



HCC Online

FACULTY HANDBOOK – Fall 2017

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General Information

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 Technical Support (phone, form and chat)
 Option #4 Student Services/Counseling (will ask student to complete the form)

FAX 713-718-5388

General HCC Information Line - 713-718-2000 (listen for instructions, options vary) and 713-718-5275.

Administrative Staff

Lorah Gough, Director 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

Connie Fuentes, Advisor 713-718-8749
 Robert Hume, Advisor 713-718-7008
 Nima Salehi, Advisor 713-718-5073
 Orlando Zamora, Advisor 713-718-5279
 Lauren Pierre-Louis 713-718-5192
 Rachel Faggans 713-718-5270

Technical Support Staff

Faculty Help Form

Mohammad (Faisal) Shabbir, Manager, EO Customer Support 713-718-5341
 Ramiro Chapa, Hardware/Software Technician 713-718-5271
 Doug Sutherland, Sr. System Administrator 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

HCC Online Goals

The goal of the HCC Online Department is to offer Houston Community College students the opportunity to earn college credit through alternative, technology-based methods of instruction and learning. As a professor in online courses, your role will be to provide these students with the same high-quality instruction they would receive in the physical classroom.

Although the role of an online faculty member is often perceived as passive because students do not interact with the professor in person, it is actually the proactive, energetic, engaging, and empathetic person who often makes or breaks the course for the student. The most important qualifications a professor brings to an online course are the knowledge of the course content and the ability to communicate this knowledge to the students in an interactive and engaging manner. But an online education professor should also have the following personal characteristics to enhance the teaching role:

- a positive attitude towards online education courses
- an understanding of the special needs of adult learners
- a good working knowledge of the learning management system
- excellent interpersonal skills
- excellent writing skills
- good telephone communication
- a working knowledge of email
- adaptability and versatility
- excellent organizational skills
- an ability to use interactive technologies
- a commitment to timeliness in responding to students
- an interest in trying new forms of communication with students

Although the professor's specific duties in teaching online courses are somewhat different from those in the classroom, the ultimate goal is to provide quality education to our students. Just as our students must have the self-discipline for home study, our professors must have the flexibility in their teaching to serve these students well. This guide is designed to familiarize you with the HCC Online program at HCC and to make your experience as a professor of online learning a positive one for both you and your students.

HCC Online Faculty Responsibilities

Before the Semester Begins...

New Online Professors

To teach an online course for the first time at HCC, a professor must have completed the five relevant courses included in the Teaching and Learning Excellence Program and turned in a completed HCC Online Application Form.

The required classes are:

1. Eagle Online – Canvas – TL1610
2. Orientation to HCC Online – TL1900
3. Copyright Literacy in the Academic Environment -TL1700
4. Student Engagement (Learner-Centered) Instructional Design - TL1000
5. One elective (from the list below)
 - Discovering and Integrating Library Services – TL1800
 - Writing Learning Outcomes and Course Objectives – TL1011
 - Improving Student Learning through Active Engagement – TL2075

The Eagle Online – Canvas training class is an online, instructor-led class, so you must register to take it. You will have 4 weeks to complete it, although it may only take you a few days. There will be optional meeting times listed, if you need to work with an Instructional Designer. The rest of the classes are offered online and available 24 x 7. Required classes may change at the discretion of the HCC Online Department in association with the Associate Vice Chancellor, Academic Instructional Services. Enrollment and class links are available on the Institute for Instructional Engagement and Development (IIED) website at: <http://www.hccs.edu/ctle> or go to the Virtual Faculty Lounge at: <http://www.hccs.edu/vfl>

HCC Online Application Form

Once you have completed the training classes, you need to complete the HCC Online Application form that is available from the HCC Online website: hccs.edu/online > Teaching Online > Getting started.

The application form includes signature lines for Department Chair and/or Dean/Director. These signatures are required for the HCC Online Office to approve your application. In lieu of hand-written signature, an email approval from the Department chair (or Dean/Director) will be accepted (the application form and proof of training must be attached to the email). Please note: As a first-time HCC Online professor at HCC, you will be approved to teach one course only the first semester.

Approval of a new Online Course (by the Chair) – It is highly recommended that the Chair, Associate Dean or Dean approve the faculty member's online course if it is the first time this course is being taught by a faculty member. There is a [Course Approval Form](#) and a [Faculty Course Review Checklist](#) for the Chairs and faculty to use on the HCC Online website. See hccs.edu/online > Teaching Online > Getting Approved to Teach Online.

Syllabus

The syllabus is a legal document in the State of Texas. Please make sure that it contains information that is correct, current, and complete. The official "Sample Learner-Centered Syllabus" should be used as a model. It is found on the Virtual Faculty Lounge at hccs.edu/vfl > Course Syllabus Resources

In addition to the content from the "sample course syllabus," HCC Online faculty must include a statement regarding the HCC Online Student Handbook.

Please insert this statement into your online class syllabus:

The HCC Online Student Handbook contains rules and procedures unique to the online student. Students should have reviewed the handbook as part of the mandatory orientation. It is the student's responsibility to be familiar with the handbook's contents. The handbook contains valuable information such as contacts, policies and procedures (how to drop, attendance requirements, etc.), student services (ADA, financial aid, degree planning, etc.), course information, testing procedures, technical support, and academic calendars.

It is also a state law that every HCC faculty member post a syllabus and CV for each section of each course taught on a public website. HCC uses our public Learning Web for this purpose. The Learning Web is located at <http://learning.hccs.edu>. Information on how to get an account and how to post a syllabus and CV is located on the same site under the "support" link at the top right of the web page.

Textbooks

HCC Policy and Administrative Guidelines E.2.5 "Adoption and Use of Instructional Materials" regulate textbook selection. Please review these before recommending/ordering books.

HCC Online students may want to order their textbooks online rather than going to an HCC bookstore, so please include the link to the HCC bookstore in your syllabus: <http://hccs.bnccollege.com> and the ISBN of your textbook in your class syllabus. Please be advised that the bookstore has decided to house all HCC Online textbooks at the HCC-Central Bookstore. If students do not order their textbooks online, their other options are: (1) to visit the HCC-Central bookstore, purchase and receive their books immediately, or (2) to visit any HCC bookstore and order the texts to be shipped to that location from the HCC-Central Bookstore. Books are generally shipped from HCC-Central to other bookstore locations within 24-hours.

Developing Internet Courses

Developing an online course is not just preparing a syllabus with reading assignments and constructing tests based on the readings. A successful online course organizes the content in a manageable and logical way and provides opportunities for active learning with regular feedback. The professor must develop strategies appropriate to this mode of instruction, and these strategies often require the use of tools such as self-tests, links, discussion forums, groups and the addition of other multimedia. Communication among students and between professor and student is planned for and built into the course during the development phase.

In 2011, HCC adopted an intensive instructional design strategy that places a strong emphasis upon learner-centered instruction. To learn more about this strategy and/or for instructional design assistance, go to the CTLE website to view the available resources:
<http://ctle.hccs.edu/FacultyPortal/CourseQuality/CCQindex.htm>

Communication with Students

Frequent communication and interaction with online students is essential. The professor must be available for the students to contact regularly throughout the semester. As you prepare your syllabus, remember to provide information to the students on how to contact you. You should provide appropriate phone numbers and an email address. It is also helpful to let them know when you will be responding to their email messages (for instance, "Monday-Friday, within 24 hours, but not on the weekends").

Evaluation of Students

It is recommended that HCC Online professors evaluate the work of students and provide grades **at least five times a semester** and through a variety of methods. In addition to exams, these graded assignments may include research projects, essays, homework exercises, quizzes, journals, or other appropriate assignments.

HCC encourages all professors to include writing assignments in their courses. You may choose to have essay questions on the exam or extra writing assignments. Do not use multiple-choice exams as the only means of grading your students.

Calendars

All HCC Online faculty will receive a calendar at the beginning of each semester, with certain weekends designated as on-campus testing weekends. The calendar identifies available testing dates. This calendar will be sent from Eva Gonzalez or your Instructional Support Specialist (ISS).

Testing Services/Proctoring Form

If you want to use the HCC Online testing/proctoring services, you will need to enter your exam dates and your proctor time(s) into the HCC [Online Testing Information form](#). In other words, you will need to proctor for 4 hours during one of the testing dates in order for your students to use the HCC Online testing/proctoring services. A link to the form will be emailed to you 4 weeks before the semester begins. See page 9 of this document for more information.

Course Orientations for HCC Online (these are separate from the College's Advising and Registration orientation sessions)

All HCC Online faculty must prepare an online orientation for each course 11 days before the class begins. An in-person orientation may also be requested for the students. The professor is responsible for two parts of the six-part online orientation: the Professor's **Greeting** and the class **Syllabus**. Other parts of the orientation (including an orientation to Eagle Online) are generic and are provided by the HCC Online Department. The link to the Orientation Builder is <http://de2.hccs.edu/ob>

Note that the **Attendance Requirement** section, which is posted by the HCC Online Department, states that students are required to participate actively in the class in order to be counted as in attendance on the official date of record. **However, it is up to you to specify in your greeting and/or your syllabus what task(s) or assignment(s) will fulfill the Attendance Requirement for your class.**

Instructions on how to upload the greeting and syllabus are provided by the technical support staff. HCC Online faculty should submit completed orientations through the online orientation builder at least **11 days prior to the first day of class**, because students need to access it starting 10 days before the class begins. HCC Online will send out a reminder (via email from your ISS) and a link to the [Orientation Builder](#) before the orientation deadline. As a first-time faculty, you will be automatically added to the HCC Online listserv. If you do not receive messages from the listserv prior to beginning of your first semester teaching online, contact any one of the technical staff listed at the beginning of this document.

The last part of the six-step orientation is a HCC Online Student Data Form. Its submission indicates that the student has completed the online orientation requirements. **All HCC Online students are required to complete an orientation for each HCC Online course they are enrolled in.** Once the student submits the Data Form, a copy is automatically emailed to you for your records. This email will come to you from a sender called "*HCC_DE_Robo_Tech*" and you are encouraged to retain the emails for your records. The Data Form will not only signal that the student has completed orientation, but it will also contain the student's most current contact information including their off campus email and phone numbers.

In addition, there is a section at the bottom of the Data Form that allows the student to write questions or concerns. Please respond to these just as you would to any email sent to your Inbox.

Remember, if the student discloses a disability at any point during the semester and you have not received an Approved Accommodation Letter regarding the student's disability, please refer him/her to the Student website > Ability services: <http://www.hccs.edu/district/students/disability-services/>

During the Semester...

Student Messages

All online communication with students should be through Eagle Online (Canvas), **not** your private e-mail. This way, all messages from and to students, as well as all assignments submitted, are secured within the HCC email and can be accessed not only during the semester, but also in the future (for example, in the event of a grade appeal).

You are responsible for checking for student messages and responding to them on a regular schedule. You should place your communication policy in your syllabus. Whatever your policy, be sure students are informed about it. The most common complaint of students who call the department is that the professor has not replied to their e-mail messages, and they do not know when or if they will receive a response.

Official Day of Record

The day of record is different for each session. The Day of Record is posted on the official HCC Academic Calendar (select the appropriate session).

HCC Holidays and Breaks

HCC has a number of Holidays and Breaks each year as set by the HCC Administration and approved by the Board. These are noted on the Official [HCC Holiday Calendar](#). During these Holidays and Breaks, HCC Online students should have the same opportunity as face-to-face and hybrid students and take the day (or days) off. Thus, no quizzes, exams, or assignments should be given or required during these breaks or holidays (excludes mini-terms).

Class Attendance

All students are expected to attend classes regularly; thus, online students must login to their course(s) on a regular basis. HCC Online students who do not login and **actively participate** (see description below) before the Official Day of Record may be dropped for non-attendance (by you). You follow the same procedures as for your in-person classes, except you mark only one date for attendance in online classes. You will not need to mark weekly attendance.

Description of “Active Participation” (You decide which one of the following you will use)

Active participation can be accomplished by a student’s response to any of the following:

- quiz/test on either the syllabus or another assignment (e.g. early reading assignment, self-assessment) - graded or not
- essay response to an instructor's prompt - diagnostic or graded
- discussion response to an instructor's question (e.g. asking students to identify themselves and explain expectations for the course) - graded or not
- email communication with the instructor (i.e. student notifies the instructor about technical difficulties or other extenuating circumstances and explains how/when these problems will be resolved).

Be aware that **marking a student as “absent” will cause the student to be withdrawn** (once the Registrar’s office receives the roll and inputs it into PeopleSoft – this can take several days).

Note: If you wish to block students from getting into Eagle Online (Canvas) while you are waiting for the Registrar’s office to withdraw the student from Peoplesoft, you can create an [Eagle Online Faculty Help](#) ticket and indicate the CRN and the students that you want blocked (W numbers are needed).

Student Withdrawals

Withdrawals are the same for online and in-person classes. Students should withdraw themselves (if desired) from a class through the Student Center in PeopleSoft.

Students should check the HCC Academic Calendar by term for final withdrawal deadlines for regular and second start terms. Classes of other duration (mini-term, flex-entry, 8-weeks, etc.) have different

withdrawal deadlines. Students should contact the HCC Registrar's Office to determine the withdrawal dates if they are not posted on the HCC Calendar.

Final Grade of FX

Students who stop attending class (participating in assignments, quizzes, discussions, etc.) and do not withdraw themselves prior to the withdrawal deadline **may either be dropped by their HCC Online professor for non-attendance (see procedure above) or** be assigned the final grade of "FX" at the end of the semester. Students who stop attending classes will receive a grade of "FX", compared to an earned grade of "F" which is due to poor performance. Logging into a HCC Online course without active participation is seen as non-attending.

A grade of "FX" is treated exactly the same as a grade of "F" in terms of GPA, probation, suspension, and satisfactory academic progress. However, students who receive financial aid but fail to attend class, as shown by your assigning an "FX" as their grade, will be reported to the Department of Education and may have to pay back their financial aid.

Students with disAbilities

Student Responsibilities:

Students with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who need to arrange reasonable accommodations must contact the appropriate HCC campus Disability Counselor at the beginning of each semester. Instructors are authorized to provide **only** the accommodations specified by the Disability Counselor (that are stated in the letter from the student). See the HCC Disability website for more information: <http://www.hccs.edu/district/students/disability-services/>

Students are strongly encouraged to contact a disAbility Counselor before the start of each semester and to request accommodations before class begins or at least one week prior to a quiz or exam, to allow sufficient time for accommodations to be arranged. Once accommodations are approved, the disAbility Counselor will email the student a PDF copy of their accommodations letter for the student to forward to his/her HCC Online instructor(s) to the Instructor's HCC email or through Eagle Online – Canvas's internal email system.

Instructor Responsibilities:

Instructors must accept and should confirm receipt of the accommodations letter from the student.

Instructors are responsible for providing the approved accommodations exactly as noted on the accommodations letter, no more or less, and must do so in a timely manner. Instructors should **not** provide the accommodations retroactively (i.e. allow students an accommodation for a previous assignment prior to when the accommodation was issued).

Instructors who require on-site exams **MUST**:

- Arrange for the ADA student to test at an HCC Online Testing Location if the student requires Extended Time and/or a special chair. The District building at 3100 Main Street is not a testing location for ADA students.
- Arrange for the ADA student to test at a College Campus Testing Center if the student requires a Distraction Limited Environment, Reader/Scribe, and/or Assistive Technology.
- HCC Online testing locations do not offer Distraction Limited Environment, Reader/Scribe, and Assistive Technology accommodations. The District building at 3100 Main Street is not a testing location for ADA students.

Instructors are responsible for providing the College Campus Testing Center with the exam and adhering to the College Campus Testing Center's procedures. HCC Online's Instructional Support Specialists can assist with testing arrangements (times, date, location, test drop off and pick up).

For questions regarding HCC Online Testing Locations or College Campus Testing Center arrangements, please contact your assigned Instructional Support Specialist.

For assistance or concerns about the actual accommodation issued, contact the College Campus Disability Support Services Office listed on the accommodation letter that the student sent to you. For assistance setting up "Extended Time" in Eagle Online, complete the [HCC Online Faculty Help form](#) or use the [Canvas Guide](#) on how to extend time for a student.

Early Alert

Early Alert is an online retention initiative available to faculty teaching HCC Online courses. Utilize the Early Alert referral form found by signing into your HCC People Soft Student System account.

Early Alert makes it easier for online faculty to refer "at risk" students to an HCC Online Advisor and/or Counselor as needed. If the system is utilized, many student issues will be addressed at the beginning of the semester, thereby enabling the HCC Online counselor to intervene early with student academic or psychosocial issues.

Once a faculty member completes the Early Alert in PeopleSoft, it is immediately routed to the HCC Online Advisors. After an Advisor makes contact with the student, the Advisor will provide feedback to the professor as to the status of the issue, as appropriate. **Early Alert should not be used for students who have never participated or logged in prior to the official date of record.** Instead they should be marked as never attended on your roster.

If you have questions or concerns about using Early Alert, please contact de.counseling@hccs.edu

Exams

Exams can be administered either online (proctored or not) or in-person (proctored). HCC Online offers proctored testing services over designated weekends for faculty choosing to administer online or in-person, proctored, exams. At the beginning of each semester, faculty will receive an email link to the [HCC Online Testing/ Information Form](#).

This form is used by faculty to select (from the drop down list) the dates of their in-person exams and proctoring dates. HCC Online faculty who choose to have in-person exams must also proctor at least one time (for 4 hours) during the semester for each HCC Online class that they teach. Proctoring is reciprocal. If you want someone to proctor your class exams, you have to proctor other students. The HCC Online testing group will handle the schedule.

In-person exams should be delivered to the HCC Online office **at least 10 days before the testing weekend** (to allow adequate time for the HCC Online office to duplicate and process them). The exam may be sent as an email attachment to your ISS or to online@hccs.edu

Each exam is color-coded to indicate if students are allowed to use notes, textbooks or calculators during the exam, so be sure to provide all such information when you submit your exam.

Testing Services

HCC Online staff will copy exams and deliver the exams to testing centers. Part-time Testing Aides are scheduled and supervised by one of the HCC Online Associates. After exams are completed, they are available to be picked up by the professor at 3100 Main the Tuesday after the testing weekend. In the event that the Monday following a testing weekend is a holiday, tests will be available for pick-up on Wednesday. If you use a different exam for make-ups, this exam must be provided to the HCC Online Department in advance of the make-up test dates.

Go to the HCC Online website to see the locations, dates, and times for exams for the current semester at: <http://www.hccs.edu/online/student-services/testing-locations/>

Make-up Exams

Make-up exams can be scheduled through the HCC Online Office for any Thursday during HCC Online office hours. Please note that this option is for make-ups only, **not as an alternative testing date announced to all students**. Professors using the Thursday make-up testing option will be required to submit each student's name through HCC email to their Instructional Support Specialist before the scheduled exam time.

Grading Exams

A Scantron machine is available in the HCC Online Department for your use.

Evaluation for Greater Learning Student Survey System (EGLS3)

The EGLS3 online student survey provides HCC Online faculty with feedback on the effectiveness of their teaching, as well as allowing college-wide comparison in key areas. HCC Online faculty are encouraged to embed this as a topic within their course, and to remind and encourage students to participate in taking this survey during the time frame it is provided, towards the end of the semester. EGLS3 is not available in the summer sessions.

End of Semester...**Final Grade Sheets**

The end-of-the-semester procedures are identical to those for regular in-class courses. The professor enters final grades into the online process grade roster and returns the completed grade sheets to the Department Chair along with any other materials required by your Academic Department. The end of the semester is the same for online, hybrid or face-to-face students. Students in Eagle Online (Canvas) classes will not be able to login to their course after the end of the semester (see the HCC Calendar for official semester end dates).

Incompletes

The professor decides whether to allow students to receive an "Incomplete." The professor must make arrangements for students taking an "I" to complete their assignments within six months. After the deadline, the "I" becomes an "F."

Faculty should contact an HCC Online Eagle Online administrator via the HCC Online [Faculty Help form](#) regarding changing the status of a student, so he/she can continue working in Eagle Online (Canvas) after the semester officially ends.

Online Course Back Ups

It is required that faculty make backups of their Eagle Online Canvas courses, in case of accidental deletion or corruption. Backups should be done on a regular basis (several times a semester) for each online class.

Training is provided in the Eagle Online (Canvas) training classes. You can find the links to the training from the HCC Online website > Faculty Services > Eagle Online (Canvas) Training > Manage Your Course (section).

Departmental Services

Instructional Support Specialists (ISS)

All online education professors are paired with an HCC Online staff member known as an Instructional Support Specialist (ISS). If you do not know your ISS assignment, contact Eva Gonzalez at 713.718.5152, eva.gonzalez@hccs.edu for assistance.

The ISS provides various types of support to HCC Online students as well as HCC Online professors throughout each semester.

ISS Student services:

- When a student is having difficulty contacting his/her online professor, the ISS provides assistance in referring that student to the best contact information for that professor. Adjunct Professors without an HCC phone number may want to use the ISS's HCC phone number as a telephone contact.
- Each ISS is cross-trained to serve as a generalist to answer student questions regarding a variety of HCC information.

ISS Faculty Services:

- The ISS provides administrative support services to HCC Online faculty.
- The ISS is responsible for ensuring that approved testing accommodations are met for students with disabilities during testing weekends. It is up to the professor to notify the ISS about the student's needs in advance.
- The ISS mails exams to the approved proctors of students who do not live in Houston
- The ISS reserves rooms for testing review sessions, only when such sessions are held at 3100 Main. Professors needing rooms at other locations should refer to the process of room reservations at their campus.

Department Chair Services:

- The HCC Online Coordinator and HCC Online Associate work with the Department Chairs to make sure the tags are properly applied for online sections in PeopleSoft.
- Department Chairs apply the tags for location, instruction mode, class cap, and the LMS code, as needed. HCC Online checks each HCC Online course section to verify if the instructor is "online-certified" and that the tags are correct.
- Upon request, the Department Chair/Dean/Director may request to be put into a faculty member's classes for evaluation, content review, and/or other official purpose.

Technical Support Staff

The HCC Online Department provides Eagle Online (Canvas) technical support within the department by its staff. Contact the Eagle Online Customer Support by calling 713-718-5275 or use the Faculty Help Form (preferred) at <http://de2.hccs.edu/fv/>

- Technical troubleshooting for Canvas.
- Assisting with cross-listing of courses
- Assisting faculty with signing up for the ListServ (de-web)
- Lockdown Browser information
- Respondus Test Bank Network information

Go to the HCC Online ([myHCC](#) > search for HCC Online) website for more information about: Software site licenses, listservs, and additional digital resources. You must log-in (AD) to this page: <https://myhcc.hccs.edu/Division-of-Instructional-Services/HCC-Online/Pages/default.aspx>

HCC Online Student Services

The function of HCC Online Student Services is to provide guidance and advisement services to online students at HCC.

The HCC Online Advisors and Counselor are available to assist students from the point of inquiry/admission to graduation.

Counseling consists of the following services: academic retention initiatives (Eagle alert, personal issues, academic probation and suspension, 3peaters, behavioral intervention), ADA information, stress and

anxiety management, and community resource information. Personal counseling and career assessment, planning, and exploration, as well as crisis intervention, are also provided. In-person, confidential sessions can also be scheduled to provide brief counseling and community referrals to address personal concerns affecting academic success.

Advising services consists of the following: information regarding admission next steps (online pre-enrollment sessions, SmarterMeasure, HCC Online orientation); reviewing placement tests, AP and prior assessments to determine student placement in courses; information and planning for degrees and certifications; early alert interventions; course selection and information regarding the enrollment process, Associate of Arts and Associate of Science transfer planning, graduation procedure, and campus resources.

Students should request advisement and/or counseling through the AskHCC Online Advising/Counseling help form found on the HCC Online homepage or directly through this link:
<http://de-counseling.hccs.edu/StudentSignIn/>

Please do not give students individual advisors' or counselors' contact information; instead, refer them to the online form.

The majority of all services are provided via email and telephone; however, students can request face-to-face sessions at the HCC Online Office located at the HCC Administration Building, 3100 Main Street, 3rd floor, or at any other HCC location upon request.

The HCC Online Advisors and/or Counselor respond to student inquiries within 24 hours (HCC official holidays excluded). Advisors are available 6 days a week, Monday through Saturday.

Other HCC Online and HCC Faculty Resources

Additional HCC Online Information:

To get comprehensive information about the HCC Online department, its staff, the services they provide, and how to contact them, visit the HCC Online homepage on the myHCC website:

(select Instructional Services > HCC Online) or the direct link at:

<https://myhcc.hccs.edu/Division-of-Instructional-Services/HCC-Online/Pages/default.aspx>

Use your email username/password to log-in to this myHCC site.

HCC Online Orientation page

To see a list of the HCC Online courses by semester, which includes the syllabi, go to the HCC Online homepage (hccs.edu/online) and Click on the yellow link: Search for a course & HCC Online Orientation.

Upswing – Online Tutoring

HCC offers 24-hour access to tutors online. Students can get free tutoring for a variety of subjects.

Papers can be submitted for advice, with an approximate 24-hour turn-around at <https://hccs.upswing.io/>.

The online tutoring service is also available for students during the breaks and holidays.

Students access Online Tutoring by clicking on the “Online Tutoring” button at the top header inside an Eagle Online (Canvas) course or clicking the Online Tutoring link on the HCC Online homepage.

Students log in with their email user-id and password. Instructions, including a short video, are provided to make them familiar with the capabilities of this service. It can also be accessed directly at

<https://hccs.upswing.io/>

Turnitin

Turnitin is anti-plagiarism software that is used within Eagle Online by choosing "Turnitin assignment" under Activities (Moodle) when you develop your topics. In Canvas, there it is a setting in the Assignment tool.

Library Services

Our HCC librarians have made a special effort to reach out to online students, allowing them to communicate with a librarian by email, live-chat, Instant Messenger, and phone; to use databases and e-books from home; to request transfer of books to a campus closer to the student's home, etc. The link to the Library is provided on every HCC website at the top of each page: <http://library.hccs.edu/home>

Libline

One of the links at the above library webpage is called Libline. They call it their "lifeline for online students" because it provides a way for students to contact librarians and to access online databases. See <http://libline.blogspot.com/>

Edutube

Like YouTube, HCC's Edutube is a place to house and share video, audio, and PowerPoint files with colleagues and students (or to the Public, if desired). Every faculty member has an account and can login with their Email ID and password. Training is on the same website. See <http://edutube.hccs.edu>

Software Site Licenses

HCC has purchased or acquired through agreements licenses to some very useful software applications like Respondus Assessment Tools, LockDown Browser, SmarterMeasure, and Turnitin. The software is posted on the Intranet webpage via myHCC.hccs.edu > Instructional Services > HCC Online (requires a log-in: Use your Email ID and password.)