*Please note: The Distance Education Department’s name is now HCC Online.
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Introduction

WELCOME
Welcome to Houston Community College’s HCC Online Department! We are excited that you are interested in our program.

HCC Online provides learners with a convenient and flexible opportunity to go to college in a non-traditional environment. It is one of the fastest growing areas of HCC and offers an attractive alternative to on-campus classes.

We hope that you will find the answers for many of your questions regarding our program within the website. However, please do not hesitate to contact us with any additional questions or concerns you may have.

Our ultimate goal is student success and many of our first-time students do not yet know if they are good candidates for online learning. One good way to find out is to take our SmarterMeasure (SM) assessment. SmarterMeasure is a tool, which helps you determine your level of readiness for taking online courses.

Our online students have the same student rights and responsibilities as students taking classes on campus, but a few of the processes and procedures are different. This Handbook will outline these for you.

HCC Online also provides many student and technical support services. Because these services are mainly online, they differ somewhat that what you will find on campus. These, also, are listed for you in this handbook and on our HCC Online website.

Thank you for choosing HCC Online, and we look forward to serving you!

Sincerely,

Lorah Gough
Director, HCC Online
Houston Community College
HCC Online Program Overview

WHAT IS HCC ONLINE?
HCC Online courses offer one to four semester hours of credit and are equivalent to on-campus courses in terms of transferability (no distinction is made on college transcripts). Although there are no special requirements for these courses, an extra amount of time, motivation, and self-discipline are required.

Courses are offered in a variety of session lengths throughout each semester: 16-, 12-, 10-, 8-, and 5-week sessions, as well as 3-week mini-term sessions. Although HCC Online courses are delivered online, many courses require students to meet on-campus for labs and/or proctored exams. Check the course syllabus carefully for these on-campus requirements.

WHO ARE THE PROFESSORS?
HCC professors from various HCC Centers of Excellence and colleges develop and teach each course. They communicate on a regular basis with students online, via email and online discussion, providing personalized attention. Office hours (either in person or virtual) are set by the professor and listed in the syllabus.

HOW IS TESTING MANAGED?
Testing is conducted either online or on-campus, depending on the course/professor. Check your class syllabus and HCC Online website for testing dates, modes, and locations. Convenient times and Testing Locations (for on-campus testing) are provided. Testing services are also provided for out-of-town students (see Proctored Exams).

DEGREES AVAILABLE THROUGH HCC Online
Students can complete the Associate in Arts (AA) or Associate in Science (AS) degrees online. Students can complete an Accounting Certificate online. There are several more degrees that can be completed mostly online excluding just a few courses.

HCC ONLINE COURSE ORIENTATIONS
Course Orientations are required and can be found on the HCC Online homepage via the yellow button on the right or under Course Resources link on the left navigation. In the online orientation, students will receive a greeting from the professor, class syllabus, and technical requirements for HCC’s Learning Management System (Eagle Online - Canvas), the HCC Online Student Handbook, and a student Data Form that must be submitted. This is not the same as the HCC Advising and Registration Orientation.

If an in-person orientation is required, it will be held at the HCC Administration Building at 3100 Main, unless otherwise noted. Call 713.718.5275, Option 1, if you need more information about in-person orientations or directions.

HOW MUCH ARE HCC Online COURSES?
HCC Online courses cost the same as on-campus courses with the addition of a $32 fee (for each course taken). Students may use the HCC Tuition Calculator to estimate tuition.

HOW DO I GET STARTED?
HCC Online Advisors and Counselor are available to assist students. Simply complete the Ask HCC Online (Advising and Counseling) form to request assistance and information. Also, visit the Student Services section to review helpful links on hccs.edu/online.
# HCC Online Staff

## HCC ONLINE ADMINISTRATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
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## OFFICE ASSISTANT

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<tr>
<th>Name</th>
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<tbody>
<tr>
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## INSTRUCTIONAL SUPPORT SPECIALISTS

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<tr>
<th>Name</th>
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<tr>
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## STUDENT SERVICES

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<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
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<tbody>
<tr>
<td>Chameeta Denton</td>
<td>Advising Manager</td>
<td>Please use the Ask HCC Online form</td>
</tr>
<tr>
<td>Connie Fuentes</td>
<td>Advisor</td>
<td>Please use the Ask HCC Online form</td>
</tr>
<tr>
<td>Robert Hume</td>
<td>Advisor</td>
<td>Please use the Ask HCC Online form</td>
</tr>
<tr>
<td>Orlando Zamora</td>
<td>Advisor</td>
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</tr>
<tr>
<td>Nima Salehi</td>
<td>Advisor</td>
<td>Please use the Ask HCC Online form</td>
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## COUNSELING

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<tr>
<th>Name</th>
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<th>Email</th>
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<tbody>
<tr>
<td>Pat Jensvold</td>
<td>Counselor</td>
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</table>

## TECHNICAL STAFF

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
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</tr>
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</table>
Policies and Procedures

There are some procedures that are unique to HCC online students, but online students are also governed by HCC Policies and Procedures. This handbook and the website cover these procedures.

REGISTRATION
You MUST complete the HCC admission procedure, register, and pay for classes before beginning the coursework. Registration is NOT complete until you have paid and received a receipt.

SEARCHING FOR an HCC Online CLASS
Students can search for online courses from the Advanced Class Search site. Click on the Class Search icon, select a “Term,” a “Career,” a “Subject,” then select “Online” from the Instruction Mode drop-down list before clicking the Search button.

For registration assistance, please contact an HCC Online Advisor by using the Ask HCC Online Advising and Counseling form found on the HCC Online homepage.

INTERNATIONAL STUDENTS
Contact the International Student Office at 713.718.8520 if you have questions about your visa status. Only one online class can be counted towards the full time course load requirement.

VETERANS
Students receiving Veteran benefits are eligible to enroll in HCC Online classes. Contact the Veterans Office at 713.718.8522.

NEW MENINGITIS VACCINATION REQUIREMENT
All new HCC students (including online students) and former HCC students returning after an absence of at least one fall or spring semester who are under the age of 22 are required to present a physician-signed certificate showing they have been vaccinated against bacterial meningitis. The immunization must be administered at least 10 calendar days before the start date of your classes and must have been received within the last five years. Otherwise you may be blocked from registration. There are few exemptions. For more information: New Meningitis Vaccination Requirement.

HCC COURSE WITHDRAWAL POLICY
Beginning Fall 2007, the State of Texas imposes penalties on students who withdraw/drop courses excessively. Students are limited to no more than six (6) total course withdrawals throughout their educational career at a Texas public college or university. Students are encouraged to review the HCC 6 Drop Policy.

To help you avoid having to withdraw from any class, contact your professor regarding your academic performance. You may also want to contact the HCC Online Counselor to learn about helpful HCC resources (e.g. online tutoring, child care, financial aid, job placement, etc.).

HOW TO DROP
- If a student decides to withdraw from a class upon careful review of other options, the student can withdraw online prior to the deadline through their HCC Student Center.
- HCC and/or professors may withdraw students for excessive absences without notification (see Class Attendance below). However, the student is responsible for withdrawing prior to the deadline if the student is unable to complete the class.
• Students should check HCC’s Academic Calendar for withdrawal dates and deadlines. Classes of other duration (flex-entry, 8-weeks, etc.) may have different final withdrawal deadlines. Please contact the HCC Registrar’s Office at 713.718.8500 to determine withdrawal deadlines for these classes.

CLASS ATTENDANCE
All students are expected to attend classes regularly, thus HCC Online students must log into their course(s) on a regular basis. If a student does not login and actively participate (before the Official Day of Record), he/she may be dropped for non-attendance by the professor, however students are not automatically dropped. It is the responsibility of the student to withdraw officially from a course. See the HCC General Course Information for more about attendance. Completing the HCC Course Online orientation does not count towards attendance.

FINAL GRADE OF FX
Students who stop attending class and do not withdraw themselves prior to the withdrawal deadline may either be dropped by their professor for excessive absences 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.

Please note that HCC will not disperse financial aid funding for students who have never attended class. Students who receive financial aid but fail to attend class will be reported to the Department of Education and may have to pay back their aid. A grade of “FX” is treated exactly the same as a grade of “F” in terms of GPA, probation, suspension, and satisfactory academic progress.

INSTRUCTIONAL MATTERS
The HCC Online Department does not supervise professors or make decisions regarding instructional matters such as assignments, grades or course capacity overrides. Rather, individual college departments consisting of the Professor, Academic Department Chair, and/or Dean(s) handle these matters. If you are unable to reach your professor in attempting to resolve an instructional issue, you may contact the HCC Online Instructional Support Specialist listed on your course syllabus or call our Department and we will help get you in touch with your professor or Department Chair.

INCOMPLETES
The HCC Online Department follows the HCC policies on Incompletes. Incompletes are at the discretion of the professor. Consult your professor’s syllabus for his/her policy on incompletes.

GRADE APPEAL PROCEDURE
A student has a right to appeal a final grade that the student believes was contrary to procedures as specified in the course syllabus or was based on bias, caprice, or computational or clerical error. The HCC Online Department follows the HCC Grade Appeal Procedure.

COURSE OVERLOAD
Special consideration is given to students when they are requesting an overload for the semester and meet the standards. Counselors and academic deans look at academic history, GPA, and number of courses taken per semester.

VIRTUAL CLASSROOM CONDUCT
As with on-campus classes, all students in HCC Online courses are required to follow all HCC policies and procedures, HCC Online procedures, and relevant sections of the Texas Education
Code when interacting and communicating in a virtual classroom with their professor and fellow students. Students who violate these policies and guidelines will be subject to disciplinary action that could include denial of access to course-related email, discussion groups, and chat rooms or even removal from the class.

**SCHOLASTIC DISHONESTY**

The HCC Online Department follows the general HCC policies on scholastic dishonesty. Scholastic dishonesty includes, but is not limited to, cheating on a test, plagiarism, and collusion. Please refer to the [HCC Student Handbook](http://www.hccs.edu/district/students/student-handbook/) (different than this one) for details.

**COMPLAINTS AND GRIEVANCES**

Students may submit a complaint through [Ask HCC Online Advising and Counseling help form](http://www.hccs.edu/district/about-us/procedures/student-rights-policies--procedures/). HCC Online does not supervise professors nor does it make decisions regarding instructional matters. Issues or complaints about professors or courses will be directed to the respective academic department (professor, academic chair, academic dean, or Office of Institutional Equity). Please consult the current [HCC Student Handbook](http://www.hccs.edu/district/students/student-handbook/) under the topics of General Student Complaints or Equal Educational Opportunity (Title IX) regarding formal grievance procedures.

**PRIVACY**

Online students have the same privacy rights as any student taking classes at HCC.

The privacy of all HCC students (including online students) is protected through the rules of the Family Educational Right and Privacy Act of 1974 (FERPA) and through the HCC Privacy Policy (See acceptable use of the internet).

FERPA regulations are addressed in the HCC Student Handbook and on the HCC website:

In the HCC Student Handbook at:
[http://www.hccs.edu/district/students/student-handbook/](http://www.hccs.edu/district/students/student-handbook/) (See the section on Student Rights and Responsibilities > Annual REFPA Notification)


**Student Services**

**HCC Online ADVISING AND COUNSELING SERVICES**

Most of the HCC Online student information can be found on the HCC Online Student Services website: [http://www.hccs.edu/online](http://www.hccs.edu/online). Advising or counseling can be accomplished through our...
Ask HCC Online Advising and Counseling form. Advisors can assist students with admissions, registration, entrance testing requirements, degree planning, and transfer issues. The Counselor can assist students with probation and suspension, as well as personal, career, and crisis counseling. In-person, confidential sessions can also be scheduled to provide brief counseling and community referrals to address personal concerns affecting academic success.

ASK HCC Online (Advising and Counseling) FORM
The Ask HCC Online Advising and Counseling is a student services help form. This is the best and quickest way for students to get accurate assistance with HCC Online registration, enrollment, advising, and counseling. The online help form is simple to fill out, convenient, and readily accessible through the internet. Students do not have to travel to campus sites, leave work, or wait in an office or lobby to receive assistance. Upon submission, student requests are answered in the order they are received. You may ask an Advisor/Counselor to call or email you – your choice.

SmarterMeasure
Online learning requires motivation, self-discipline, and good computer proficiency, as well as effective time management. Strong study habits are also important because online courses require self-directed learning and time commitment.

SmarterMeasure (SM) is a tool that helps students determine their level of readiness for taking online courses. Students are asked questions on their computer proficiency, motivation, organization, self-directedness, and learning style. Students are even able to measure their on-screen reading speed and comprehension.

HCC students wanting to enroll in HCC Online sections of a student success course (like EDUC 1300) or developmental course must complete the SmarterMeasure survey and obtain acceptable minimum scores prior to registration.

FINANCIAL AID
HCC Online students interested in applying for Financial Aid (FA) should begin the application process early to ensure that the process is complete in time for class registration. At HCC, students are expected to pay for their classes by certain deadlines. Therefore, any student who plans to apply for FA in order to make that payment should begin the FA application process at least 60 days before registration begins. Please visit HCC’s Financial Aid Website. Students should also review the Financial Aid Withdrawal Policy

EARLY ALERT
HCC has instituted an Early Alert process by which your professor may “alert” you and HCC Online advisors that you might fail a class because of excessive absences and/or poor academic performance. An advisor will then reach out to you to discuss your progress and offer any relevant resources. This initiative is designed to provide students with support services and resources to assist them in successfully completing their course.

ABILITY SERVICES
RESPONSIBILITIES OF STUDENT WITH ADA ACCOMMODATION:
Step 1. Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, pregnancy, etc.) who needs to arrange reasonable accommodations must contact the Ability Services office. Professors are authorized to provide only the accommodations requested by the disAbility Support Services.
Step 2. Students are strongly encouraged to contact the disAbility Support Services office before the start of each semester to request accommodations early, at least one week prior to a quiz or exam to allow sufficient time for accommodations to be arranged. Once accommodations are approved, the Ability Services office will email a PDF copy of the student’s accommodation letter to the student. It is the student’s responsibility to forward the accommodation letter to all HCC Online instructor(s) on the first day of class, if the student needs accommodations for the entire class session.

Step 3. Students should log into their course through the Eagle Online – Canvas system at the start of class and email the accommodation letter to the instructor. If the professor does not use the Eagle Online – Canvas system, the student should email the letter through HCC email to the professor.

Step 4. Students should contact their professor’s HCC Online Instructional Support Specialist one week prior to all on-campus exams to make arrangements: 713.718.5275 Option 1.

Step 5. Students should prepare for on-campus exams and be aware of College Campus Testing Center and HCC Online Testing Locations’ hours and procedures:
- For Extended Time and/or Special Seating accommodation, students can test at one of the three HCC Online Testing Locations.
- For Distraction Limited Environment, Reader/Scribe, and/or Assistive Technology accommodation, students should schedule an appointment with a College Campus Testing Center and make arrangements with their professor to drop off their exam with the College Campus Testing Center.

Step 6. It is recommended that students take a copy of their accommodation letter with them to on-campus testing locations to better facilitate the accommodation.

LIBRARY RESOURCES
As a HCC Online student you have the same access to first-rate information resources that the HCC Libraries make available to all HCC students. A special website pulls together all the tools HCC Online students will need to complete research. Visit Library Resources specifically for HCC Online students.

Library services are available throughout HCC. Through a daily library delivery service and a listing of all materials belonging to HCC libraries, books may be requested from and delivered to any campus library. HCC also has cooperative borrowing agreements with the University of Houston libraries and provides a copy of the Houston Public library catalog at each library. These arrangements provide students with access to over 4 million volumes.

Special services provided by the library system include photocopying facilities; specialized equipment for disabled students; group and personalized instruction in library use, including a self-instructional media program to orient students to the use of the HCCS libraries; a “term paper” workshop; and online bibliographic search services.

ONLINE TUTORING
HCC provides free online asynchronous tutoring in writing, math, science, and other subjects. Look for the Upswing link on your Eagle Online dashboard page and on the HCC Online website. These links direct students to the HCC Upswing Tutoring site: http://hccs.upswing.io/. Use your student ID with your HCC e-mail password to create an account. Instructions, including a short video, are provided to make you familiar with the capabilities of this service. The asynchronous tutoring service is always available, including during breaks, holidays, and weather closings. To
find in person, on-campus tutoring or to get more information about tutoring, visit the Tutoring website.

**CAREER COUNSELING**
Students interested in career exploration may access our Career Counseling webpage for complete instructions on how to complete a free career assessment. With information about career interests, students can explore a wide range of career options. Counselors will use the results of this free assessment to create an individualized career report to help guide students towards the selection of a major at HCC and a future career.

**DEGREE PLANNING**
The Associate in Arts (AA) and Associate in Science (AS) academic core courses are guaranteed to transfer and count toward the course curriculum at all Texas public higher education institutions. These academic degrees are primarily for students planning to transfer and receive a baccalaureate degree. After students transfer to a four-year university, they may concentrate in a major area of study during their junior and senior years.

HCC also offers Career and Technical Education (Workforce) degrees and certificates. These degrees are designed to lead a student to an Associate in Applied Science (AAS) degree (or Certificate). Courses in the workforce degree prepare the student to go directly into the field that corresponds with their AAS program. In many cases, workforce classes may not be transferable to a university.

HCC, in conjunction with a number of four-year institutions, has developed specialized transfer plans for specific majors. Students should complete the Ask HCC Online Advising and Counseling form for assistance with degree planning.

**PERSONAL COUNSELING**
Our HCC Online Licensed Professional Counselor is available to speak with students to discuss personal issues that may be interfering with their academic success and personal goals. Through brief personal counseling, counselors help students to develop the skills needed to cope with psychosocial issues, to identify strengths, and to develop plans to accomplish selected goals. The Counselor is available to assist students in developing skills in time management, organization, and study techniques.

Often students seek personal counseling services for the following reasons: depression, stress, anxiety, adjustment issues, low self-esteem, relationship problems, and crisis intervention. Working together, counselor and student will determine if student needs can be met through the resources available at HCC or if an outside community referral is necessary.

To request this FREE personal counseling service, simply complete the Ask HCC Online Advising and Counseling form to note your desire for personal counseling. The Counselor will contact you within to discuss your concerns confidentially. You may also call the Counselor directly (see page 5).

**GRADUATION**
Students apply for graduation when they are currently registered in classes and within 12 semester credit hours of completing their program of study at HCC. Online students ready to apply for graduation should request their need through the Ask HCC Online Advising and Counseling form.
Course Information

CLASS STRUCTURE
In an online class, students complete assignments, take tests, and do other coursework as they would in an on-campus class, but they will do this through a Learning Management System, which is called Eagle Online. However, please note that some classes may require students to meet on-campus for orientations, labs, and/or exams. A course is still considered “online” as long as 85% or more of the course work is completed online.

It is also important to realize that most online courses are on a structured schedule with critical deadlines to be met. Therefore, it is essential to read the syllabus thoroughly to anticipate assignments and to complete them on time.

CLASS ATTENDANCE
All students are expected to attend classes regularly, thus online students must login to their course(s) on a regular basis. If a student does not login and actively participate (before the Official Day of Record), he/she may be dropped for non-attendance by the professor, however students are not automatically dropped. It is the responsibility of the student to withdraw officially from a course. Completing the HCC Online Orientation does not count towards attendance.

Official Day of Record – The day of record is different for each term. Your instructor will state the day of record in the course syllabus. The Day of Record is also posted on the official HCC Calendar (select the appropriate session).

Description of “active participation”:
Your instructor will define what “active participation” is for your course. Active participation may be one or more of the following:
1) Quiz/test on either the syllabus or another assignment
2) Essay response to an instructor’s prompt
3) Discussion response to an instructor’s question

If you are having technical difficulties and cannot login, you must immediately contact your instructor and the Eagle Online Customer Support Center (713-718-5275 or 713-718-2000 option 4, option 2, option 3) for assistance.

TEXTBOOK AND BOOKSTORE INFORMATION
Textbook information will be available in your class syllabus as well as on the HCC bookstore webpage. Textbooks for online courses can also be purchased through the Central Campus bookstore. Call ahead to ensure that your textbook is in stock. Books can also be transferred from the Central Campus bookstore to any other HCC bookstore. Textbooks may also be purchased online or reserved for in-store pickup. Go to the HCC bookstore webpage for more information:

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<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>CENTRAL COLLEGE</td>
<td>1300 Holman</td>
<td>713.528.0872</td>
</tr>
<tr>
<td>EASTSIDE CAMPUS</td>
<td>6815 Rustic</td>
<td>713.640.1441</td>
</tr>
<tr>
<td>STAFFORD CENTER</td>
<td>9910 Cash Road</td>
<td>281.499.6413</td>
</tr>
</tbody>
</table>
EXAMS
Exams for all online courses are taken on-campus unless otherwise specified in the course syllabus. Exams will be offered at three HCC campus locations. Please review all Testing Locations and instructions (click the Student Services> Testing Locations link on the HCC Online website). Check your course syllabus for your exam schedule.

COURSES WITH A REQUIRED LAB COMPONENT
Natural Science and Foreign Language courses with a 4 as the second digit, such as BIOL 1406, include a lab. Most HCC Online courses that require a lab meet on-campus once a week for the lab portion of the course. See course details within your HCC Student Center for scheduled dates and times.

FINAL GRADES
Final grades will be posted in Canvas after finals are completed and in your HCC Student Center within one week after the last day of class.

Testing Locations and Procedures

ON-CAMPUS TESTING
Note: Not all online classes test on-campus. Check your class syllabus for the testing schedule.

With online courses you have quite a bit of testing flexibility. Students have the option to take exams at any of the following times and locations. For the most current locations and schedule, check the HCC Online website: http://www.hccs.edu/online/student-services/testing-locations/
Not all ADA accommodations are available at all of these locations. Please see page 9 of the document for more information.

A picture ID (driver’s license, HCC ID, work ID, passport, etc.) is required before students are allowed to test. If you do not have one, you must call the HCC Online Department, 713-718-5275 and select Option 1, during the following office hours:
Monday – Thursday: 8:00 am – 6:00 pm and Friday: 8:00 a.m. – 4:30 pm

If taking more than one course: It is strongly recommended that students take only one test per day. However, if you must take more than one test per day, please note the following:

You can only pick up ONE test at a time and you must pick up your last test no later than the last admittance time.

This means that you must be aware of the time and allow yourself an equal amount of time for each exam. You must pick up the second exam by 7:00 pm Fridays, and by 1:00 pm Saturday & Sundays. The testing staff will not issue exams after these times.
times for anyone, even if you have a perfectly good excuse why you are late (flat tire, emergency, etc.)

TESTING PROCEDURES (Proctored exams, in person)
Your professor, most likely, will not be administering your exam. You will take your exam at a designated testing location. Once there, you will follow the signs to check in and receive a room and seat.

Note: When picking up your exam please have the course prefix and number, section number and professor’s name (i.e., ENGL 1301, Section #12345, Professor Wilson)

• Problems have occurred at testing locations when students arrive and find that their names are not on the class roster or they have been dropped from their class. To prevent being turned away, please check your class schedule before coming to testing and be sure you are enrolled in the class.

• To verify enrollment, go to the HCC Student System Sign-In Page. Enter your “User ID” and “Password” (if you have never logged into your HCC Student Center, click “First Time User” to obtain a User ID and Password). Once in your Student Center, click on “Your Class Schedule” option to view your current class schedule.

• Once you pick up your exam, you must go directly to your assigned room. You may not carry your exam around the building, into restrooms, or outside.

• If you must leave a testing room during the testing process, you must leave your exam and all other materials, including books, bags, and cell phone, with the testing proctor in the testing room.

• Bring your own sharpened pencils, pens, and erasers. Hi-Polymer erasers by Pentel are recommended. Your professor will inform you which ones you need.

• Paper and Scantron sheets are provided by the HCC Online Department. Students are not allowed to bring blank Scantron sheets to testing. Students completing a Scantron sheet with a writing implement other than a pencil may receive a zero on the exam.

• Instructional assistants and proctors follow the testing procedures of the HCC Online Department, which are designed to ensure that the tests are administered fairly and that the testing gives you added flexibility. Upon arrival at the selected campus for testing, always look for signs indicating the location of the testing. (Exam locations at a given campus can change.) When you arrive at the location, look for signs showing exactly where the exams for your course are given to students.

• Phones and pagers must be turned off and put away while you are in the testing locations. You may NOT make or receive calls while you have an exam signed out. Some professors do not allow any mechanical or electronic devices while taking exams. Anyone having specific questions concerning an exam must contact his/her professor prior to the testing day.

• Before the exam begins, students must place all non-essential materials (books, purses, bags, etc.) in a location designated by the proctor.

• If problems arise during testing, the instructional assistants will write out a summary of
what happened for the HCC Online Department. Common reasons for writing reports are: the room being too cool or hot, students coming in late for testing, too much noise and/or problems about particular test questions.

- There will be a “comment form” available to you at each session. Feel free to use it for anything you would like to say to us at HCC Online or to your professor.

- Instructional assistants and proctors will also be monitoring student behavior to prevent cheating. If there is suspicious behavior, the instructional assistants or proctor will write a description of this conduct, and take the test away from the student. The HCC Online Department will then send the written report to the professor. Please Scholastic Dishonesty in the Student Code of Conduct for more information.

- For students with approved ADA accommodations, please refer to the Disability Services section of this handbook (page 9).

STUDENTS LIVING OUT OF THE HCC SERVICE AREA
Students living out of the HCC service area during the semester in which they are enrolled at HCC in online classes need to make special arrangements to accommodate their needs. In the event the course requires onsite exams, it is the student’s responsibility to obtain a proctor. This proctor must be someone in the testing center at a local community college or at a university. The proctor will need to provide a secure testing environment and possibly (depending on the course) a computer with Internet access. A valid picture ID must be presented to the proctor when taking the exam. All fees associated with proctoring are the responsibility of the student.

Exams will be sent via fax, email, or US mail directly to the proctor with instructions for administering the exams. This will be done at no cost to the student; however, the student WILL BE responsible for fees associated with returning the exams (including costs of overnight express, etc. to meet deadlines).

The proctor approval form MUST be completed and approved at least 2 weeks prior to the first scheduled exam. For additional questions, you may contact us at de@hccs.edu or visit the HCC Online > Student Services > Proctored Exams page of the website.

Technical Information

LEARNING MANAGEMENT SYSTEMS (LMS) – Eagle Online (Canvas)
The LMS that HCC uses is called Canvas, but we also call the system “Eagle Online”. HCC Online students should carefully review the "Technical Requirements (Step 2)" within their mandatory Online Orientation(s) to learn about the system and how to use it. Go through the videos and help guides before classes begin. Students cannot access their course until the official class start date.

EAGLE ONLINE - Canvas User ID & Password
Your username/password for this system is the same as your HCC Email, which is your User ID or W number that you were issued upon admission (including the @student.hccs.edu at the end) and the password you created for your HCC Email (issued upon enrollment through the Student System).
HCC EMAIL
All students must use their HCC email to correspond with their professors. The Eagle Online system has an email system that relies on the use of HCC email, so personal or preferred email accounts cannot be used. For more information about HCC Email, go to the Student email website.

PHONE and ONLINE SUPPORT
For Eagle Online technical support, such as logging in, uploading an assignment or using the Discussion forum, please call 713-718-5275, or use the Student Help Form at http://de2.hccs.edu/eo2help/ to submit a help ticket. This support is available Monday through Friday 8:00 am – 11:00 pm and limited hours on Saturday and Sunday. Check the HCC Online website for the current hours.