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Introduction

WELCOME
Welcome to Houston Community College’s Distance Education (DE) Department! We are excited that you are interested in our program.

Distance Education 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 DE 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. SM is a tool which helps you determine your level of readiness for taking online courses.

Houston Community College also recognizes that distance learners, like all students, need access to a host of services. DE provides many of them from student services to technical support to administrative assistance to online tutoring. You will find them all from our website or upon entering your online classroom.

Thank you for your interest in Distance Education, and we look forward to serving you soon!

Sincerely,

Dr. Stephen Levey
Associate Vice Chancellor of Instructional Resources & Technology
Houston Community College

MISSION STATEMENT
The mission of the Distance Education Department of Houston Community College is to collaborate with and support the colleges and district offices to provide students with a comprehensive array of credit and non-credit courses, programs, training, and associated services. Courses are delivered via technology, maximizing accessibility by removing the barriers of location and time. Distance Education courses and services of the highest quality must be delivered in a timely, customer-oriented, and cost-efficient manner.
DE Program Overview

WHAT IS DISTANCE EDUCATION (DE)?
Distance Education 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 enrolling in these courses, an extra amount of self-discipline is 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. All courses are offered in one of two formats: Internet or DVD. Some classes include a required weekly lab on campus. Times and locations of the labs are available in online orientation, class syllabus, current HCC schedule, or by calling 713.718.5275 Option 1. For more information, visit de.hccs.edu.

WHO ARE THE PROFESSORS?
HCC professors from various HCC colleges develop and teach each course. They communicate on a regular basis with students online, providing personalized attention.

HOW IS TESTING MANAGED?
Testing is conducted either online or on-campus, depending on the course/professor. Check your class syllabus and DE 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.

DEGREES AVAILABLE THROUGH DE
Students can complete the Associate in Arts (AA) or Associate in Science (AS) degrees online. DE also offers Associate in Applied Science (AAS) degrees and certificates with specializations in Real Estate and Accounting.

DE ORIENTATIONS
Orientation is mandatory for all Distance Education courses. Nearly all orientations are online. They can be found on the DE homepage under Course Access. In the online orientation, students will receive a greeting from the professor, class syllabus, introductions to Blackboard (HCC’s Learning Management System) and the DE Department, information on textbooks, and a student Data Form that must be submitted.

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 DE COURSES?
DE courses cost the same as on-campus courses with the addition of a $32 fee. Students may use the HCC Tuition Calculator to estimate tuition.

HOW DO I GET STARTED?
DE Counselors and Student Services Associates are available to assist students. Simply complete the AskDECounseling form to request assistance and information. Also, visit the Student Services links at de.hccs.edu.
DE Staff

DE ADMINISTRATION
Dr. Stephen Levey  Associate Vice Chancellor of Instructional Resources & Technology
Phone: 713.718.5261  Email: stephen.levey@hccs.edu

Gail Beach  Executive Secretary
Phone: 713.718.5208  Email: gail.beach@hccs.edu

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Shirley Smith  Associate
Phone: 713.718.5318  Email: shirley.smith@hccs.edu

Dr. Lesli Rowell  Counseling Department Chair
Phone: 713.718.5278  Email: lesli.rowell@hccs.edu

Deborah Hardwick  Manager Online Tutoring
Phone: 713.718.5340  Email: deborah.hardwick@hccs.edu

Doug Sutherland  Senior System Administrator
Phone: 713.718.5310  Email: doug@distance.hccs.edu

Mary Beth Schillaci  Faculty Liaison
Phone: 713.718.5252  Email: marybeth.schillaci@hccs.edu

OFFICE ASSISTANT
David Chiles  Phone: 713.718.5247  Email: david.chiles@hccs.edu

INSTRUCTIONAL SUPPORT SPECIALISTS
Julian Cabrero  Phone: 713.718.7415  Email: julian.cabrero@hccs.edu
Judy Carson  Phone: 713.718.5121  Email: judy.carson@hccs.edu
Carolyn Paul  Phone: 713.718.5210  Email: carolyn.paul@hccs.edu

STUDENT SERVICES
Tamara Herod  Counselor  AskDECounseling
Lisa Parkinson  Counselor  AskDECounseling
Krasimira Shapkarova  Counselor  AskDECounseling
Anjabeen Ashraf  Counselor (Part-Time)  AskDECounseling
Tiffany Bunch  Student Services Associate  AskDECounseling
Touhid Chowdhury  Student Services Associate (Part-Time)  AskDECounseling

TECHNICAL STAFF
Felix Arrazolo  System Administrator I  Email: desupport@hccs.edu
Jesus Martinez  System Administrator I  Email: desupport@hccs.edu
Ramiro Chapa  Hardware/Software Technician  Email: desupport@hccs.edu
Policies and Procedures

Here you will find policies and procedures unique to the DE student. Please note that all DE students are also governed by HCC Policies and Procedures found in the HCC Catalog and the HCC Student Handbook.

REGISTRATION
You MUST complete the HCC admission procedure, register, and pay for classes before beginning the coursework. Completing the orientation form (Data Form) in the online orientation does not mean you are enrolled in the course. Registration is NOT complete until you have paid and received a receipt.

Students can register for courses online from the HCC homepage, www.hccs.edu. Under the column “CONNECT”, click on the “Student System Sign In” link. Search for Distance Education courses with the location code DISTED or click on the magnified glass icon and select Distance Education.

For registration assistance, please contact DE Counseling by using the AskDECounseling form found on the DE 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 DE classes. Contact the Veterans Office at 713.718.8522.

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 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 DE professor regarding your academic performance. You may also want to contact your DE 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).
- Students should check HCC’s Academic Calendar by Term 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
As stated in the HCC Catalog, all students are expected to attend classes regularly. Students in DE courses must log into their Blackboard class or they will be counted as absent. Just like an on-campus class, your regular participation is required.

Although it is the responsibility of the student to withdraw officially from a course, the professor also has the authority to block a student from accessing Blackboard, and/or to withdraw a student for excessive absences or failure to participate regularly. DE students who do not log into their Blackboard class before the Official Day of Record may be AUTOMATICALLY dropped for non-attendance. Completing the DE online orientation does not count as attendance.

INSTRUCTIONAL MATTERS
The DE Department does not supervise professors nor make decisions regarding instructional matters such as assignments and grades. Rather, individual college departments consisting of the professor, instructional department chair, and/or dean handle these matters. If you are unable to reach your professor in attempting to resolve an instructional issue, you may contact the DE Instructional Support Specialist listed on your course syllabus.

INCOMPLETES
The DE 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.

VIRTUAL CLASSROOM CONDUCT
As with on-campus classes, all students in HCC Distance Education courses are required to follow all HCC Policies & Procedures, the Student Code of Conduct, the Student Handbook, 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 DE Department follows the HCC policies on scholastic dishonesty. Scholastic dishonesty includes, but is not limited to, cheating on a test, plagiarism, and collusion. Please refer to HCC’s Student Policies for details.
DE ADVISING AND COUNSELING SERVICES
Much DE student information can be found on the DE Student Services website: de.hccs.edu. Advising or counseling can be accomplished through our online request form AskDECounseling. Counselors and Student Services Associates (SSA) can assist students with admissions, registration, entrance testing requirements, degree planning, transfer issues, and career counseling. In-person, confidential sessions can also be scheduled to provide brief counseling and community referrals to address personal concerns affecting academic success.

ASKDECOUNSELING FORM
AskDECounseling is a student services online help form. This is the best and quickest way for students to get accurate assistance with DE 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.

DE READINESS
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), previously known as READI, 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.

Before you enroll in DE classes, be sure to look at these helpful resources to find out if you are a good candidate for distance learning.

- SmarterMeasure
- Successful Online Students
  A sample course which allows you to become familiar with the various tools
- DE Myths
  Some common misconceptions about taking DE courses
- Basic Computer Requirements

FINANCIAL AID
DE 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 at the time of registration. 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. Click on Financial Aid Directory to find contact information or visit the Financial Aid Office at any HCC campus.
EARLY ALERT
HCC has instituted an Early Alert process by which your professor may “alert” you and DE counselors that you might fail a class because of excessive absences and/or poor academic performance. A counselor 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.

DISABILITY SERVICES
Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the Disability Support Services Office at the beginning of each semester. Professors are authorized to provide only the accommodations requested by the Disability Support Services Office.

DE students who are requesting special testing accommodations may choose the most convenient DSS office for assistance each semester:

District ADA Coordinator – Donna Price – 713.718.5165
Central ADA Counselors – Jaime Torres & Martha Scribner – 713.718.6164
Northeast ADA Counselor – Kim Ingram – 713.718.8420
Northwest ADA Counselor – Mahnaz Kolaini – 713.718.5422
Southeast ADA Counselor – Jette Lott - 713.718.7218
Southwest ADA Counselor – Dr. Becky Hauri – 713.718.7910
Coleman ADA Counselor – Dr. Raj Gupta – 713.718.7631

After student accommodation letters have been approved by the DSS office and submitted to DE Counseling for processing, students will receive an email confirmation informing them of the Instructional Support Specialist (ISS) assigned to their professor.

LIBRARY RESOURCES
As a DE 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 DE students will need to complete research. Visit Library Resources specifically for DE 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 tutoring in writing, math, science, and other subjects. Look for Ask Online on your Blackboard log-in page. This directs students to the HCC AskOnline Tutoring site: http://hccs.askonline.net/. Use your student ID or HCC e-mail address to create an account.
Instructions, including a 5-minute video, are provided to make you familiar with the capabilities of this service.

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.

ACADEMIC COUNSELING
DE Counseling has created several visual presentations and handouts which may be used to decide what classes to take, when and how to complete early registration, how to complete TSI testing, and how to succeed in DE courses. Counselors and Student Services Associates are available to assist students in developing skills in time management, organization, and study techniques.

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 (and a corresponding Certificate, in most cases). 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 obtain an official degree plan from DE Counseling by submitting a degree plan request form. Students will use this plan to guide them in course selection applicable toward their chosen degree at HCC.

PERSONAL COUNSELING
Our master’s and doctoral level counselors in DE are available to meet 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.

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 AskDECounseling form and identify your concerns and desire for personal counseling. A DE counselor will contact you within
24 hours to schedule a time to discuss your concerns confidentially.

SOCIAL NETWORKING
DE students are encouraged to become a fan of DE on Facebook and follow DE on Twitter. These social networking sites can provide a sense of community for the online learner, as well as up-to-date information and announcements related to HCC and DE.
Course Information

CLASS STRUCTURE
In a DE class, students complete assignments, take tests, and do other coursework as they would in an on-campus class. They do this mostly within their course website. However, please note that some classes may require students to meet on-campus for orientations, labs and/or exams.

It is also important to realize that most DE 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.

TEXTBOOK AND BOOKSTORE INFORMATION
Textbook information will be available in your class syllabus as well as on the HCC bookstore webpage. Textbooks for DE courses can be purchased at the Central Campus bookstore. Call ahead to ensure that your text 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: http://hccs.bncollege.com.

CENTRAL COLLEGE 1300 Holman 713.718.8255
EASTSIDE CAMPUS 6815 Rustic 713.640.1441
STAFFORD CENTER 9910 Cash Road 281.499.6413
NORtheast CAMPUs 555 Community College Dr. 713.670.0930
Katy center 1550 FoXlake Dr. 281.492-7198
West loop center 5601 West Loop South 713.218.0391

EXAMS
Exams for all DE 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. 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 Distance Education 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 your HCC Student Center within one to two weeks of the last day of class.
DVD COURSES

Some Spanish courses are offered as DVD courses. Orientations for DVD courses will be held at the HCC Administration Building, 3100 Main, unless otherwise noted. Dates and times are listed with each course.

DVDs will be checked out to students for the semester at orientation. Instead of attending regular classes on campus, students view three 30-minute programs on DVD each week, have assigned readings in textbooks and study guides, and take exams administered on campus. Courses may also have written assignments.

These programs are NOT broadcast on Channel 8 or HCC-TV, and the DVDs are not available at HCC libraries.
Testing Locations and Procedures

ON-CAMPUS TESTING

Note: Since not all DE classes test on-campus, check your class syllabus for the testing schedule.

With DE courses you have quite a bit of testing flexibility. Students have the option to take exams at any of the following times and locations. There is a two-hour time limit for each exam.

DROPP-IN BETWEEN THESE HOURS:
(Do NOT bring children to the testing campus.)

FRIDAY: Central Campus, Fine Arts Bldg.  4:00 p.m. – 9:00 p.m.
3517 Austin Street  Last admit 7pm

SATURDAY: Katy Campus  10:00 a.m. – 3:00 p.m.
1550 Fox Lake Drive  Last admit 1pm

SUNDAY: Eastside Campus  10:00 a.m. – 3:00 p.m.
6815 Rustic  Last admit 1pm

Drop-in means that you can take the test any time between the designated hours. The last admittance times are strongly upheld. You must pick up your test by this time.

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 DE Department, 713-718-5275 and select Option 1, during the following office hours:
Monday – Thursday: 8:00 a.m. – 6:00 p.m.
Friday: 8:00 a.m. – 4:30 p.m.

If taking more than one course: It’s 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:

1. 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.

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

- Do not wait until the last minute when you may have an emergency come up and are unable to test!
TESTING PROCEDURES
Your professor will not be administering your exam. You will receive your exam at a designated site and table from an instructional assistant within the Testing Center.

**Note:** When picking up your exam please have the course prefix and number, section number and professor’s name (i.e., ANTH 2351, Section #48728, Professor Awasom).

- Problems have occurred at testing 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 do, you will forfeit your opportunity to take the test.** 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 DE 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 DE 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 devices while taking exams. Anyone having specific questions concerning an exam must contact his/her professor prior to the testing day.

- Work as quietly as possible so as not to disturb those around you.

- 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 DE Department. Common reasons for writing reports are:
comments from students about a room being too cool or hot, students late for testing, and 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 in the DE Department or to your professor— or you may call us!!

- 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 DE Department will then send the written report to the professor, who will make a determination as to how to test the student at a later time. The professor has the option of giving a grade of “0” or “F” for the test, failing the student in the course, and/or recommending the student for suspension or expulsion to the College Dean of Students. (These are all possible punishments for scholastic dishonesty as described in the HCC Student Handbook.)

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, contact Eva Gonzalez at eva.gonzalez@hccs.edu.

Proctor Approval Form
Technical Support

The HCC DE Department has compiled a Frequently Asked Questions (FAQ) page for students with technical issues. Please review the FAQs for technical troubleshooting prior to calling Technical Support.

Students must be officially registered and on the official class roster before they can access online classes via Blackboard. Students will not have access to Blackboard until the first official class day. Please see your schedule for information concerning start dates and other important information. There may be up to an 8 hour delay between the time you register and the time you can access your class.

If you were unable to view the Syllabus and/or the Professor’s Greeting link in the online orientation, please ensure that you deactivate all pop-up blockers you may have set up on your computer.

Here is how to access the pop-up blocker in the following web browsers: Firefox; Internet Explorer; and Safari. In addition, you may need to configure or disable pop-up blockers in third-party browser toolbars and add-ons, as well as in your security software.

For technical support, such as resolving problems with Blackboard login or getting a password reset, please call 1-866-588-5281 or visit the Blackboard Support Center, where you can submit a help ticket, browse the Knowledge Base, and view movie tutorials. This support is available 24 hours a day, 7 days a week.

BLACKBOARD STUDENT USER ID
Your Blackboard login user ID will be your HCC User ID (sometimes referred to as the “W” number). All HCC students have a unique User ID. If you do not know your User ID you can look it up by visiting the HCC home page:

- From www.hccs.edu, under the column “CONNECT”, click on “Student System Sign In”.
- Then click on “Retrieve User ID” and follow the instructions.

The default Blackboard password is “distance.” Students will be prompted to change the password after their first login. (If you have taken a class at HCC on Blackboard in the past, your password will remain unchanged from your last login.)