybra@
		Riverside Tutoring	G9100	3-6037	M-TH 8-9, F 9-3, Sat 10-7, Sun 12-6	Bill Cheek, bcheek@
		Riverside Computer	G9100	3-6240	M-TH 8-8, F 9-2, Sat 11-4, Sun 12-6	Bill Cheek, bcheek@
		Round Rock	2330.00	3-0207	M-TH 8-9, F 9-3	Will Zech, wzech@
		South Austin	1138	3-9243	M-TH 8-9, F 9-3, Sat 10-7, Sun 12-6	Susan Jones, susanj@
Website: <a href="http://www.austincc.edu/tutor/">http://www.austincc.edu/tutor/</a>						
<b>Library Services/ Instructional Resources and Technology</b> Head Librarians (HL) manage library staff and services on each campus. HLs report to the Dean of Library Services, Dr. Julie Todaro, <a href="mailto:jtodaro@austincc.edu">jtodaro@austincc.edu</a>	<ul style="list-style-type: none"> <li>Offers reference assistance in seeking information, course-related materials, college support materials</li> <li>Provides access to electronic and print resources</li> <li>Provides instruction in seeking/locating electronic and print information in library and from remote locations</li> <li>Provides study space</li> <li>Maintains course reserve and reference materials</li> </ul>	Cypress	Library 2121.9 Building 2000	3-2036	M-F 7:30am-9pm, Sat 8am-5pm, Sun 12pm-6pm	Terry Barksdale (HL) tbarksda@
		Eastview	Library 2200 Building 2000	3-5116	M-F 7:30am-9pm, Sat 8am-5pm, Sun 12pm-6pm	Margaret Peloquin (HL) peloquin@
		Elgin	Main 412	3-9706	M-TH 5-9	
		Northridge	Library 1223 Building 1000	3-4744	M-F 7:30am-9pm, Sat 8am-5pm, Sun noon-6pm	Melinda Townsel (HL) mtownsel@
		Pinnacle	Library 904	3-8150	M-TH 7:30am-9pm, F 7:30am-5pm	Leigh Kilman (HL), lkilman@
		Rio Grande	Library 230 Main Building	3-3068	M-TH 7:30am-9pm, F 7:30am-5pm, Sat 9am-1pm	Carrie Gits (HL), carrie.gits@
		Riverside	Library Bldg A-1108	3-6005	M-F 7:30am-9pm, Sat 8am-5pm, Sun 12pm-6pm	Jennifer Weber (HL), jweber@
		Round Rock	Library 1302 Bldg 1000	3-0104	M-TH 7:30am-9pm, F 7:30am-5:00pm	Sheila Henderson (HL) shender1@
		South Austin	Library 1201	3-9181	M-F 7:30am-9pm, Sat 8am-5pm, Sun 12pm-6pm	Pam Spooner (HL), pspooner@

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
Website: <a href="http://library.austincc.edu/">http://library.austincc.edu/</a> E-mail contact for non-campus sites (BSP, FBG, etc.) – Leigh Kilman (HL) <a href="mailto:kilman@austincc.edu">kilman@austincc.edu</a>						
<b>Instructional Development Services</b>  <a href="http://irt.austincc.edu/ids">http://irt.austincc.edu/ids</a>	<ul style="list-style-type: none"> <li>Teaching and Learning Consultations</li> <li>Course Redesign</li> <li>Curriculum Development</li> <li>Distance Learning</li> <li>Innovation Grants</li> <li>Instructional Design</li> <li>Instructional Technology</li> <li>Instructional Resources</li> <li>Multimedia and Video Production</li> <li>Training</li> <li>Needs Assessment</li> </ul>	All ACC Campuses		3-7786 3-7667		<a href="mailto:ids@austincc.edu">ids@austincc.edu</a> <a href="mailto:irt@austincc.edu">irt@austincc.edu</a>  Staff list at <a href="http://irt.austincc.edu/ids/staff.php">http://irt.austincc.edu/ids/staff.php</a>
<b>Media &amp; Faculty Resource Centers/Instructional Computing &amp; Technology</b> Report to the Instructional Technology Manager and Director of Instructional Computing and Technology  IT Manager – Bruce Mitchell, <a href="mailto:bmitchel@austincc.edu">bmitchel@austincc.edu</a>	<ul style="list-style-type: none"> <li>Provides support for Classroom Technology</li> <li>Provides technology for faculty use to support instruction</li> </ul>	Cypress	2121.9	3-2036	M-F 8am-9pm, Sat 8am-5pm, Sun noon-6pm	Richard Palmer, <a href="mailto:rpalmer@vacant">rpalmer@VACANT</a>
		Eastview	2202	3-5113	M-F 8am-9pm, Sat 8am-5pm, Sun noon-6pm	Jamie Madden, <a href="mailto:jmadden1@crusch">jmadden1@Chris Rusch, crusch@</a>
		HBC	604.11	3-7741	M-F 8am-noon	Balan Villanueva, <a href="mailto:bvillan1@">bvillan1@</a>
		Northridge	1229	3-4750	M-F 8am-9pm, Sat 8am-5pm, Sun noon-6pm	Les Zovek, <a href="mailto:lzovek@eknox2">lzovek@Eric Knox, eknox2@</a>
		Pinnacle	912	3-8143	M-TH 8am-9pm, F 8am-5pm	Vincent Ledesma, <a href="mailto:vledesma@">vledesma@</a>
		Rio Grande	225	3-3075	M-TH 8am-9pm, F 8am-5pm, Sat 9am-1pm	Stephanie Bogdanich, <a href="mailto:sbogdani@mrochon">sbogdani@Margot Rochon, mrochon@</a>
		Riverside	A-1121	3-6007	M-F 8am-9pm, Sat 8am-5pm, Sun noon-6pm	Daine Vineyard, <a href="mailto:jvineyar@mmyers1">jvineyar@Matt Myers, mmyers1@</a>
		Round Rock	1307.00	3-0111	M-TH 8am-9pm, F 8am-5pm	Michael Stewart, <a href="mailto:mdstewar@mnenende">mdstewar@Mario Menendez, mnenende@</a>
South Austin	1214	3-9191	M-F 8am-9pm, Sat 8am-5pm, Sun noon-6pm	Laura Tabor Huerta, <a href="mailto:ltabor@trichar2">ltabor@Tim Richardson, trichar2@</a>		
Website: <a href="http://irt.austincc.edu/ict/media/">http://irt.austincc.edu/ict/media/</a>						
<b>Office Hours – Faculty</b> Report Problems or concerns to the Campus Manager's office	<ul style="list-style-type: none"> <li>Report unavailability of faculty</li> <li>In emergency, contact the Assistant Dean</li> </ul>	Cypress	2102	3-2002	M-F 7am-10pm Sat 8am-7pm Sun noon-6pm	Linda Haywood, <a href="mailto:lhaywood@">lhaywood@</a>
		Eastview	3100	3-5103	M-F 7am-10pm Sat 8am-7pm Sun Noon-6pm	Juanita Mendez, <a href="mailto:jmendez@">jmendez@</a>
		Northridge	1208	3-4703	M-Th 7am-10:40pm Fri 7am – 10 pm Sat 8am-7pm Sun Noon-6pm	Belvolyn Smith, <a href="mailto:bsmith@">bsmith@</a>
		Pinnacle	1018	3-8102	M-Th 7am-10pm Fri 7am-5pm	David Tucker, <a href="mailto:dtucker2@">dtucker2@</a>
		Rio Grande	205	3-3000	M-Th 7am-10pm	Marilyn Lee-Taylor, <a href="mailto:mlee@">mlee@</a>

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
		Riverside	A2208	3-6206	Fri 7am-5pm Sat 8am-2pm M-Th 7am-10:40pm Fri 7am-10 pm Sat 8am-7pm Sun Noon-6pm	Frank Taylor, taylorf@
		Round Rock	1103.00	3-0001	M-TH 7am-10pm; Fri 7am-5pm	Judy Van Cleve, judyvc@
		South Austin	1140	3-9106	M-F 7am-10pm Sat 8am-7pm; Sun Noon-6 pm	Betsy Erwin, berwin@
<b>Office of Student Life</b> Reports to Student Life Director, Cheryl Richard <a href="mailto:crichard@austincc.edu">crichard@austincc.edu</a>	<ul style="list-style-type: none"> <li>▪ First Year Experience (CYP)</li> <li>▪ Diversity (EVC)</li> <li>▪ Clubs and Orgs (NRG)</li> <li>▪ Service (PIN)</li> <li>▪ Student Government (RGC)</li> <li>▪ Intramural Sports/Recreation (RGC)</li> <li>▪ Campus Activity Funding Board, Student Activity Advisory Board (RVS)</li> <li>▪ Accent (RRC)</li> <li>▪ Leadership (SAC)</li> <li>▪ Campus Life (All)</li> </ul>	Cypress	1121	3-2120	M-Th 9am-6pm, F 8am -5pm	Stacy Wooten, swooten@
		Eastview	2158	3-5303	M-Th 9am-6pm, F 8am-5pm	John Jacobs, jjacobs@
		Northridge	1112.2	3-4715	M-Th 9am-6pm, F 8am-5pm	Quevarra Moten, qmoten@
		Pinnacle	108 Commons	3-8233	M-Th 9am-6pm, F 8am-5pm	Angela Robertson, arobert1@
		Rio Grande	101.1	3-3114	M-Th 9am-6pm, F 8am-5pm	John Jacobs, jjacobs@
		Riverside	G8130	3-6264	M-Th 9am-6pm, F 8am-5pm	Toniette Haynes Robinson, thaynes@
		Round Rock	2117.00	3-0137	M-Th 9am-6pm, F 8am-5pm	Tynisha Wooley, twooley@ Dot Dearing, ddearing@
		South Austin	1121	3-9172	M-Th 9am-6pm, F 8am-5pm	Eileen Galvez, egalvez@
Student Life Website: <a href="http://www.austincc.edu/SL">http://www.austincc.edu/SL</a> The Orientation Program Website: <a href="http://www.austincc.edu/support/advising/orientation.php">http://www.austincc.edu/support/advising/orientation.php</a>						
<b>Office for Students with Disabilities</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>▪ Classroom &amp; testing accommodations</li> <li>▪ Handbook for Faculty (support information)</li> <li>▪ Printed materials in alternate formats</li> <li>▪ Academic success strategies</li> <li>▪ Advising for students with disabilities</li> <li>▪ Registration assistance</li> <li>▪ OSD Information Sessions</li> <li>▪ Sign language interpreter (contact Interpreter Services @ 223-6151)</li> </ul>	Cypress	2114.22	3-2026	M-T 8-7, W-F 8-5, 1 <sup>st</sup> Saturday of each month 9 - 1	Stephanie DeHoff, scochren@
		Eastview	2136	3-5159	M-T 8-7, W-F 8-5, 1 <sup>st</sup> Saturday of each month 9-1	Oscar Newman, onewman@
		Northridge	1111.5	3-4725	M-T 8-7, W-F 8-5, 1 <sup>st</sup> Saturday of each month 9-1	Cathy Tremaria, tremaria@
		Pinnacle	224	3-8300	M-T 8-7, W-F 8-5,	Carolyn Allred, callred@
		Rio Grande	A150 Annex	3-3142	M-T 8-7, W-F 8-5,	Judy Hay-Mullen, jhaymull@
		Riverside	G8141	3-6244	M-T 8-7, W-F 8-5, 1 <sup>st</sup> Saturday of each month, 9-1	Lori Bowman, lbowman@
		Round Rock	1111.01	3-0048	M-T 8-7, W-F 8-5	Lauren Sebel, lsebel@
		South Austin	1112	3-9163	M-T 8-7, W-F 8-5, 1 <sup>st</sup> Saturday of each month, 9-1	Eloisa Sleeth, esleeth@
Websites: <a href="http://www.austincc.edu/support/osd/index.php">http://www.austincc.edu/support/osd/index.php</a> <a href="http://www.austincc.edu/support/facstaff/index.php">http://www.austincc.edu/support/facstaff/index.php</a>						
<b>Overloading a Class</b> Contact: <ul style="list-style-type: none"> <li>▪ Assistant Dean</li> <li>▪ Dept. Chair</li> </ul>	Per established guidelines	Cypress	2102	3-2002	M-F 7am-10pm, Sat 8-7, Sun Noon-6	Linda Haywood, lhaywood@
		Eastview	3100	3-5103	M-F 7am-10pm, Sat 8-7, Sun Noon-6	Juanita Mendez, jmendez@
		Northridge	1208	3-4703	M-Th 7am-10:40pm, F 7am-10pm, Sat 8-7, Sun Noon-6	Belvolyn Smith, bsmith@

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
<ul style="list-style-type: none"> <li>▪ Dean</li> <li>▪ Campus Administrative Office</li> </ul>		Pinnacle	1019	3-8103	M-TH 7am-10pm, F 7-5	David Tucker, dtucker2@
		Rio Grande	205	3-3000	M-TH 7am-10pm, F 7-5, Sat 8-2	Marilyn Lee Taylor, mlee@
		Riverside	A2208	3-6206	M-TH 7am-10:40pm, F 7am-10pm, Sat 8-7; Sun Noon-6	Frank Taylor, taylorf@
		Round Rock	1103.00	3-0001	M-TH 7am-10pm, F 7-5	Judy Van Cleve, judyvc@
		South Austin	1140	3-9106	M-F 7am-10pm, Sat 8-7, Sun Noon-6	Betsy Erwin, berwin@
<b>Police (District)</b> Reports to Chief of Police, Lynn Dixon <a href="mailto:cdixon@austincc.edu">cdixon@austincc.edu</a>	<ul style="list-style-type: none"> <li>▪ Public safety and assistance</li> <li>▪ Law enforcement</li> <li>▪ Traffic and parking enforcement</li> <li>▪ Lost and found</li> </ul>	Cypress	2101	3-2008	M-F 6:30am-10:30pm Sat 7:30am-5:30pm Sun 11:30am-6:30pm	
		Eastview	2103	3-5120	M-F 6:30am-10:30pm Sat 7:30am-7:30pm Sun 11:30am-6:30pm	
		Northridge	1103	3-4718	M-Th 6:30am-11:10 pm Fri 6:30am – 10:30pm Sat 7:30am-7:30pm Sun 11:30am-6:30pm	
		Pinnacle	112	3-8014	M-Th 6:30am-10:30pm Fri 6:30am-5:30pm	
		Rio Grande	102	3-3007	M-Th 6:30am-10:30pm Fri 6:30am-5:30pm Sat 7:30am-2:30pm	
		Riverside	A2238	3-6044	M-F 6:30am-11:00pm Sat 7:30am-5:30pm Sun 11:30am-6:30pm	
		Round Rock	Bldg 1000 Room 1133	3-0050	M-Th 6:30am-10:30pm, Fri 6:30am-5:30pm	
		South Austin	1102	3-9142	M-F 6:30am-10:30pm Sat 7:30am-5:30pm Sun 11:30am-6:30pm	
Website: <a href="http://www.austincc.edu/police/">http://www.austincc.edu/police/</a>						
<b>Support Center</b> Reports to Director, Special Populations, Steve Christopher <a href="mailto:schris@austincc.edu">schris@austincc.edu</a>	<ul style="list-style-type: none"> <li>▪ Child care payment assistance</li> <li>▪ Textbook Collection</li> <li>▪ College and community referrals</li> <li>▪ Academic success support</li> <li>▪ Unanticipated financial emergencies (students)</li> </ul>	Cypress	2114.24	3-2205	M-T 10-7, W-F 8-5	Linda Reister, lreister@
		Eastview	2137	3-5214	M-T 10-7, W-F 8-5	Roseana Lahti, rlahti@
		Northridge	1111.1	3-4845	M-T 10-7, W-F 8-5	Marshall Bennett, cbennet3@
		Pinnacle	224	3-8111	M-T 10-7, W-F 8-5	Joyce Pope-Cain, jp Cain@
		Rio Grande			N/A	N/A
		Riverside	G8138	3-6026	M-T 10-7, W-F 8-5	Angelica Cancino-Cox, acancino@
		Round Rock	1110.01	3-0032	M-T 10-7, W-F 8-5	Stephanie Horgan, shorgan@
		South Austin	1105	3-9161	M-T 10-7, W-F 8-5	Julie Cuellar-Reck, jcuellar@
Website: <a href="http://www.austincc.edu/support/financialaid/center/">http://www.austincc.edu/support/financialaid/center/</a>						
<b>Testing Centers (Instructional)</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>▪ Administers tests for Distance Learning courses</li> <li>▪ Administers tests, when requested by faculty, to students who miss</li> </ul>	Cypress	1139	3-2075	M-F 8-9, Sat 8-6, Sun noon-5	Don Bradley, dbradley@
		Eastview	2155	3-5145	M-F 8-9, Sat 8-6, Sun noon-5	James Merrifield, jmerrifi@
		Northridge	3237	3-4735	M-F 8-9, Sat 8-6, Sun noon-5	Rey Valdez, rvaldez@
		Pinnacle	706	3-8002	M-TH 8-9, F 8-4	James Land, jland@

Provider	Description of Request	Campus	Room	Phone	Hours	E-mail (...@austincc.edu)
	regularly scheduled classroom tests ▪ Administers all tests for approved courses	Rio Grande	127	3-3164	M-TH 8-9, F 8-4, Sat 9-1	Nancy Worlds, worlds@
		Riverside	A1132	3-6242	M-F 8-9, Sat 8-6, Sun noon-5	Connie Wasson, cwasson@
		Round Rock	2205.00	3-0142	M-TH 8-9, F 8-4	Raja Faris, rfaris@
		South Austin	1135	3-9240	M-F 8-9, Sat 8-6, Sun noon-5	BethAnn Avery, bethann@
Website: <a href="http://www.austincc.edu/testctr/">http://www.austincc.edu/testctr/</a>						
<b>Testing Centers (ACC Centers)</b> Reports to Director, Center Operations	▪ Administers tests for Distance Learning courses ▪ Administers tests, when requested by faculty, to students who miss regularly scheduled classroom tests ▪ Administers all tests for approved courses	Fredericksburg	226	(830) 997-6363	M-TH 4:45pm – 7pm	
		San Marcos Center	524	(512)353-7224	M-TH 5:00pm-8:30pm Must arrive by 7:30pm	
<b>Transfer Services</b> Reports to Dean of Student Services	▪ Information on area university transfer plans, transfer reference books, catalogs of Texas universities, and university brochures ▪ Designated computers available for researching universities and submitting online transfer admission applications ▪ Postings of transfer events on Information Bulletin boards ▪ Postings of Calendar of Transfer Events on ACC's home web page	Cypress	2114.19	3-2010	M-T 8-7, W-F 8-5, Sat 9-1	Elnita Fennel, efennell@
		Eastview	2113	3-5188	M-T 8-7, W-F 8-5	Eddie Garcia, egarcia1@
		Northridge	1101.20	3-4868	M-T 8-7, W-F 8-5, Sat 9-1	Sarah Porter, sporter2@
		Pinnacle	224	3-8111	M-T 8-7, W-F 8-5	George Reyes, rey@
		Rio Grande	A-156 Annex	3-3138	M-T 8-7, W-F 8-5	Voncille Wright, vwright@
		Riverside	G8116	3-6201	M-T 8-7, W-F 8-5, Sat 9-1	Virginia Murillo Fraire, vfraire@
		Round Rock	1105.00	3-0009	M-T 8-7, W-F 8-5	Louella Tate, ltate@
		South Austin	1106, 1107	3-9168 3-9160	M-T 8-7, W-F 8-5, Sat 9-1	Tracy Long, tlong2@ Renee Esparza, tesparza@
Websites: Online Transfer Services for staff and faculty: <a href="http://www.austincc.edu/support/advising/transfer/">http://www.austincc.edu/support/advising/transfer/</a> University Recruiter's visit online request form: <a href="http://www.austincc.edu/support/advising/transfer/universityreps.php">http://www.austincc.edu/support/advising/transfer/universityreps.php</a>						
<b>Veterans Affairs</b> Reports to Mark Harden, VA Manager <a href="mailto:mharden@austincc.edu">mharden@austincc.edu</a>	▪ Certification of benefits ▪ Supports services for students using VA benefits	Northridge	1106	3-4360	M-T 8-7, W-F 8-5	Cynthia Mendez, cmendez@
		Riverside	G8140	3-6165	M-T 8-7, W-F 8-5	Terry Cotton, tsulteme@
		Round Rock	1109	3-0030 3-0027	M-T 8-7, W-F 8-5	Audrey Mahboubi-Tehrani, amahboub@
		HBC	301.1	3-7574	M-F 8-5	Robert Garza, rgarza1@

**ACADEMIC, STUDENT, AND CAMPUS REFERRAL GUIDE**

<p>1. Student concerns WILL BE RESOLVED AT THE CAMPUS LEVEL. Students will be referred to the Department Chair, Assistant Department Chair, Dean or Campus Administrator as appropriate. Decisions involving developmental students in Developmental Communications will be made by the appropriate Department Chair, or campus DVR or DVW Assistant Department Chair.</p> <p>2. NOTE: Numbers indicate the order in which to address concerns.</p> <p>3. The "one college concept" requires the following district-wide responsibilities be assigned to Department Chairs: a) staffing of adjuncts; b) development of class schedules; c) evaluation of faculty; d) curriculum development; e) program review; f) textbook selection; g) participation in faculty hiring; h) administration of the adjunct faculty eligibility list system.</p> <p>* When a Department Chair or Dean is not on campus, Assistant Deans may assist in facilitating resolution of concerns.</p>																			
	<b>Counselors</b>																		
	<b>Faculty</b>																		
			<b>Department Chair</b>																
				<b>Instructional Task Force</b>															
					<b>Instructional Deans</b>														
						<b>Assistant Dean*</b>													
							<b>VP of Instruction</b>												
								<b>AVP Instructional Resources &amp; Technology</b>											
									<b>Dean of Student Services</b>										
										<b>Executive Director, School Relations</b>									
											<b>Campus Administrative Office</b>								
<b>Adjunct Faculty</b>																			
Academic issues (curriculum)			1		2		3												
Academic integrity (disciplinary)	1		2		3														
Compensation/Placement										Human Resources Compensation Section									
Complaint re: student (disciplinary)														1					
Complaint re: supervisor			1		2		3												
Contract preparation/input and approval (eStaffing)			1		2		3												
Course assignments/workload monitoring			1		2		3												
Curriculum Development			1		2		3												
Distance education faculty approval			1		2														
Eligibility status			1																
Equipment requests			1		2		3												
Evaluation (adjunct faculty)			1		2		3												
Evaluation improvement follow-up			1		2		3												
Instructional supplies			1		2													3	
Interviews (Hiring)			1		2		3												
Office hours - setting/review		1	2		3														
Overload teaching assignments - approval			1		2		3												
Paycheck questions					1														
Professional development requests			1		2		3												
Scholastic Dishonesty (disciplinary)	1		1		2														
Stipend approval									1										
Stipend payment					1		2												
Substitute instructors (arrange)		1	2		3														
Supervision of adjuncts			1		2		3												
Technology (requests)			1		2		3												
Travel approval/reimbursement			1		2														
When student learning is at risk	2		1																
<b>Full-Time Faculty</b>																			
Academic issues (curriculum)			1		2		3												
Academic integrity (disciplinary)		1	2	3															

**ACADEMIC, STUDENT, AND CAMPUS REFERRAL GUIDE**

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	<b>Counselors</b>																			
	<b>Faculty</b>																			
	<b>Department Chair</b>																			
	<b>Instructional Task Force</b>																			
	<b>Instructional Deans</b>																			
	<b>Assistant Dean*</b>																			
	<b>VP of Instruction</b>																			
	<b>AVP Instructional Resources &amp; Technology</b>																			
	<b>Dean of Student Services</b>																			
<b>Executive Director, School Relations</b>																				
<b>Campus Administrative Office</b>																				
Compensation/Placement																				
	Human Resources Compensation Section																			
Complaint re: student (disciplinary)																				1
Complaint re: supervisor				1																
Contract preparation/input and approval								1												2
Course assignments/workload monitoring				1																3
Curriculum & Programs Committee - agenda schedule presentations				1																3
Curriculum Development				1																3
Distance education faculty approval				1																2
Equipment requests (faculty office)				1																3
Evaluation (FT faculty)				1																3
Evaluation improvement follow-up				1																3
Evaluation of site-based support staff				1																2
GIPWE guidelines - monitor compliance				1																3
Hiring new FT faculty (recommendations up to President)				1																3
Institutional effectiveness criteria - monitor				2		1														4
Interview committee for full-time faculty - chair appointment																				2
New faculty position requests				2		1														4
Office hours - setting/review				1																3
Overload assignments - approval				1																3
Paycheck questions																				1
Planning for instructional programs (Master Plan)																				4
Professional development requests				1																3
Scholastic Dishonesty (disciplinary)				1																2
Program/curriculum revisions - monitor implementation																				4
Stipend approval																				1
Stipend payment																				2
Substitute instructors (arrange)				1																3
Supervision of full-time faculty																				3
Technology (requests) (faculty office)																				3
Travel approval/reimbursement																				1
When student learning is at risk	2			1																

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	<b>Counselors</b>	<b>Faculty</b>	<b>Department Chair</b>	<b>Instructional Task Force</b>	<b>Instructional Deans</b>	<b>Assistant Dean*</b>	<b>VP of Instruction</b>	<b>AVP Instructional Resources &amp; Technology</b>	<b>Dean of Student Services</b>	<b>Executive Director, School Relations</b>	<b>Campus Administrative Office</b>												
<b>Academic Operations</b>																							
Articulation agreements with other institutions			1		2		3																
Cancelled class decisions			1		2		3																
Catalog Revisions			1		2		3																
Course challenge examinations approval			1		2	*																	
Course schedule development			2	1	3		4												5				
Course syllabi consistency			2	1	3																		
Curriculum (New/Deleted Certificates and Programs)			2	1	3		4																
Early College Start - course scheduling			2		3														1				
Early College Start - ISD contacts																			1				
Internship/practicum - students			1		2		3																
Lab assistants-Hire/Supervise			1		2		3																
Student outcomes/learning goals established			2	1	3		4																
Unit plan development (OIE)			2	1	3		4																
<b>Students</b>																							
Admissions & Records											Campus A&R Office												
Advising - discipline specific (Faculty) Discipline Specific; Counselors-general/undeclared	2	1	3		4	*																	
Assessment																			1				
Challenge examinations approval			1		2																		
Class load limit - requests to exceed			1		2	*													3				
Complaint re: instructor			1		2	*	3																
Counseling	1																						
Course substitutions/waivers			1		2		3																
Course Load request to exceed limits																			1				
Developmental education placement decision oversight											See CCA/CCE List												
Students with disabilities	2																		1				
Evaluations of FT and adjunct faculty			1		2		3																
Financial Aid																							
Internship/practicum - students			1		2		3																
Learning difficulties	2	1																					

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Registration issues	Campus A&R Office										
Student Life/Activities	Campus Student Life Office										
Technology	Campus Computer or Media Center										
Transcript Evaluations	Campus A&R Office										
Transfer Information	1									2	
Transfers (unofficial class transfers)			1		2	*	4				3
Veterans Affairs	Financial Aid Office										
<b>Textbooks</b>											
Input/order textbook			1		2						
Textbook list - approve/distribute			1		2						
Textbook selection			2	1							
<b>Grades</b>											
Grade change approvals		1	2		3						
Incomplete grade processing		1	2		3						
<b>Campus/Facility Related</b>											
Instructional technology support/problem reporting	Campus Computer or Media Center										
Custodial											1
Emergencies - reporting											1
Equipment Problems - reporting											1
First Aid (minor)											1
ID card - issue to faculty	Human Resources Employment										
ID card - replacement	Campus A&R office										
Learning Lab											1
Library Services	Campus Head Librarian										
Building Maintenance/repairs											1
Office assignment											1
Parking permit											1
Room assignment											1
Supplies			1		2						3
Testing Center									1		1
Vending machines											1

**ACADEMIC, STUDENT, AND CAMPUS REFERRAL GUIDE**

<b>Instructional Deans</b>					
<b>Dean Area</b>	<b>Dean</b>	<b>Campus</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
Applied Technologies, Multimedia and Public Service	Gary Hampton	RVS	223-6085	223-6414	ghampton
Arts and Humanities	Lyman Grant	RGC	223-3352	223-3369	lgrant
Business Studies	Charles Quinn	PIN	223-8119	223-8230	cquinn
Communications	Hazel Ward	EVC	223-5015	223-5011	hazelw
Computer Studies & Advanced Technology	Linda Smarzik	SAC	223-9221	223-9230	lsmarzik
Health Sciences	Eileen Klein Executive Dean	EVC	223-5766	223-5901	eklein
Math and Science	David Fonken	NRG	223-4606	223-4641	fonken
Social and Behavioral Sciences	Gaye Lynn Scott	RGC	223-3770	223-3777	gls
Continuing Education	Hector Aguilar, Executive Dean	HBC	223-7664	223-7030	haguilar

<b>Instructional Support Dean</b>					
Library Services	Julie Todaro	RGC	223-3085	223-3431	jtodaro

<b>Deans of Student Services</b>					
Dean, Student Services	Amber Kelley	CYP	223-2012	223-2130	amberk
Dean, Student Services	Dorado Kinney	EVC	223-5158	223-5900	dkinney
Dean, Student Services	Clint Rodenfels	NRG	223-4721	223-4748	crodenfe
Dean, Student Services	George Reyes	PIN	223-8007	223-8190	rey
Dean, Student Services	Voncille Wright	RGC	223-3128	223-3408	vwright
Dean, Student Services	Louella Tate	RRC	223-0045	223-0901	ltate
Dean, Student Services	Virginia Murillo Fraire	RVS	223-6019	223-6711	vfraire
Dean, Student Services	Yolanda Chapa	SAC	223-9154	223-9174	ymc

<b>Workforce Programs</b>					
<b>Department</b>	<b>Department Chair</b>	<b>Campus</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
Accounting	Reed Peoples	NRG	223-4757	223-4988	rpeoples
AC/Heating and Refrigeration	Max Landry	RVS	223-6090	223-6313	maxland
Allied Health Sciences	R. R. Espinosa	EVC	223-5911	223-5896	respinos
American Sign Language & Interpreter Training	Emily Anderson	RGC	223-3208	223-3215	eanderson
Architectural & Engineering Computer Aided Design	Doug Smith	NRG	223-4853	223-4311	douglas
Associate Degree Nursing	Nancy Walters	EVC	223-5787	223-5903	nwalters
Auto Body Repair and Refinishing	T J Bragg	CHS	383-0638	223-9112	tbragg
Automotive Technology	Mike Shoebroek	RVS	223-6038	223-6414	mshoebro
Building Construction Technology	Joey Case	RRC	223-0348	223-0915	jcase
Business and Technical Communication	David McMurrey	NRG	223-4804	223-4661	davidm
Child Development	Linda Welsh	EVC	223-5222	223-5219	lwelsh
Commercial Music Management	Geoffrey Schulman	NRG	223-4004	223-4001	gschulma
Computer Studies	Mary Kohls	RGC	223-3185	223-3192	kohls
Criminal Justice	Gerald W. Hildebrand	CYP	223-2082	223-2081	gwhil
Culinary Arts	Sandra Pepper	EVC	223-5178	223-5191	spepper
Dental Hygiene	Renee Cornett	EVC	223-5711	223-5906	rcornett
Diagnostic Medical Imaging/Radiology	Rudy Garza	EVC	223-5817	223-5901	rudygarz
Diagnostic Medical Imaging/Sonography	Regina Swearingen	EVC	223-5944	223-5895	ginas
Emergency Medical Services Professions	Rebecca Brock	EVC	223-5919	223-5898	bbrock

**ACADEMIC, STUDENT, AND CAMPUS REFERRAL GUIDE**

<b>Department</b>	<b>Department Chair</b>	<b>Campus</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
Electronics & Advanced Technologies	Alberto Quinonez	RVS	223-6407	223-6761	aquinone
Financial Management	Ina Midkiff	CYP	223-2072	223-2089	ina
Fire Protection Technology	Irvine (Butch) Miller	EVC	223-5970	223-5470	lmiller1
Health Information Technology	Norma Mercado	EVC	223-5928	223-5895	nmercado
Health and Kinesiology	Jamee Stewart	NRG	223-4815	223-4661	jstewart
Hospitality Management	Michelle Costanzo	EVC	223-5174	223-5191	mcostanz
Human Services	Lynn Beaman	RGC	223-3211	223-3213	lbeaman
International Business	Bill Loudon	RRC	223-0179	223-0919	wloudon
Jewelry	Richard Evans	RVS	223-6088	223-6313	revans
Land Surveying Technology/Geomatics	Linda Smarzik	SAC	223-9214	223-9230	lsmarzik
Management	Frank Reid	RGC	223-3708	223-3709	freid
Marketing	Ina Midkiff	CYP	223-2072	223-2089	ina
Medical Lab Technology	Terry Kotrla	EVC	223-5932	223-5897	kotrla
Meeting and Event Planning	Michelle Costanzo	EVC	223-5333	223-5191	mcostanzo
Music	David Jones	NRG	223-4779	223-4001	dajones
Occupational Therapy Assistant	Estrella Barrera	EVC	223-5934	223-5897	egodinez
Office Administration	Jane Billingsley	EVC	223-5840	223-5907	jbillings
Paralegal	Duane Crowley	RGC	223-3266	223-3427	dcrowley
Pharmacy Technician	Lisa McCartney	EVC	223-5949	223-5896	lmccartn
Photographic Technology	William Woodhull	NRG	223-4180	223-4823	wwoodhul
Personal Fitness Technology	Pam Soto	RVS	223-6040	223-6709	psoto
Physical Therapist Assistant	Jana Israel	EVC	223-5938	223-5897	jisrael
Radio/Television/Film	Christian Raymond	NRG	223-4732	223-4001	dhill
Real Estate	Ina Midkiff	CYP	223-2072	223-2089	ina
Surgical Technology	Pedro Barrera	EVC	223-5841	223-5901	pbarrera
Travel and Tourism	Michelle Costanzo	EVC	223-5174	223-5191	mcostanz
Visual Communications	Gail Bayeta	NRG	223-4798	223-4444	gbayeta
Vocational Nursing	Sandra McCrary-Marshall	EVC	223-5768	223-5903	marshall
Welding	Brandon Whatley	RVS	223-6443	223-6313	bwhatley

**Academic Programs**

<b>Department</b>	<b>Department Chair</b>	<b>Campus</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
Art	Gary Webernick	RGC	223-3265	223-3272	artweb
Behavioral Sciences	Dan Dydek	RRC	223-0083	223-0929	dydek
Biology	Richard Fofi	RGC	223-3320	223-3060	rfofi
Biotechnology	Linnea Fletcher	EVC	223-5915	223-5899	linneaf
Chemistry	Madan Mohan	CYP	223-2065	223-2061	mohan
Creative Writing	Charlotte Gullick	RGC	223-3226	223-3369	cgullick
Dance	Jose Bustamante	RGC	223-3384	223-3406	jbustama
Developmental Reading	Dolores Segura	RVS	223-6065	223-6683	dsegura
Developmental Writing	Stacey Stover	EVC	223-5165	223-5198	staceyt
Drama	Shelby Brammer	RGC	223-3240	223-3406	sbrammer
Education Instruction	Giao Phan	SAC	223-9204	223-9112	gphan
English/Journalism	Judy Sanders	RGC	223-3249	223-3406	jsanders
English as a Second Language	Mary Corredor	SAC	223-9201	223-9112	Mcorredo

**ACADEMIC, STUDENT, AND CAMPUS REFERRAL GUIDE**

<b>Department</b>	<b>Department Chair</b>	<b>Campus</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
Environmental Science and Technology	George Staff	NRG	223-4875	223-4641	gstaff
Foreign Language	Cathy Angel	RGC	223-3340	223-3344	cangell
Geographic Information Systems	Sean Moran	NRG	223-4944	223-4311	smoran
General Studies	Ron Johns	RVS	223-6002	223-6769	rjohns
Government	Glen Hunt	NRG	223-4953	223-4310	ghunt
History	Al Purcell	RGC	223-3398	223-3414	apurcell
Honors	Ray Ruane	RVS	223-6064	223-6799	rruane
Mathematics	Susan Hord	RVS	223-6072	223-6769	shord
Mexican American-Chicano Studies	Mariano Diaz-Miranda	RVS	223-6363	223-6362	marianod
Philosophy, Religion, and Humanities	Matthew Daude Laurents	RGC	223-3011	223-3369	mداude
Physical Sciences	James Heath	RVS	223-6052	223-6769	jheath
Social Sciences	James Sondgeroth	PIN	223-8135	223-8900	jason
Speech	Russell Witttrup	CYP	223-2087	223-2046	rwittrup

**Developmental Studies  
Developmental Reading, Writing & Math Associates (DRA/DWA/DMA)**

<b>Department</b>	<b>Developmental Associate</b>	<b>Campus</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
Developmental Reading	Andrea Clark	CYP	223-2018	223-2046	andreac
Developmental Reading	Julie Wauchope	EVC	223-5155	223-5190	julie
Developmental Reading	Ann Palmer	EVC	223-5172	223-5190	apalmer
Developmental Reading	Mary Leonard	NRG	223-4710	223-4898	mleo
Developmental Reading	Cheryl Engle	PIN	223-8016	223-8900	cengle
Developmental Reading	Dorothy Martinez	RGC	223-3353	223-3440	demartine
Developmental Reading	Judy Hubble	RRC	223-0069		jhubble
Developmental Reading	Marilyn Burke	RVS	223-6069	223-6683	mburke
Developmental Writing	Caryn Newburger	RVS	223-6289	223-6683	carynn
Developmental Writing	Brian Yansky	SAC/PIN	223-8117	223-8900	byansky
Developmental Writing	Jeannie Chaltain	CYP	223-2162	223-2046	chaltain
Developmental Writing	Deanna Johnson	EVC	223-6293	223-6693	djohnso5
Developmental Writing	Frank Cronin	NRG	223-4889	223-4898	fcronin
Developmental Writing	Patti Dungan	RGC	223-3357	223-3440	padungan
Developmental Writing	Laura Ore	RRC	223-0066		lmwore
Developmental Mathematics	Weilin Jiang	CYP	223-2073	223-2061	wjiang
Developmental Mathematics	Omar Rodriguez	EVC	223-5793	223-5011	frodrigu
Developmental Mathematics	Leonor Eklund	PIN	223-6093	223-6769	leklund
Developmental Mathematics	Steve Rodi	RGC	223-3301	223-3406	srodi
Developmental Mathematics	Edgar Fisher	NRG	223-4041	223-4641	efisher2
Developmental Mathematics	Tinh Bui	NRG	223-4040	223-4641	tbui
Developmental Mathematics	Constance Elko	PIN	223-8005	223-8905	cbelko
Developmental Mathematics	Don Lavigne	RRC	223-0198	223-0928	dlavigne
Developmental Mathematics	Irineu Glajar	RVS	223-6071	223-6709	irieg
Developmental Mathematics	Pedro Mota	SAC	223-9219	223-9112	pmota

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**Assistant Deans**

Arts and Humanities	Shannon Bailey	NRG	223-4014	223-4898	sbailey
Arts and Humanities	Erika Domatti	RVS	223-6316	223-6709	edomatti
Communications	Cassandra Knobloch	NRG	223-4897	223-4898	knobloch
Communications	Dorothy Barnett	RGC	223-3236	223-3406	dbarnett
Communications	Dori Wagner	RVS	223-6132	223-6799	dori
Math and Sciences	David Froehlich	NRG	223-4894	223-4641	eohippus
Math and Sciences	Saad Eways	RGC	223-3219	223-3060	seways
Math and Sciences	Elisa Cooper	RVS	223-6136	223-6769	ecooper1
Social and Behavioral Sciences	Al Slivinske	NRG	223-4765	223-4310	alslivin
Social and Behavioral Sciences	Clint Davis	RGC	223-3389	223-3777	cdavis
Social and Behavioral Sciences	Veronica Reyna	RVS	223-6390	223-6799	vrodrigu
Applied Tech. Multi-Media & Pub. Services	Lynn Beaman	RGC	223-3211	223-3213	lbeaman
Health Sciences	Pat Recek	EVC	223-5779	223-5901	patr
Multi-departmental	Bob Quigley	CYP	223-2062	223-2061	bobquig
Multi-departmental	Diane Whitley-Bogard	EVC	223-5951	223-5190	dbogard
Multi-departmental	Barbara Lewis	RRC	223-0068	223-0929	blewis
Multi-departmental	Vicki Payne	PIN	223-8178	223-8900	vpayne
Multi-departmental	Tasha Davis	RRC	223-0085	223-0929	tdavis3
Multi-departmental	Jeff Allison	SAC	223-9239	223-9112	jalliso2