

HCC Online Reminders for Chairs and Administrative Assistants

1. Our public website is: <http://www.hccs.edu/online/> Faculty who would like to teach online should visit our public [HCC Online website](#) to see the "required training" and the "required" application form (to teach online). This form is approved by the faculty member's Chair. The Chair also approves new online courses. There is a [form and rubric](#) for doing this on our website.
 2. Please remember that we are now HCC Online. Please help us by asking faculty to update their syllabi and class files to exclude the term Distance Ed or DE.
 3. Hybrid and Online classes automatically get Canvas shells, but Chairs (or designees) need to tag "in person" classes if the faculty desires a Canvas shell. Some sort of training – either the HCC Canvas training or Lynda.com (or other) is required for faculty teaching in-person and hybrid classes, either the HCC Canvas class or Lynda.com. Ask your faculty for their certificate of completion, so you will know they understand how to maneuver around Canvas.
 4. Our myHCC website is: <https://myhcc.hccs.edu/Division-of-Instructional-Services/HCC-Online/Pages/default.aspx> This is where the HCC Online Faculty Handbook, testing schedules, forms, orientation builder link, email lists, software, and tutorials are located. There is also a list of faculty who are HCC Online "Certified" on this site. This list was specifically developed for Chairs.
 5. The [Faculty Handbook](#) provides a list of our staff with phone numbers and "all other important things" about HCC Online, including the syllabus inclusions. This is updated each semester and it is important for faculty who teach online to be familiar with it.
 6. [HCC Online](#) has great support for you and your students in these areas: Counseling, Advising, Technical (Canvas), Instructional, Testing, and Tutoring. Students use an [online form to contact our Advisors/Counselor](#). The form link is on our HCC Online website.
 7. Our HCC Online Counselor (Pat Jensvold) provides counseling services to students taking online classes for issues like: probations, suspension, personal, career counseling, and early alert. Online SLIP sessions are available. See the HCC Online website for dates.
 8. Online tutoring is available through hccs.upswing.io This online tutoring is free for all HCC students. Faculty can log in as students by using their HCC email credentials to see how it works and show students the system, too. We no longer use AskOnline. Please help us by asking your faculty to update their syllabi and other class files to reflect this software change.
 9. Faculty who want HCC Online to assist them with proctored exams must complete the [HCC Online Testing Information Form](#) at the beginning of each semester. NOTE – This form has been revised and will be available later this week. An announcement will be sent out when it is ready. This testing assistance is only for online classes and not hybrid or in-person classes.
- HCC Online faculty who choose to have proctored exams must "be a proctor" at least one time during the semester for each HCC Online class they teach. The HCC Online testing group will handle the coordination and the schedule.
10. Faculty need to post their course syllabi and Welcome Statements for each course through the [Orientation builder](#) 11 days before classes begin. Students expect to complete the 6-step orientation beginning 10 days before the start date of the session. This orientation gives the students a chance to purchase books, prepare their technology, and try out their login credentials before classes begin.

General Information and Staff Directory

HCC Administration Building, 3100 Main Street, 3rd Floor, Houston, Texas 77002

Mail Code 1740 Website: <http://hccs.edu/online>

Office Hours

Monday – Thursday: 8:00 am - 6:00 pm; Friday: 8:00 am – 4:30 pm

Limited staff weekday evenings and Saturday. Hours vary.

HCC Online Information Lines - 713-718-5275

- Option #1 General HCC Online - Related Questions
- Option #2 Course Login Assistance
- Option #3 Eagle Online Technical Support (phone, form and chat)
- Option #4 Student Services/Counseling (will ask student to complete the form)

HCC General Information Line - 713-718-2000 (listen for instructions, options vary)

HCC Online FAX 713-718-5388

Administrative Staff

Lorah Gough, Director, Distance Education	713-718-8811
Cindy Sullivan, Secretary III	713-718-8740
Eva Gonzalez, HCC Online Program Coordinator	713-718-5152
Shirley Smith, Associate	713-718-5475
Ayesha Gates, Associate	713-718-5286
Patricia Jensvold, Counselor	713-718-7281
Chameeta Denton, Advising Manager	713-718-7296
Deborah Hardwick, Online Tutoring Manager	713-718-5340
Alex Kanakis, Tutor III	713-718-5449
Doug Sutherland, Sr. System Administrator	713-718-5310

Student Services Staff via form - <http://de-counseling.hccs.edu/StudentSignIn/>

Connie Fuentes, Advisor.....	Advising/Counseling form
Robert Hume, Advisor.....	Advising/Counseling form
Nima Salehi, Advisor	Advising/Counseling form
Orlando Zamora, Advisor.....	Advising/Counseling form
Lauren Pierre-Louis	Advising/Counseling form
Rachel Faggans	Advising/Counseling form

Technical Support Staff

Faculty Help Form	de2.hccs.edu/fv
Mohammad (Faisal) Shabbir, Manager, EO Customer Support	713-718-5341
Ramiro Chapa, Hardware/Software Technician	713-718-5271
Doug Sutherland, Sr. Admin.....	713-718-5310
Touhid Chowdhury, System Administrator	713-718-7406

Instructional Support Specialists (ISS)

Wayne Moten, Instructional Support Specialist	713-718-5210
Jeremy Hawkins, Instructional Support Specialist	713-718-5121

Support Staff

David Chiles, Office Assistant	713-718-5247
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