

The ABCs of CTC

Compiled by QEP Support Specialist Team
for Use in Minimizing the “Run-Around”

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BUSINESS SERVICES

Many of the answers to your Business Services questions can be found on our website at www.ctcd.edu. When you have questions related to Purchasing, Bookstore, Food Services, Housing, Reprographics, Inventory, Shipping and Receiving and Mail Room, please contact the appropriate employee on this list.

Department & Areas of Responsibility	Points of Contact	Phone Numbers/Email Addresses	Bldg/Room #
Business Services <ul style="list-style-type: none"> • Materials Management Policy & Procedures Manual • Non-Education Contracts • Procurement Bid Requirements • Leasing • Datatel Approvals 	Michele Carter Tammy Holloway	(254) 526-1668 Michele.Carter@ctcd.edu (254) 526-1668 Tammy.Holloway@ctcd.edu	139/133 139/129
Purchasing <ul style="list-style-type: none"> • Requisition/Purchase Orders • RTA Inquiries • Vendor Inquiries • Sole Source Purchasing 	Gail Roderique	(254) 526-1203 Gail.Roderique@ctcd.edu	139/130
Bookstore <ul style="list-style-type: none"> • Textbook Ordering • Availability of New/Used Textbooks • General Merchandise • Online Sales • Planetarium Gift Shop 	Gary Fuda Regina Martinez-Woodruff	(254) 526-1397 Gary.Fuda@ctcd.edu (254)526-1220 Regina.martinez-woodruff@ctcd.edu	106/122
Food Services <ul style="list-style-type: none"> • Cafeteria • Patio Cafe • Vending • Catering 	Linda Hammon Great Western Dining Services	(254) 526-1786 Linda.Hammon@ctcd.edu	106/109C
Housing <ul style="list-style-type: none"> • Married Student Housing (apartments) • Residence Hall (dormitory) 	Leatrice Hale Trina Robinson	(254) 526-1167 Leatrice.Hale@ctcd.edu (254)526-1790 Trina.Robinson@ctcd.edu	9C Housing 120/119

BUSINESS SERVICES – CONTINUED

Department & Areas of Responsibility	Points of Contact	Phone Numbers/Email Addresses	Bldg/Room #
Reprographics <ul style="list-style-type: none">• Printing• Duplicating• Binding• Copiers	JoAnn Maxon	(254) 526-1156 Joann.Maxon@ctcd.edu	118/11
Inventory Management <ul style="list-style-type: none">• Fixed Assets (inventory)• Warehouse Storage• Surplus Property	Eileen Ledet	(254) 526-1803 Eileen.Ledet@ctcd.edu	153/103A
Shipping & Receiving <ul style="list-style-type: none">• Central Receiving• Shipping• Delivery	Calvin Moultrie	(254) 526-1801 Calvin.Moultrie@ctcd.edu	153/108
Mail Distribution <ul style="list-style-type: none">• Outgoing & Incoming Mail via USPS• Intra-campus Mail• Federal Express	Gary Lehmkuhler	(254) 526-1804 Gary.Lehmkuhler@ctcd.edu	153/103

**DISTANCE EDUCATION AND EDUCATIONAL TECHNOLOGY
Building 152**

Many of the answers to your Distance Education and Educational Technology questions can be found on our website at <http://online.ctcd.edu> and **24/7 Blackboard technical support** is available by calling 1-866-350-4729 or checking the links at our website. When you have questions for which you can't find an answer, please contact the appropriate employee on this list.

Department & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Primary POC for issues related to the development and maintenance of distance education courses and the implementation of educational technology	Sharon Davis, Director	(254) 526-1346 Sharon.Davis@ctcd.edu	266
Instructional Technologist Team Technical support <ul style="list-style-type: none"> • Blackboard • Online testing • Distance education website • Browser/network issues 	Yancey Lones, Manager	(254) 526-1877 Yancey.Lones@ctcd.edu	262
	Julie Davenport, Sr. Systems Engineer	(254) 526-1798 Julie.Davenport@ctcd.edu	264
	LaTasha Hussey, Jr. Systems Engineer	(254) 526-1428 LaTasha.Hussey@ctcd.edu	264
	Joseph Young, Instructional Web Technologist	(254) 526-1734 Joseph.Young@ctcd.edu	246
	Pam Rattanapintha, Instructional Web Technologist	(254) 526-1471 Pam.Rattanapintha@ctcd.edu	246
	LJ Jenkins, Instructional Systems Technologist	(254) 526-1698 LJ.Jenkins@ctcd.edu	246
Online Course Technologist <ul style="list-style-type: none"> • Training and assistance with online testing. 	Kristina Ayala, Online Course Technologist	(254) 526-1489 Kristina.Ayala@ctcd.edu	246
DL Course Production <ul style="list-style-type: none"> • Distance Education Book List • Course materials • Copy Online courses • Distance Education Course Catalog • Subject Matter Expert (SME) Personal Files • Set up shells for new online course development or revisions 	Deanna Bussell, Coordinator, DL Course Production	(254) 526-1879 Deanna.Bussell@ctcd.edu	249
	Rhaiza Ruiz Course Support Specialist	(254) 526-1794 Rhaiza.Ruiz@ctcd.edu	249
	Renda Glee-Peoples Course Support Specialist	(254) 526-1221 Renda.Glee-Peoples@ctcd.edu	249

DISTANCE EDUCATION AND EDUCATIONAL TECHNOLOGY – CONTINUED
Building 152

Department & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Course Support Specialist <ul style="list-style-type: none"> • Assists in course copy and QA • Multimedia Packet Distribution • Instructor Training 	Course Support Specialist	(254) 526-1221	259
Instructional Development Team <ul style="list-style-type: none"> • Instructor training • Online and/or multimedia course development and revisions 	Michelle Escudier, Manager	(254) 526-1725 Michelle.Escudier@ctcd.edu	265
	Billy Woodson, Instructional Designer	(254) 526-1720 Billy.woodson@ctcd.edu	267
	Jernaley Martin, Instructional Designer	(254) 526-1731 Jernaley.Martin@ctcd.edu	261
	Svetlana Stockman, Instructional Designer	(254) 526-1814 Svetlana.Stockman@ctcd.edu	267
	Alexandra Janney, Instructional Designer, Quality Assurance	(254) 526-1704 Alexandra.janney@ctcd.edu	261
	Monica Livingston, Senior Instructional Designer	(254) 634-3767 Monica.livingston@ctcd.edu	N/A
	Catrice Glasgow, Course Developer	(254) 526-1595 Catrice.Glasgow@ctcd.edu	249
	Ruth Forster, Course Developer	(254) 526-1641 Ruth.Forster@ctcd.edu	249
	Lynn Forster, Course Developer	(254) 526-1808 Heather.Forster@ctcd.edu	249
Chris Mott, Course Developer	(254) 526-1453 Christine.Mott@ctcd.edu	249	

**FACILITIES MANAGEMENT
Building 122**

Department & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Oversees all issues related to Facilities Management	Mark Harmsen Director	254-526-1365 Mark.Harmsen@ctcd.edu	102
Drafting/building floorplans	Ken Jordan Assistant Director	254-526-1585 Ken.Jordan@ctcd.edu	108
All facilities maintenance and repair issues	Donna MacDonald Secretary	254-526-1196 Facilities.Management@ctcd.edu	101
Transportation reservations & room reservations	Diana Melton Administrative Coordinator	254-526-1366 Diana.Melton@ctcd.edu	106

**FISCAL MANAGEMENT
Buildings 111/119**

WHO TO CALL LIST

Information regarding tuition and fees can be found on our website at <http://www.ctcd.edu>.

Department & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Bldg/Room #
Budget Management <ul style="list-style-type: none"> Approve personnel requisitions, travel, budget transfers, petty cash, PSF's Faculty/Staff Inquiries 	Bob Liberty Kelley Yeonopolus-Holman Hatrice Freeman	(254) 526-1310 Kelley.Holman@ctcd.edu Hatrice.Freeman@ctcd.edu	111/114
Accounting <ul style="list-style-type: none"> Reconcile bank accounts and general ledger for central and C&I campuses Faculty/Staff Inquiries 	Lorrie Hammer	(254) 526-1309 Lorrie.Hammer@ctcd.edu	111/107
Bursar <ul style="list-style-type: none"> 1098-T Inquiries 	Amy Stewart	(254) 526-1213 Amy.Stewart@ctcd.edu	111/103
Accounts Payable <ul style="list-style-type: none"> Vendor inquiries & payments Check Verification Faculty/Staff Inquiries 	Wauneta Cannon	(254) 526-1109 Accounts.Payable@ctcd.edu	111/104A
Accounts Receivable/Business Office <ul style="list-style-type: none"> Process vendor & student billing/payments Student Inquiries Process Business Office holds 	Any staff Mike Oliver	(254) 526-1217 (254) 526-1299 Michael.Oliver@ctcd.edu (254) 526-1414	119/102

**FORT HOOD CAMPUS - Student Services & Records
Building 3201**

Many of the answers to your questions regarding the Fort Hood campus can be found on our website at http://www.ctcd.edu/forthood/ft_hood.htm

Fort Hood & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Bldg/Room #
Dean, Fort Hood & Service Area Campus <ul style="list-style-type: none"> • Oversight of College Programs FH/SAC • Oversight of contracts/grants FH/SAC • Oversight of Testing, Student Services Records 	Dr. Martina J. Ady	(254) 526-1903 Martina.Ady@ctcd.edu	Bldg 3201, 129
Fort Hood Student Services <ul style="list-style-type: none"> • Evaluation of transfer credit • Graduation • Guidance & counseling • Degree plans/SOCADS • Military evaluations • Outreach • Testing advisement 	Anne Sloan, Evaluator	(254) 526-1929 Anne.Sloan@ctcd.edu	140
Fort Hood Student Services <ul style="list-style-type: none"> • Testing advisement/MCITP • Military evaluations • Degree plans/SOCADS • Guidance & counseling • Graduation • Outreach 	Charlene Thompson, Evaluator	(254) 526-1914 Charlene.Thompson@ctcd.edu	141
Fort Hood Student Services <ul style="list-style-type: none"> • Service Area Coordinator for Dual Credit • TSI • Early admission • Guidance & counseling • Degree plans/SOCADS • Military evaluations • Graduation • Outreach 	Joe Toomer, Evaluator	(254) 526-1932 Joseph.Toomer@ctcd.edu	138

FORT HOOD CAMPUS - CONTINUED

<p>Fort Hood Student Services</p> <ul style="list-style-type: none"> • Evaluation of transfer credit • Graduation • Guidance & counseling • Degree plans/SOCADS • Military evaluations • AVOTEC • Outreach 	<p>Janill Deal, Evaluator/CTC Representative</p>	<p>(254) 287-8126 Janill.Deal@ctcd.edu</p>	<p>Bldg 33009, G256</p>
<p>Fort Hood Student Services</p> <ul style="list-style-type: none"> • Coordinates Facilities • Training aides • Safety activities • Assist with military evaluations • Assist advising students 	<p>John Davis, Building Coordinator</p>	<p>(254) 526-1915 John.Davis@ctcd.edu</p>	<p>143</p>
<p>Fort Hood Student Services</p> <ul style="list-style-type: none"> • Front desk operation • Records maintenance • Credit award memos • Budget maintenance • Graduation lists 	<p>Josephine Shipman, Admin Specialist II Ashley Cobb, Clerk</p>	<p>(254) 526-1917 (254) 526-1916</p>	<p>Front Desk</p>
<p>Fort Hood Records & Business Office</p> <ul style="list-style-type: none"> • Registration • Create classes • Residency • Grades 	<p>Eva Garcia, Site Representative Connie Williamson, Assistant Site Representative</p>	<p>(254) 526-1930 Eva.Garcia@ctcd.edu (254) 526-1931 Connie.Williamson@ctcd.edu</p>	<p>105 104</p>
<p>Fort Hood Records</p> <ul style="list-style-type: none"> • Registration • Create classes • Grades • Student assistance • Withdrawals/drops 	<p>Betty Smith, Clerk III Sharon Hughes, Clerk III Cathy Barrett, Clerk III Michelle Santos, Clerk III</p>	<p>(254) 526-1942 Betty.Smith@ctcd.edu (254) 526-1935 Sharon.Hughes@ctcd.edu (254) 526-1933 Cathy.Barrett@ctcd.edu (254) 526-1952 Michelle.Santos@ctcd.edu</p>	<p>Front Desk</p>

FORT HOOD CAMPUS - CONTINUED

<p>Fort Hood Business Office</p> <ul style="list-style-type: none"> • Payments • Graduation fees 	<p>[Vacant], Cashier Mariana Morales</p>	<p>(254) 526-1919 (254)526-1918 Mariana.Morales@ctcd.edu</p>	<p>108</p>
<p>Multi-Use Learning Facilities/MOS Library</p> <ul style="list-style-type: none"> • Computer access & research • Educational tutoring • Pre-test practice & assistance • MOS Library • Online military forms & pubs 	<p>Mattie Branch, MLF Support Vacant, MLF Instructor</p>	<p>(254) 287-5873 Mattie.Branch@us.army.mil</p>	<p>Bldg 33009 H206</p>
<p>College Programs</p> <ul style="list-style-type: none"> • College programs • Fort Hood Schedule • Term Dates • Faculty position availability 	<p>Nita Handorf, College Program Secretary</p>	<p>(254) 526-1904 Nita.Handorf@ctcd.edu</p>	<p>Bldg 3201 Rm 126</p>
<p>Fort Hood Troop School</p> <ul style="list-style-type: none"> • Military skills enhancement program (MOS sustainment training) • 91W transition and sustainment training • Modern army combatives program training 	<p>Stephen M. Ivy, Director Amanda Casarez, Secretary</p>	<p>(254) 532-7651 (254) 287-4191 (254) 532-7651 (254) 287-4191 Amanda.b.casarez.ctr@mail.mil</p>	<p>Bldg 265</p>
<p>Coordinator, Contracts</p> <ul style="list-style-type: none"> • Manages ESS and NCO lead contracts 	<p>Charles Rosenblum</p>	<p>(254) 285-5701 Charles.Rosenblum@ctcd.edu</p>	<p>Bldg 33009 H236</p>
<p>NCO Lead Program</p> <ul style="list-style-type: none"> • Management, computer literacy, and reenlistment courses 	<p>Stacey Cannon, Clerk</p>	<p>(254) 532-1505 Stacey.Cannon@ctcd.edu</p>	<p>Bldg 33009 H236</p>

FORT HOOD CAMPUS - CONTINUED

<p>Fort Hood Library</p> <ul style="list-style-type: none"> • Casey Memorial Library • Bldg. 3202, 72nd & 761st St. 	<p>Ryan McArthur, Program Manager</p> <p>Mary McLean-Theiling, Lead Technician</p>	<p>(254) 287-9549</p> <p>(254) 287-4878 Mary.Theiling@us.army.mil</p>	<p>Bldg 3201, Rm 166</p> <p>Bldg 3202</p>
<p>Fort Hood Hospitality Programs</p> <ul style="list-style-type: none"> • Associate in Applied Science Degrees • Certificates of Completion • Unit Class Scheduling • Traditional Hospitality Classes • Hands-On Culinary Classes • Daily, Evening and Weekend Classes 	<p>David P. Lazarus, Coordinator</p> <p>Mark S. Murgia, Faculty</p> <p>Elke Jensen, Faculty</p> <p>Culinary Arts Center</p>	<p>(254) 526-1912 David.Lazarus@ctcd.edu</p> <p>(254) 526-1936 Mark.Murgia@ctcd.edu</p> <p>(254) 526-1920 Elke.Jensen@ctcd.edu</p> <p>(254) 526-1955/1956</p>	<p>Bldg 3201, Rm 111</p> <p>Bldg 3201, Rm 110</p> <p>Bldg 3201, Rm 135A</p> <p>Bldg 335, 31st St and Tank Battalion Ave</p>
<p>Adult Education</p> <ul style="list-style-type: none"> • ESL • GED • Adult Basic Education • English Literacy • Service Area 	<p>Mark Pollett, Associate Dean</p>	<p>(254) 526-1815 Mark.Pollett@ctcd.edu</p>	<p>Bldg 139, Rm 181 (Main Campus)</p>

**HUMAN RESOURCES
Building 103**

Many of the answers to your Human Resource questions can be found on our website at <http://www.ctcd.edu/hr/index.htm>. When you have questions related to your work environment, benefits or pay, please contact the appropriate employee on this list.

Human Resources & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Human Resource Management <ul style="list-style-type: none"> • HRM Policies/Procedures Manual • Employee Complaints/Grievances • Job Descriptions • Employee Performance Evaluations • Exempt and Non-Exempt Experience Evaluations • Dress Code 	Holly Jordan, Director, Human Resource Management	(254) 526-1128 Holly.Jordan@ctcd.edu	123
Employment Services <ul style="list-style-type: none"> • Job Postings/Application Processing • New Employee In-Processing • Initial Training Period • PEID Numbers/Position Codes • Family Medical Leave Act (FMLA) • Employment Verifications • Personnel Files • Nametags 	Shelly Gonsalves, Asst Director, Human Resource Mgmt	(254) 526-1304 Shelly.Gonsalves@ctcd.edu	107
	Paula Ward, Supervisor, Employment Services	(254) 526-1562 Paula.Ward@ctcd.edu	105
	Paula Cobb, Recruitment Supervisor, Employment Service	(254) 526-1492 Paula.Cobb@ctcd.edu	103
AA/EEO <ul style="list-style-type: none"> • Equal Employment Opportunity • Hiring Process • Candidate Selection Review 	Jacqueline Thomas, EEO Coordinator, Human Resource Management	(254) 526-1391 Jacqueline.Thomas@ctcd.edu	118

**HUMAN RESOURCES – CONTINUED
Building 103**

Human Resources & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Employee Benefits <ul style="list-style-type: none"> • Health Benefits • Educational Benefits • Optional Retirement Plan (ORP) • Teachers Retirement Systems of Texas (TRS) • Tax Deferred Annuity (TDA) • Optional Benefits • Cobra • General Retirement Information 	Elisabeth Helbing, Coordinator, Employee Benefits	(254) 526-1305 Elisabeth.Helbing@ctcd.edu	131
Pension Plan <ul style="list-style-type: none"> • Supplemental Pension Plan (SPP) • Qualified Pension Plan (QPP) 	RoseAnn Hayes, Director, Pension Plan	(254) 526-1807 RoseAnn.Hayes@ctcd.edu	129
	Sandra Alvarez, Assistant Director, Pension Plan	(254) 526-1416 Sandra.Alvarez@ctcd.edu	133
Payroll Services <ul style="list-style-type: none"> • Direct Deposit • Time Sheets • Vacation Leave • Sick Leave • Overtime Pay • Jury Duty • Tax Exemptions • Leave without Pay • Parent-Teacher Conference Leave 	Clara Maher, Director, Payroll Services	(254) 526-1384 Clara.Maher@ctcd.edu	150
	Will Hall, Coordinator, Payroll Services	(254) 526-1123 Willie.Hall@ctcd.edu	150
Training <ul style="list-style-type: none"> • New Employee Orientation • Customer Service Training • EEO/Sexual Harassment Training • Colleague Basic Navigation Training • Training Calendar • Computer Skills Training • Leadership Training 	Scott Wyman, Coordinator, Employee Training	(254) 526-1381 David.Wyman@ctcd.edu	152

INFORMATION TECHNOLOGY
Building 139

Resources, information and archived documents can be found on the following websites: <http://www.ctcd.edu/infotech/itd/index.aspx>

Department & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
IT Customer Service <ul style="list-style-type: none"> • Employee Clearance • Dorm/Married Student Housing Internet Access • Desktop Technical Assistance • AUDIX and Phone Usage Assistance 	IT Customer Service Center	(254) 501-3103 help.desk@ctcd.edu	
Director, IT Customer Service <ul style="list-style-type: none"> • Equipment procurement (computers, monitors, printers, telephones) • Equipment moves (computers, monitors, printers, telephones) • Software Acquisition (non-standard software purchases, for CTC-standard software) • Software Library (provides storage of CTC software media and license information) 	Director, IT Customer Service	Click here to submit electronic forms for equipment procurement, equipment moves, or software acquisition. To add software purchased by departments to the IT Software Library, contact the IT Customer Service Center at (254) 501-3103	
IT Education & Training <ul style="list-style-type: none"> • Email & Postini • Computer Basics • Desktop Management • GoTo Meeting • Pivotlink • AVAYA Phones and AUDIX Voicemail • Vista Desktop Management • Voice over IP (VoIP) • MS Outlook Appointment Scheduler 	IT Customer Service Center	Click here to request IT Education Services or call (254) 501-3103 help.desk@ctcd.edu	

INSTRUCTIONAL AND ACCREDITATION SUPPORT SERVICES
Building 108

Resources, information and archived documents can be found on the following website: <http://www.ctcd.edu/ia/index.htm>

Areas of Responsibility/Description	Points of Contact	Phone Numbers/ Email Addresses	Room #
<p>Instructional and Accreditation Support Services</p> <ul style="list-style-type: none"> • POC for Commission on Colleges of the Southern Association of Colleges and Schools and Texas Higher Education Coordinating Board, and assists with and coordinates accreditation documentation and reports • Coordinates with departments, administration and others information related to current and proposed instructional programs • Coordinates and completes licensure and registration requirements for CTC to conduct operations at locations-at-a-distance • Provides assistance to sites for MIVER reviews and departments for external reviews • Point of contact for Higher Education Regional Council 	Dana L. Watson	(254) 526-1733 Dana.Watson@ctcd.edu	108A
<p>Director, Instructional Services</p> <ul style="list-style-type: none"> • Coordinates the dissemination of educational program and/or course changes to the appropriate Administrative department • Advises Instructional Department Chairs in matters related to educational programs and/or courses • Coordinates the dissemination of program information to the Central Texas Higher Education Regional Council and coordinates efforts to produce an annual off-campus and distance education instruction report • Provides oversight of the Carl Perkins Federal Grant Administration • Acts in the absence of the Dean, Accreditation and Instructional Support Services in advising departments and staff on issues concerning the Perkins federal grant • Maintains the clearinghouse inventory of all traditionally delivered course syllabi 	Erin Rhoden	(254) 526-1154 Erin.Rhoden@ctcd.edu	107C

INSTRUCTIONAL AND ACCREDITATION SUPPORT SERVICES – CONTINUED
Building 108

Areas of Responsibility/Description	Points of Contact	Phone Numbers/ Email Addresses	Room #
Electronic Data Specialist <ul style="list-style-type: none"> • Maintains clearinghouse inventory of instructional materials • Coordinates dissemination of the instructional materials inventory to all required constituencies 	Michele Anderson	(254) 526-1154 Michele.Anderson@ctcd.edu	107F
Data Analyst <ul style="list-style-type: none"> • Conducts data collection specific to Perkins accountability measures • Faculty qualification tracking and entry into Datatel for approved courses 	Lesley McGough	(254) 526-1154 Lesley.McGough@ctcd.edu	107D

INSTITUTIONAL EFFECTIVENESS**Building 103**

Many of the answers to your Institutional Effectiveness and Research can be found on our website at: <http://www.ctcd.edu/ie/index.htm>. When you have questions related to planning, assessment, survey development and research design, please contact the appropriate employee on this list.

IE Office & Areas of Responsibilities	Points of Contact	Phone Numbers/ Email Addresses	Room #
Institutional Effectiveness <ul style="list-style-type: none">• Directs and provides leadership to the planning, research, implementation, administration and evaluation of the college-wide institutional effectiveness process.• Facilitates strategic planning• Uniform Recruitment and Retention Committee member• Responsible for compliance with SACS COC <i>Principles of Accreditation</i> relating to institutional effectiveness and THECB initiatives.	Amy Bawcom, Director, Institutional Effectiveness	(254) 526-1264 Amy.Bawcom@ctcd.edu	115
Learning Outcomes Assessment <ul style="list-style-type: none">• Ensures review of student learning outcomes• Develops, coordinates and conducts training related to learning, instruction and assessment• Works with Instructional Services and Institutional Effectiveness offices to align course, program and institutional outcomes• Coordinating program reviews through the AMS system	Jane Zimmerman	(254) 526-1182 Jane.Zimmerman@ctcd.edu	119
Institutional Research <ul style="list-style-type: none">• Responsible for data collection, analysis and dissemination.• Conducts surveys and reports results	Shawn Grigsby, Coordinator, Institutional Research	(254) 526-1484 Shawn.Grigsby@ctcd.edu	116
Secretary <ul style="list-style-type: none">• Assists with document preparation, coordination of events/meetings, and departmental communications• Serves as receptionist for the Institutional Research Department• Creates, processes and tracks purchase requisitions and travel requests.	Stephanie Durham	(254) 526-1335 Stephanie.Durham@ctcd.edu	115

**LIBRARY (Oveta Culp Hobby Memorial Library)
Building 102**

Many of the answers to your library questions can be found on our website at <http://www.ctcd.edu/library/pg-lib.htm>. You may also call the Main Library Telephone Number at (254) 526-1237.

Library & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Main Circulation Desk <ul style="list-style-type: none"> • Check In/Out Book Procedures • Reserve Materials 	Elizabeth Wong, Circulation Clerk	(254) 526-1621 Elizabeth.Wong@ctcd.edu	108
Reference Desk <ul style="list-style-type: none"> • Reference questions • General library information 	Desk is covered by CTC and TAMU-CT library personnel by shifts.	(254) 526-1871	108
CTC Dean of Library Services	Deba Swan	(254) 526-1475 Deborah.Swan@ctcd.edu	123
CTC Assistant Director, Library Services	Alan Withoff	(254) 526-1872 Alan.Withoff@ctcd.edu	103
Reference Librarian <ul style="list-style-type: none"> • Library instruction • Online databases • Library Website 	Ina Kelley	(254) 526-1483 Ina.Kelley@ctcd.edu	104
Technical Services Librarian/Cataloger	Angela Campbell	(254) 526-1836 Angela.Campbell@ctcd.edu	104
CTC Library Secretary <ul style="list-style-type: none"> • Purchase Orders & Requisitions 	Martha Tipton-Kirwan	(254) 526-1474 Martha.Tipton@ctcd.edu	116
Multimedia Services Dept <ul style="list-style-type: none"> • Audio Visual Room Setup 	Mark Plasterer, Director of Multimedia Services	(254) 526-1537 Mark.Plasterer@ctcd.edu	121
Multimedia Services Clerk <ul style="list-style-type: none"> • Audio Visual Equipment • Videos 	Gary Dyess	(254) 526-1425 Gary.Dyess@ctcd.edu	122
Multimedia Lab Manager <ul style="list-style-type: none"> • Computer Lab 	Freddie Love	(254) 526-1516 Freddie.Love@ctcd.edu	118
Multimedia Lab Desk <ul style="list-style-type: none"> • Lab Hours 	Desk is covered by CTC library personnel by shifts.	(254) 526-1826	115

LIBRARY - CONTINUED
Bldg 102

Periodicals Circulation <ul style="list-style-type: none">• Magazines• Newspapers	Kumi Bonner, Periodicals Clerk	(254) 526-1468 Kumi.Bonner@ctcd.edu	111
TAMU-CT Library	Mark Harris, TAMU-CT Director of Library Services	(254) 526-1486 harrism@ct.tamus.edu	112

**MARKETING & OUTREACH
Building 139**

Many resources, including downloadable logos and photos, are available on our web page at <http://www.ctcd.edu/marketing/index.htm>

Areas of Responsibility/Description	Points of Contact	Phone Numbers/ Email Addresses	Room #
Media Relations <ul style="list-style-type: none"> • Responses to press inquiries • Press releases to area media • Requests for media coverage of college events 	Bruce Vasbinder, Coordinator	(254) 526-1224 Bruce.Vasbinder@ctcd.edu	109
	Barbara Merlo, Director	(254) 526-1999 Barbara.Merlo@ctcd.edu	118
Community Relations <ul style="list-style-type: none"> • Provide support to community events • Build college visibility within the community • Respond to community requests for assistance 	Bruce Vasbinder, Coordinator	(254) 526-1224 Bruce.Vasbinder@ctcd.edu	109
	Barbara Merlo, Director	(254) 526-1999 Barbara.Merlo@ctcd.edu	118
Marketing and Publicity <ul style="list-style-type: none"> • Development of marketing plans and materials for central and C&I campuses • Purchase advertising and produce promotional materials in support of recruitment and image-building • Coordinate mass emails and web publicity for CTC events 	Bruce Vasbinder, Coordinator	(254) 526-1224 Bruce.Vasbinder@ctcd.edu	109
	Barbara Merlo, Director	(254) 526-1999 Barbara.Merlo@ctcd.edu	118
Graphics/Desktop Publishing/Publications <ul style="list-style-type: none"> • Publication of catalog, schedule bulletins and various print materials • Design flyers, logos, etc. • Coordinate with reprographics to ensure quality printed products 	Donna Duran Graphics Specialist	(254) 526-1567 Donna.Duran@ctcd.edu	118
	Bobbi Shaw Office Specialist II	(254) 526-1784 Bobbi.Shaw@ctcd.edu	118
Photography/College Photos <ul style="list-style-type: none"> • Keep electronic library of photos for use in college publications/publicity • Take photos of college events 	Bruce Vasbinder, Coordinator	(254) 526-1224 Bruce.Vasbinder@ctcd.edu	109

MARKETING & OUTREACH - CONTINUED

CTCD Website <ul style="list-style-type: none"> Develop and maintain college website Provide training & support to department points of contact for web maintenance 	Sue Payne Webmaster	(254) 526-1400 Sue.Payne@ctcd.edu	115
	Erica White Asst Webmaster	(254) 526-1470 Erica.Stemmons-White@ctcd.edu	116
Requests for Promotional Items or Materials and Printed Items	Bruce Vasbinder, Coordinator	(254) 526-1224 Bruce.Vasbinder@ctcd.edu	118
	Barbara Merlo, Director	(254) 526-1999 Barbara.Merlo@ctcd.edu	
Enrollment Communications <ul style="list-style-type: none"> Develop and execute ongoing student recruitment and retention programs, evaluating and utilizing automated enrollment management programs. Serve as lead in CTC P16 coordination efforts with local school district (including dual credit) Coordinate with Central campus and worldwide staff regarding recruitment and retention communications efforts, providing training and support as needed. Develop/implement a lead generation recruitment plan, including lead development, response, follow-up and tracking. Implement student satisfaction measures related to student services. Coordinate CTC presence at education fairs, especially at locations without a CTC site. 	Kimberley Christian Director, Enrollment Marketing & Outreach	(254) 526-1104 Kimberley.Christian@ctcd.edu	197
	Mariceli Vargas, Coordinator, Worldwide Recruitment	(254) 526-1223 Mariceli.Vargas@ctcd.edu	196
	Cynthia Burrus Coordinator, NCPACE Recruitment & Retention	(254) 526-1227 Cynthia.Burrus@ctcd.edu	198
Planetarium Reservations/Information <ul style="list-style-type: none"> Group show information/availability for student/staff/faculty groups Public show schedules and information 	Fred Chavez, Director	(254) 526-1671 Fred.Chavez@ctcd.edu	Bldg 152, Rm 228
	Info Line	(254) 526-1800	

**RISK MANAGEMENT
Buildings 108 & 137**

Areas of Responsibility/Description	Points of Contact	Phone Numbers/ Email Addresses	Bldg/Room Number
Risk Management <ul style="list-style-type: none"> • Work Place Health & Safety Issues • On-the-job accidents (Worker's Comp) • Insurance claims • Legal issues and review 	Deborah Shibley General Counsel/ Director, Risk Management JoAnn Maier, Clerk III, Risk Management Mina Dyess, Office Specialist II, Risk Management	(254) 526-1347 Deborah.Shibley@ctcd.edu (254) 526-1843 JoAnn.Maier@ctcd.edu (254) 526-1739 Mina.Dyess@ctcd.edu	Bldg. 108, Rm 100
Security Services <ul style="list-style-type: none"> • Parking guidelines and permits • Campus crime information and statistics • Annual Fire Safety Report • Accidents • Crime reporting • Key control and requests • Building access after hours 	Campus Police Chief Mary Wheeler [Vacant] Office Specialist II LT Joseph Ribar Investigations	(254) 526-1200 (automated info line) (254)526-1427 Mary.Wheeler@ctcd.edu Campus.Police@ctcd.edu Joe.Ribar@ctcd.edu	Bldg 137 (directly behind Student Services Bldg 119)

**STUDENT LIFE / Student Activities / Student Government (SGA)
Building 106**

Many of the answers to Student Life questions can be found on our website at http://www.ctcd.edu/stu_life/index.htm or by calling (254) 526-1258 or 526-1259. If you have questions for which you can't find an answer please contact the appropriate employee on this list.

Student Life and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
<ul style="list-style-type: none"> • Room Assignments • Campus Events • Multicultural Committee Campus Tours • Student Discipline • Flyers, Bulletin Boards, Clubs, and Organizations 	Kerstin Brooks, Director or Jenifer Parcell	(254) 526-1258/1259 Kerstin.Brooks@ctcd.edu or Jenifer.Parcell@ctcd.edu	100
<ul style="list-style-type: none"> • Bell Tower Buzz • Upper Student Center 	Jenifer Parcell or Kerstin Brooks, Director	(254) 526-1258/1259 Kerstin.Brooks@ctcd.edu or Jenifer.Parcell@ctcd.edu Note: Submit info to <u>both</u> emails	100
<ul style="list-style-type: none"> • Honor Roll Letters • Student Handbook • Student Government 	Kerstin Brooks, Director	(254) 526-1258/1259 Kerstin.Brooks@ctcd.edu	100

**STUDENT SUCCESS AND PERSISTENCE
Building 106**

Areas of Responsibility/Description	Points of Contact	Phone Numbers/ Email Addresses	Room #
Student Retention <ul style="list-style-type: none"> • Student Success and Retention Services Director • Student Success Programming • Academic Studio Director • AVID Postsecondary Program • AVID Trained Mentors • Comprehensive Student Success Grant • Student Success Guide • HOBSONS/RETAIN 	Stephanie Legree-Roberts Director	(254) 526-1293 Stephanie.Legree-Roberts@ctcd.edu	109
Retention Communications <ul style="list-style-type: none"> • Student Retention outreach. • Retention Communications Data Collection/Tracking • Retention Initiatives • Instructional Services Support • HOBSONS/RETAIN 	Jekethia Rainge Coordinator, Retention Communications & Data Management	(254) 526-1967 Jekethia.Rainge@ctcd.edu	106
Academic Studio/Student Retention <ul style="list-style-type: none"> • Student Retention Services Clerk • Administrative Support • Customer/Client Service • Tutoring Services Support 	Nicole Hewitt Clerk II	(254) 526-1580 or x2035	109

STUDENT DEVELOPMENTAL SERVICES
Buildings 119, 111, 106 and 118

Key student developmental services personnel are identified by their areas of responsibility. Please refer to the appropriate Department "Who to Call List" for the points of contact for specific information.

Student Developmental Services includes Admissions, Registration, Financial Aid/VA, Testing Services, GoArmyEd/Distance Learning Records, GoArmyEd Student Services and Distance Learning Counseling/Online Mentoring, Student Services, International Student Services, Career Center, Skills Center Counseling, Guidance and Counseling, and Student Support Services.

Many of the answers to your Student Developmental Services questions can be found on the CTC website at www.ctcd.edu. When you have questions for which you can't find an answer, please contact the appropriate employee on the departmental lists.

Overall Student Developmental Services
Buildings 111 and 119

Student Developmental Services Departments and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Bldg/Room #
Overall responsibility for the student developmental services	Johnelle Welsh, Dean, Student Developmental Services	(254) 526-1298 Johnelle.Welsh@ctcd.edu	119/214
Guidance and Counseling for Central Campus, Skill Center, and Local/Service Area Online Students, Student Support Services, International Student Services, and Career Center	David McClure, Associate Dean, Guidance and Counseling	(254) 526-1452 David.McClure@ctcd.edu	119/129
Admissions/Recruitment	Stephen O'Donovan, Director of Admissions and Recruitment/DL Records	(254) 526-1934 Stephen.O'Donovan@ctcd.edu	119/109A
Central Records and Registration , Student Records, Outgoing Transcripts, C&I Records and Registration, DL Records and Registration for GoArmyEd and C&I Students, WebAdvisor and Telephone Registration, Colleague Student System Training, Course Schedules, State Reports, IPEDS, National Clearinghouse Report, and Institutional Reporting.	Lillian Kroeger, Systems Registrar	(254) 526-1114 Lillian.Kroeger@ctcd.edu	119/211

Overall Student Developmental Services - CONTINUED

<p>Testing Services to include ASSET, GED, THEA, ACT, ASE, and other nationally recognized exams, Skill Center Module and Online Testing, Test Proctor Approval</p>	<p>George Erskine, Director of Testing Services</p>	<p>(254) 526-1168 George.Erskine@ctcd.edu</p>	<p>111/235</p>
<p>Student Financial Aid, VA Benefits, Scholarships, and Concurrent Admissions for Army Enlistees (ConAP)</p>	<p>Annabelle Smith, Director of Offices of Student Financial Aid</p>	<p>(254) 526-1205 Annabelle.Smith@ctcd.edu</p>	<p>111/216A</p>
<p>Student Services to include SOC agreements, civilian work experience/GoArmyEd/military retirees' student evaluations, incoming transcripts, C&I Campus student evaluations, and graduation.</p>	<p>Denise Hazlett, Director of Evaluations</p>	<p>(254) 526-1394 Denise.Hazlett@ctcd.edu</p>	<p>119/226</p>
<p>Student Support Center</p> <ul style="list-style-type: none"> • Student Information Services • General Student Advisement Assistance • Student/Faculty/Staff ID Cards 	<p>[Vacant], Coordinator, Student Support Center</p>	<p>(254) 526-1476</p>	<p>119/Main Lobby</p>
<p>Distance Learning/GoArmyEd Counseling</p> <ul style="list-style-type: none"> • GoArmyEd enrollment rejection notifications • Online mentors 	<p>Pamela Infantas, Distance Learning Counselor/Administrator</p>	<p>(254) 526-1181 Pamela.Infantas@ctcd.edu or counselor.distanceed@ctcd.edu</p>	<p>119/218A</p>
<p>Student Services Support</p> <ul style="list-style-type: none"> • C&I Staff/Students (non GoArmyEd) • Institutional reports • Colleague Query Building 	<p>Karen Dewees, Coordinator, Student Developmental Services</p>	<p>(254) 526-1298 Karen.Dewees@ctcd.edu</p>	<p>119/216A</p>
<p>Quality Control/check of GoArmy Ed Residency Rejections</p> <ul style="list-style-type: none"> • Site enrollment rejections liaison • GoArmyEd course enrollment management 	<p>Marcie Islas, Coordinator, GoArmyEd Student Support Services</p>	<p>(254) 526-1708 Marcie.Islas@ctcd.edu Enroll-rejection.ctam@ctcd.edu</p>	<p>119/216B</p>

**Dean of Student Developmental Services
Buildings 119 and 111**

Many of the answers to your Student Developmental Services questions can be found on the CTC website at www.ctcd.edu. When you have questions for which you can't find an answer, please contact the appropriate employee on the departmental list. You may also call the main Student Services number at (254) 526-1298.

Student Services Dean's Office and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Bldg/Room Number
<ul style="list-style-type: none"> • Overall student developmental services with specific duties as follows: • Supervises Associate Dean of Guidance and Counseling, Systems Registrar, Director of Admissions/Recruitment, Director of Evaluations, Director of Testing Services, Director of Offices of Student Financial Aid, Coordinator of Student Developmental Services, and DL Counselor/Administrator, Coordinator of Student Support Center and Coordinator of GoArmyEd Student Services • Coordinates Annual Graduation Ceremony • Revisions to front sections of College Catalogs and Schedule Bulletins; ICEP Manual • GoArmyEd, NCPACE, Navy Ratings, and Navy Distance Partnership Degree Maps and Roadmaps and Army Career Degrees • Institutional Liaison to Servicemembers Opportunity College • Articulation Agreements • Systems Student Services POC for C&I Campuses • Student Overload Requests (shared with Academic Dean and Associate Dean) • Systems Student Services Contracting-Related Issues • Institutional Reports and Statistical Data • API Diploma Plans and Graduation 	<p>Johnelle Welsh, Dean, Student Developmental Services</p>	<p>(254) 526-1298 Johnelle.Welsh@ctcd.edu</p>	<p>119/214</p>

Dean of Student Developmental Services - CONTINUED

<ul style="list-style-type: none"> • General Student Services Assistance • Academic Fresh Start • Tracking of Student-Services Related Budget and Human Resource documents such as personnel requisitions and personnel status forms • Provides assistance to students with student services-related concerns • General student services information • Student Identification Cards • Updates/maintains degree plans for counseling staff • Back-up for faculty and student WebAdvisor access problems • Assists in Central Campus and DL Registration as needed • Building 119 Coordinator • Office manager for student services staff • QEP Specialist for Student Services • POC for Graduation Facility Reservations (Central Campus annual graduation) • Faculty/Staff Central Campus annual graduation ceremony questions 	<p>Karen Dewees, Assistant to the Dean</p>	<p>(254) 526-1298 Karen.Deweese@ctcd.edu or student.services@ctcd.edu</p>	<p>119/214</p>
<ul style="list-style-type: none"> • Student Developmental Services Assistance for C&I locations • Prepares Daily Registration Reports for Texas and DL Campuses • Prepares institutional reports and statistical data • Assists with placement score and testing information for English, mathematics, and reading intensive courses for C&I locations • Query Builder and Pivot Link Reporting Assistance for Student System modules • Adds/updates Datatel Colleague CORE Module codes • Assists with degree maps and roadmaps 	<p>Karen Dewees, Coordinator, Student Developmental Services</p>	<p>(254) 526-1298 Karen.Deweese@ctcd.edu</p>	<p>119/216A</p>

Dean of Student Developmental Services - CONTINUED

<ul style="list-style-type: none"> • API High School (HS) Program • API Transcripts • Diploma plan information for HS students • API Diplomas 	<p>Precious Bennett, API Records</p> <p>Amanda Barnes, Graduation Evaluator/Advisor</p> <p>Debbie Hansen, Coordinator of Graduation (secondary POC)</p>	<p>(254) 526-1392 Precious.Bennett@ctcd.edu API.studentservices@ctcd.edu</p> <p>(254) 526-1582 Graduation.Eval@ctcd.edu</p> <p>(254) 526-1375 Debbie.Hansen@ctcd.edu</p>	<p>119/224</p> <p>119/223</p> <p>119/223</p>
<ul style="list-style-type: none"> • Degree maps for GoArmyEd • Roadmaps for Navy • Degree Plans for Texas, C&I, Online and Navy • Provides Student Services back-up office support as needed 	<p>Justin Conover, Office Specialist II</p>	<p>(254) 526-1971 Student.services2@ctcd.edu Justin.Conover@ctcd.edu</p>	<p>119/214</p>
<ul style="list-style-type: none"> • Degree Audit • Degree Audit Maintenance 	<p>Georgianna Karppi Coordinator, Degree Audit</p>	<p>(254) 526-1411 Georgianna.Karppi@ctcd.edu</p>	<p>119/214</p>
<ul style="list-style-type: none"> • Student Support Center: Student Information Services • General Student Advisement Assistance • Student/Faculty/Staff ID cards (Bldg 119/Rm 100) 	<p>[Vacant], Coordinator of Student Support Center</p>	<p>(254) 526-1476</p>	<p>119/Main Lobby Workstation</p>
<ul style="list-style-type: none"> • Quality Control Check of Enrollment residency rejections • GoArmyEd Student-Site Liaison for Enrollment rejections • GoArmyEd course enrollment management 	<p>Marcie Islas, Coordinator of GoArmyEd Student Services</p>	<p>(254) 526-1708 Marcie.Islas@ctcd.edu Enroll-rejection.ctam@ctcd.edu</p>	<p>119/216B</p>
<p>Application Information Specialist</p> <ul style="list-style-type: none"> • Registration Data Entry Issues (site and staff problems) • Colleague Training on Admissions and Registration • Colleague Security Logon Access and Questions • Maintain and Update Colleague Training Manuals 	<p>Antoinette Brooks, Application Information Specialist</p>	<p>(254) 526-1643 Antoinette.Brooks@ctcd.edu</p>	<p>119/201</p>

**Student Services/GoArmyEd Evaluations
Incoming Transcripts, Transfer Course Articulations,
SOCAD/SOCNAV/SOCMAR/Civilian/GoArmyEd Evaluations, Counseling, and Graduation
Building 119**

Many of the answers to your Student Services/GoArmyEd questions can be found on the CTC website at www.ctcd.edu. When you have questions for which you can't find an answer, please contact the appropriate employee on the departmental list. You may also call the main student services number at (254) 526-1298.

Student Services/GoArmyEd Evaluations and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Bldg/Room Number
<p>Student Services Overall responsibility for student services-related functions:</p> <ul style="list-style-type: none"> • Supervises Coordinators of Military Support Services, Graduation, GoArmyEd Evaluations, Transfer Evaluations; GoArmyEd Evaluators; and C&I Evaluator • Contact for Servicemembers Opportunity Colleges Student Agreement questions • Primary POC for GoArmyEd Student Agreement contract compliance • Assists ACES counselors with student agreement and degree completion questions • Assists students with student agreement questions as needed • Provides student evaluation and degree assistance to CTC C&I personnel • Technical assistance for Colleague Academic Program Changes 	Denise Hazlett, Director of Evaluations	(254) 526-1394 Denise.Hazlett@ctcd.edu	119/226

Student Services/GoArmyEd Evaluations, CONTINUED

<p>Transfer Articulations and Civilian/Prior Military/Military Retirees Evaluation Requests</p> <ul style="list-style-type: none"> • Articulates transfer courses • Processes civilian work experience evaluations for Texas Campus students • Processes official evaluations for military retirees and former military attending Texas Campuses • Maintains Colleague's Degree Audit and trains CTC personnel on use • Maintains educational institutions in Datatel's Colleague • Supervises incoming transcript personnel 	<p>Jenilee Williams, Coordinator of Transfer Evaluations</p>	<p>(254) 526-1622 Jenilee.Williams@ctcd.edu</p>	<p>119/225</p>
<p>Incoming Transcripts</p> <ul style="list-style-type: none"> • Logs in and tracks incoming transcripts • POC to determine if transcripts from other colleges and universities received 	<p>Erika Einhaus Clerk II</p>	<p>(254) 526-1984 incoming.transcripts@ctcd.edu Erika.Einhaus@ctcd.edu</p>	<p>119/225</p>
<p>GAE Incoming Transcripts</p> <ul style="list-style-type: none"> • Logs in and tracks incoming AARTS transcripts • POC to determine if AARTS transcripts have been received 	<p>[Vacant] Office specialist II</p>	<p>(254)526-1395</p>	<p>119/225</p>
<p>CTC C&I Student Requests for Evaluation of Military Education and Experience (SOC Agreements)</p> <ul style="list-style-type: none"> • Questions related to SOC Agreements completed for Pacific Far East, Europe, and Continental Campus students. • General questions on how to apply for an official SOC agreement and status of evaluation request. 	<p>Jennise (Jenny) Leafa, Coordinator of Military Support Services (Primary POC)</p> <p>April Lyons, Office Specialist II</p>	<p>(254) 526-1374 Jennise.Leafa@ctcd.edu Socevaluation.admin@ctcd.edu</p> <p>(254) 526-1317 Socevaluation.info@ctcd.edu</p>	<p>119/217</p> <p>119/217</p>

**Distance Learning Student Services/GoArmyEd Counseling
Building 119**

DL Student Services provides support to non-local area distance learners and GoArmyEd students outside the college service area and around the world. For information regarding Central Campus, Fort Hood, and Service Area online students, contact the appropriate campus records/guidance counseling offices. Many of the answers to your DL Student Services questions can be found on the CTC website at www.ctcd.edu. You may also call the main DL Online Mentoring number at (254) 526-1296 or (800) 792-3348, ext. 1296. When you have questions for which you can't find an answer, please contact the appropriate employee on the departmental list.

Distance Learning Student Services/ Counseling and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Bldg/Room Number
<p>Online Mentors</p> <ul style="list-style-type: none"> • Request for DL Information • Course is not appearing on Blackboard • Online Instructor issues • Registration for non-local students • General Academic Advisement • Collects documentation and advises DL students on Admissions/THEA/Tuition Rates and Registration • Accepts tuition assistance forms from non-local active duty military students • Textbook and instructional material concerns for DL students • Assist DL students with withdrawals • Invoice Requests for MBS Book Deliveries for DL Students • Provides general GoArmyEd student enrollment information • Prepares GoArmyEd enrollment rejection emails 	<p>Online Mentors include:</p> <ul style="list-style-type: none"> • Tamiko Kinnebrew • Seung-Hee Pastella • Amanda Welch • Karla Williams • Charese Cruz 	<p>(254) 526-1296 (800) 792-3348, ext. 1296 Online.Mentors@ctcd.edu</p>	<p>Bldg 119/Rm 218 Supports DL students outside Central Campus/Service Area (no walk-ins) and general information for GoArmyEd students outside local area</p>

Distance Learning Student Services/GoArmyEd Counseling, CONTINUED

<p>DL Counselor/Administrator</p> <ul style="list-style-type: none"> • Supervises Online Mentors, GoArmyEd Counselor • Degree Plans for Distant Learners • Academic Probation/Suspension DL Students • DL Student Concerns • Academic Advisement 	<p>Pamela Infantas, Distance Learning Counselor/Mentor Administrator</p>	<p>(254) 526-1181 Counselor.DistanceEd@ctcd.edu Pamela.Infantas@ctcd.edu</p>	<p>119/218A Supports DL students outside Central Campus/Service Area (no walk-ins)</p>
<p>GoArmyEd Student Counseling</p> <ul style="list-style-type: none"> • Prerequisite checking for GoArmyEd • At-Risk Tier Reports for GoArmyEd • Degree/Certificate Program assistance for GoArmyEd Students • Rejection enrollment notifications to GoArmyEd students 	<p>Tesha Brazelton, GoArmyEd Counselor (Primary POC)</p> <p>Eva Hutchens, GoArmyEd Counselor</p>	<p>(254) 526-1649 eArmyU.counselor@ctcd.edu</p> <p>(254) 526-1458 GoArmyEd.counselor@ctcd.edu</p>	<p>119/219</p>

**Financial Aid/VA Services
Building 111**

Many of the answers to your Financial Aid/VA questions can be found on the CTC website at www.ctcd.edu. When you have questions for which you can't find an answer, please contact the appropriate employee on the departmental list. You may also call the main Financial Aid Office number at 526-1559.

Financial Aid/VA Offices and Areas of Responsibility	Points of Contact	Phone Numbers/Email Addresses	Bldg/Room #
Student Financial Aid <ul style="list-style-type: none"> • Free Application for Federal Student Aid (FAFSA) filing • Over Award Calculations • Expected Family Contributions (EFC) Adjustments • PELL Grants • Award Letters • Financial Aid Processing 	Pearl Creviston, Asst Director, Financial Aid/VA	(254) 526-1833 Pearl.Creviston@ctcd.edu	111/126
	Norma Cruz, Financial Aid Specialist	(254) 526-1519 Norma.Cruz@ctcd.edu	111/121
	Jasmil Greenthaner, Financial Aid Specialist	(254) 526-1178 Jasmil.Greenthaner@ctcd.edu	111/122
	Karen Bentley, Financial Aid Specialist	(254) 526-1198 Karen.Bentley@ctcd.edu	111/122
	Nicole Henderson, Financial Aid Specialist	(254) 526-1268 Nicole.Henderson@ctcd.edu	111/121
	Kathy Engrav, Financial Aid Specialist	(254) 526-1509 Kathy.Engrav@ctcd.edu	111/122
	Nia Green, Financial Aid Clerk	(254) 526-1666 Nia.Green@ctcd.edu	111/121
• Student Loans	Ralph Tolbert, Loan Officer	(254) 526-1552 Ralph.Tolbert@ctcd.edu	111/128
• Datatel – Department of Education Rule Writing • Datatel Processor	Felicia Robinson, Financial Aid Coordinator	(254) 526-1518 Felicia.Robinson@ctcd.edu	111/127
• Financial Aid Applications	Alicia Krabbe, Financial Aid Specialist	(254) 526-1179 Alicia.Krabbe@ctcd.edu	111/121

**Admissions and Recruitment (Central Campus)
Who to Call List, Bldg 119**

Many of the answers to your Admissions/Recruitment questions can be found on the CTC website at www.ctcd.edu. When you have questions for which you can't find an answer, please contact the appropriate employee on the departmental list. You may also call the main Admissions Office at (254) 526-1753 or Recruitment at (254) 526-1409.

Admissions and Recruitment Department and Areas of Responsibility	Points of Contact	Phone Numbers/Email Addresses	Building/Room Number
Overall Responsibility	Stephen O'Donovan, Director of Admissions/Recruitment and DL Records	(254) 526-1934 Stephen.O'Donovan@ctcd.edu	119/109A
General Questions <ul style="list-style-type: none"> • General admissions requirements • How to apply for admission 	Alma Arquero, Clerk III	(254) 526-1696 Alma.Arquero@ctcd.edu	119/108
Applications <ul style="list-style-type: none"> • New and returning students who have not attended CTC for at least 12 months • Electronic applications 	April Purham, Admissions Specialist Penny Taylor, Admissions Specialist Crystal Messina-Ferreira, Admissions Specialist Larissa Corichi, Office Specialist I	(254) 526-1389 April.Purham@ctcd.edu (254) 526-1753 Penny.Taylor@ctcd.edu (254) 526-1969 Crystal.Messina-Ferreira@ctcd.edu (254) 526-1647 Larissa.Corichi@ctcd.edu	119/108
Residency <ul style="list-style-type: none"> • Residency changes/issues • Address changes 	Susanne Sanders, Office Assistant II Stephen O'Donovan, Director	(254) 526-1838 Susanne.Sanders@ctcd.edu (254) 526-1934 Stephen.O'Donovan@ctcd.edu	119/108A 119/109A
Early Admission/Dual Credit <ul style="list-style-type: none"> • Assists high school students with early admissions/dual credit registration Recruitment <ul style="list-style-type: none"> • Tours • Fast Track and College Now Program • Mail out CTC recruiting materials • Texas Success Initiative (TSI) Determination • Assist Students in Admissions Process 	Tonia Griffin, Recruiter/Admissions Counselor Rosemary Ward-Wilson, Office Specialist II Shannon Bralley, Admissions Counselor/TSI Coordinator	(254) 526-1409 Tonia.Griffin@ctcd.edu (254)526-1758 Rosemary.Ward-Wilson@ctcd.edu (254) 526-1180 Shannon.Bralley@ctcd.edu	119/110 119/109 119/107

**Distance Learning/GoArmyEd Records
Building 119**

Provides support to distance learners located outside the college service area and Texas and at overseas locations. Local/Service Area online students should be referred to the appropriate Texas Campus Records Office.

Distance Learning/GoArmyEd Records and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Building/Room Number
General DL Questions <ul style="list-style-type: none"> • Name changes • Address changes • Email changes • Registration/withdrawal deadlines 	Teresa Stevens, Office Specialist II Rebecca Jansen, Office Assistant II Marivic Munoz, Office Specialist II Nia Pumares, Office Specialist II Latausha Button, Clerk III Margaret Jones, Clerk III	(254) 526-1648 Teresa.Stevens@ctcd.edu (254) 526-1644 Rebecca.Jansen@ctcd.edu (254) 526-1774 Marivic.Munoz@ctcd.edu (254) 526-1645 Nia.Pumares@ctcd.edu (254) 526-1140 Latausha.Button@ctcd.edu (254)526-1140 Margaret.Jones@ctcd.edu	111/124 111/123 111/123 111/123 111/123 111/123
GoArmyEd Questions <ul style="list-style-type: none"> • Name, address and/or email changes • Registration issues 	Rebecca Jansen, Office Assistant II Marivic Munoz, Office Specialist II Nia Pumares, Office Assistant II	(254) 526-1644 Rebecca.Jansen@ctcd.edu (254) 526-1774 Marivic.Munoz@ctcd.edu (254) 526-1645 Nia.Pumares@ctcd.edu	111/123 111/123 111/123
DL/GoArmyEd Grades <ul style="list-style-type: none"> • Any questions related to DL gradebooks, cert rolls, and/or posting deadlines 	Dolly Kinder, DL Electronic Records & Grade Coordinator	(254) 526-1547 Dolly.Kinder@ctcd.edu	111/124
Tuition/Residency Verification	Michelle Yamasta, Tuition Residency Verification Assistant	(254) 526-1646 Michelle.Yamasta@ctcd.edu	111/124
All of the above	Keisha Holman, Coordinator of Distance Learning Records	(254) 526-1686 Keisha.Holman@ctcd.edu	111/125

**Systems Registrar
Buildings 119/137**

Systems Registrar Departments and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Building/Room Number
Overall Responsibilities <ul style="list-style-type: none"> • Federal, state, and institutional reporting (State Reports, IPEDS, National Clearinghouse, etc.) • Central Campus Records and Registration • Student Record File Room • Colleague Student System Training • Course Scheduling • C&I Records and Registration • Outgoing Transcripts and Enrollment Verifications 	Lillian Kroeger, Systems Registrar	(254) 526-1114 Systems.Registrar@ctcd.edu	119/211 A
Transcript Information <ul style="list-style-type: none"> • Transcript Training • Logs in Mail/Requests • Answers Telephone Extension 1372 • Processes Express, Priority, and Fax Transcript Requests • Graduation Transcripts • Answers Telephone Extension 1372 • Walk-In Student Transcripts • Walk-In Enrollment Verification Requests • Enter Paper Par 	Cheryl Riley, Supervisor Rita Dentino Clerk II Christina Gillespie Office Specialist II Samantha Baker Clerk III Douglas Bussell Clerk III Shannon Potrbvacz	(254) 526-1145 Cheryl.Riley@ctcd.edu (254) 526-1372 Rita.Dentino@ctcd.edu (254) 526-2093 Christina.Gillespie@ctcd.edu (254) 526-1372 Samantha.Baker@ctcd.edu (254) 526-1372 Douglas.Bussell@ctcd.edu (254) 526-2093 (254) 526-1870	119/203 119/202 119/202 119/202 119/202

Systems Registrar - CONTINUED

<ul style="list-style-type: none"> Faxed/Mailed Enrollment Verification Requests Processing of Transcripts 	<p>Valencia McGill, Clerk III</p> <p>Sandra Dupuis, Clerk III Cindy Fillmore, Clerk III Jane Gray, Clerk III</p>	<p>(254) 526-1139 Valencia.McGill@ctcd.edu</p> <p>254-526-1372 254-526-2093 254-526-2093</p>	<p>119/201</p> <p>119/202 119/202 119/202</p>
<p>Special Records Processing</p> <ul style="list-style-type: none"> Process Investigator Verifications Subpoena Processing Sending grades for Tuition Assistance (TA) purposes Process Faculty Grade Changes/Withdrawals Process Student Withdrawals Course Descriptions 	<p>Valencia McGill, Clerk III</p> <p>Sheree Stover, Office Assistant II</p> <p>Central Registration Staff C&I Records</p>	<p>(254) 526-1663</p> <p>(254) 526-1663 Sheree.Stover@ctcd.edu</p> <p>(254) 526-2091 (254) 526-1172</p>	<p>119/201</p> <p>119/211</p> <p>119/102 119/205</p>
<p>File Room (Hard Copy of Student Data)</p> <ul style="list-style-type: none"> Academic File Room File Research Request for Microfilm Requests for Student Files 	<p>Maritza Parker, Coordinator</p> <p>File Room Clerks</p>	<p>(254) 526-1517 Maritza.Parker@ctcd.edu</p> <p>(254) 526-1981 File.Room@ctcd.edu</p>	<p>137/100</p> <p>137/100</p>
<p>Course Section Building (Schedules)</p> <ul style="list-style-type: none"> Course Section Building Training Course Section Assistance Maintenance/Cancellation of Courses Course Section Registration Dates Course Section Reports Provides assistance to coordinator 	<p>Sharon Herman, Coordinator of Course Scheduling</p> <p>Charlie Flynt, Coordinator of Course Scheduling, PACFE, Europe, Ft Hood</p> <p>Marsha Dueck, Office Assistant II</p>	<p>(254) 526-1703 Sharon.Herman@ctcd.edu</p> <p>(254) 526-1867 Charlie.Flynt@ctcd.edu</p> <p>(254) 526-1701 Marsha.Dueck@ctcd.edu</p>	<p>119/222</p> <p>119/222</p> <p>119/222</p>

Systems Registrar, CONTINUED

<p>Sections (Scheduling CTAMS)</p> <ul style="list-style-type: none"> • ACES Portal Upload 	<p>Nancy Ortiz, Coordinator of CTAMS Course Scheduling</p>	<p>(254) 526-1714 Nancy.Ortiz@ctcd.edu</p>	<p>119/221</p>
<p>Continental & International Services</p> <ul style="list-style-type: none"> • C&I/Navy Credit/Noncredit Admissions and Registration • Navy Academic Skills • C&I/Navy Change of Grades • Coding Deceased Students in System • Entering Historical Student Information • Duplicate Student Entries • Clean-Up of Pivot Link Errors 	<p>Pam Dancer, Coordinator of C&I Records</p>	<p>(254) 526-1308 Pamela.Dancer@ctcd.edu</p>	<p>119/206</p>
<p>Central Campus Registration</p> <ul style="list-style-type: none"> • Name/SSN Changes • Combining Duplicate Student Records • Run Cert Rolls for Central Campus Classroom Courses • Run Grade Books for Central Campus Classroom Courses • Register Students for Classes • Process Withdrawals 	<p>Caroline Williams, Coordinator, Registration, Central Campus</p>	<p>(254) 526-1711 Caroline.Williams@ctcd.edu</p>	<p>119/102 A</p>
<p>WebAdvisor Registration</p> <ul style="list-style-type: none"> • Technical assistance regarding WebAdvisor Student • Reset Passwords • Email address changes 	<p>Cheryl Allen, Registration Technician II Lillian Kroeger, Systems Registrar</p>	<p>(254) 526-1637 Webadvisor.Tech@ctcd.edu (254) 526-1114 Systems.Registrar@ctcd.edu</p>	<p>119/102 A 119/211 A</p>
<p>Skill Center Registration</p> <ul style="list-style-type: none"> • Create individual schedules for Skill Center classes • Skill Center student registration • Run Cert Rolls for Skill Center classes • Non-credit Courses 	<p>Sonia Davis, Clerk III Fiona Ane, Clerk III Gabriela Rosas, Clerk III</p>	<p>254-526-2091 Sonia.Davis@ctcd.edu 254-526-2091 254-526-2094 254-526-1133</p>	<p>119/102 A 119/102 A</p>

Systems Registrar, CONTINUED

<p>Student Registration Problems</p> <ul style="list-style-type: none"> • Central Campus Classroom and Online Registration for Local/District Service Area students Contact the Campus according to Course Location • WebAdvisor Tech 	<p>Student Records & Registration Rutha Mizutani, Clerk III</p> <p>Charity Maxwell, Clerk III</p> <p>Cheryl Allen, Webadvisor Tech</p>	<p>(254) 526-1131</p> <p>(254) 526-2103 Charity.Maxwell@ctcd.edu</p> <p>(254) 526-1637 Webadvisor.Tech@ctcd.edu</p>	<p>119/Enrollment Center (102 A)</p> <p>119/102 A</p> <p>119/102 A</p>
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**Testing Services
Building 111**

Testing Services Department and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Building/Room Number
All Testing Programs	George Erskine, Director of Testing Services	(254) 526-1168 George.Erskine@ctcd.edu	111/226
Test Administration <ul style="list-style-type: none"> • General Educational Development (GED) • College Level Examination Program (CLEP) • DANTES Subject Standardized Tests (DSST) • Test of Automotive Service Excellence (ASE) • HESI A2 (Nursing Entrance Exam) 	Brad Rogers, Assistant Director	(254) 526-1661 Brad.Rogers@ctcd.edu	111/228
Test Administration <ul style="list-style-type: none"> • ACT • ACCUPLACER • College Level Examination Program (CLEP) • HESI A2 (Nursing Entrance Exam) • Main Campus Online Testing • Module Testing (Skill Center) • Proctor Testing 	Yolanda Owens, Supervisor	(254) 526-1238 Testing.Services@ctcd.edu	111/232
Online Testing-Distance Learning <ul style="list-style-type: none"> • Online Proctor Approvals • Online Testing Information • Instructor Point-of-Contact (POC) 	Susan Stribling, Office Assistant	(254) 526-1584 Online.Testing@ctcd.edu	111/225

**Guidance and Counseling (GC)
Building 119**

Guidance & Counseling (GC) & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
<p>Supervises GC personnel and Director, Student Support Services</p> <ul style="list-style-type: none"> • General admissions and enrollment information • Registration Process • Add/Drop Forms. • Degree or Certificate Plan • Referral Services • Graduation Assistance 	<p>David McClure, Associate Dean, Guidance and Counseling</p> <p>Wally Rios, Office Assistant II</p> <p>Alice Bates-Gonzales, Clerk III</p> <p>Evelyn Thompson, Office Specialist</p> <p>Amy Williams, Clerk III, Admin Support</p>	<p>(254) 526-1226 David.McClure@ctcd.edu</p> <p>(254) 526-1226 Waleska.Rios@ctcd.edu</p> <p>(254) 526-1476 / 2017 Alice.Bates-Gonzales@ctcd.edu</p> <p>(254) 526-1609 Evelyn.Thompson@ctcd.edu</p> <p>(254) 526-1141 Amy.Williams@ctcd.edu</p> <p>Guid.Cou@ctcd.edu</p>	<p>117</p> <p>118</p> <p>Lobby</p> <p>119</p> <p>119</p>
<p>Retention Services</p> <ul style="list-style-type: none"> • Probation, Suspension, or Unsatisfactory students • Assistance to students experiencing personal or other academic barriers • Referral to Project PASS or other Lending library (textbook loan) • Academic and Skill Workshops • Online and walk-in services 	<p>Megan Costilow, Retention Specialist/Advisor</p> <p>Vivian Munera-Spears, Retention Advisor/Counselor</p> <p>Evelyn Thompson, Office Specialist/Retention</p>	<p>(254) 526-1610 Megan.Costilow@ctcd.edu</p> <p>254-526-1192 Vivan.Munera-Spears@ctcd.edu</p> <p>(254)526-1609 Evelyn.Thompson@ctcd.edu</p>	<p>111</p> <p>112</p> <p>119</p>
<p>Advisement/Counseling</p> <ul style="list-style-type: none"> • Provide information about transferring to a four-year university • Assistance transferring courses to CTC 	<p>Lillian Young, Transfer Counselor</p>	<p>(254) 526-1667 Lillian.Young@ctcd.edu</p>	<p>122</p>

**Guidance & Counseling – CONTINUED
Building 119**

Guidance & Counseling (GC) & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Advisement/Counseling <ul style="list-style-type: none"> • Assistance to students' scholastic needs on walk-in basis. • General Course Information • Registration Information • Tech Prep Information • Telephone Registration Problems • Assist Students with Class Schedule • Assist Students with Degree Plan • Assist Students with Class Schedule • Assist Students with Degree Plan Completion 	<p>Marta Grant, Counselor/Advisor</p> <p>Marie Light, Vocational/Technical Counselor</p> <p>William Miller, Counselor/Advisor, Tech Prep</p> <p>Marian Carlson, Counselor/Advisor</p> <p>Tanya Portela, Counselor/Advisor</p>	<p>(254) 526-1469 Marta.Grant@ctcd.edu</p> <p>(254) 526-1851 Marie.Light@ctcd.edu</p> <p>(254) 526-1256 William.Miller@ctcd.edu</p> <p>(254) 526-1108 Marian.Carlson@ctcd.edu</p> <p>(254) 526-1320 Tanya.Portela@ctcd.edu</p>	<p>216B</p> <p>114</p> <p>115</p> <p>113</p> <p>120</p>
Substance Abuse Resource Center/EAP <ul style="list-style-type: none"> • Provide Mental Health Information. • Assistance with Referrals and Support Groups • Provide Short-term Counseling to Student, Staff, and Faculty Members 	<p>Dr. Gerald L. Mahone-Lewis, Director, SARC/EAP</p>	<p>(254) 526-1166 Gerald.Mahone-Lewis@ctcd.edu</p>	<p>116</p>

**Student Support Services
Who-to-Call List
Building 111**

Student Support Services & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Student Support Services <ul style="list-style-type: none"> • General information about programs offered by Student Support Services • Financial assistance for child care • Textbook lending program for career and technical students 	Denise Pergl, Director, Student Support Services Marina Mallec, Student Support Services Technician	(254) 526-1291 Denise.Pergl@ctcd.edu (254) 526-1357/1450 Marina.Mallec@ctcd.edu	207 207
Disability Support Services <ul style="list-style-type: none"> • General information about disability services • Provide academic advising • Provide testing accommodations • Note taking and reading assistance • Provide sign language interpretation 	Troy Barber, Counselor/Coordinator, Learning Disability Support Services Cecille Rogers, Counselor Coordinator, Physical and Mobility Wilma Brown-Smith, Clerk II	(254) 526-1863 Troy.Barber@ctcd.edu 254-526-1822 Cecille.Rogers@ctcd.edu (254) 526-1195 Wilma.Brown-Smith@ctcd.edu	207 207 207

**Career Center
Who-to-Call List
Building 111**

Career Center and Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
<ul style="list-style-type: none"> • Provides leadership & direction for Career Center Services • Career Counseling • ACT Discover Program • Academic Advising • Career Related Seminars • Spring Job Fair • Community liaison • Coordinate special campus programs 	<p>Elaine Riley, Director, Career Center</p>	<p>(254) 526-1147 Elaine.Riley@ctcd.edu</p>	<p>204</p>
<ul style="list-style-type: none"> • Greet visitors/ callers • Schedule appointments • Assist clients with career center resources • Administer typing test & ACT Discover • Maintain & update resumes 	<p>Amelia Taylor, Office Specialist</p>	<p>(254) 526-1106 Amelia.Taylor@ctcd.edu</p>	<p>208</p>
<ul style="list-style-type: none"> • Job postings • Pre-screening of applicants • Coordinate on-campus recruitment • Prepare and conduct career-related seminars • Resume critique • Mock Interviewing • Assist with job search skills • Business/Industry Liaison 	<p>Monica Alexander, Job Placement Specialist</p>	<p>(254) 526-1702 Monica.Alexander@ctcd.edu</p>	<p>206</p>

SKILLS CENTER COUNSELING
Who-to-Call List
Building 118

Department & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
Skills Center Counseling <ul style="list-style-type: none"> • Individualized, Self-Paced, and Open-Entry Programs • Enrollment Information • Counseling and Job Placement Information for Certificate Programs 	James Spurgeon, Director, Skills Center Counseling	(254) 526-1966 James.Spurgeon@ctcd.edu	3
	Linda Leavitt, Voc/Applied Tech Counselor	(254) 526-1549 Linda.Leavitt@ctcd.edu	14
	Liesa Pavoggi, Voc/Applied Tech Counselor	(254) 526-1549 Liesa.Pavoggi@ctcd.edu	14
	Jack Leavitt, Voc/Applied Tech Counselor	(254) 526-1549 Jack.Leavitt@ctcd.edu	14

INTERNATIONAL STUDENT SERVICES
Who-to-Call List
Building 119

ISS Department & Areas of Responsibility	Points of Contact	Phone Numbers/ Email Addresses	Room #
International Student Services: <ul style="list-style-type: none"> • Admissions • Registration • Immigration Regulations • Visa Requirements • Testing • Employment Authorization • Program Extensions • School Transfers • Practical Training • Travel outside the U.S. • Academic Counseling 	<p>[Vacant], Director</p> <p>Eva Moore, Office Assistant II</p> <p>Veronica Martin, Community Foreign Student Counselor</p>	<p>(254) 526-1302 ctc.international@ctcd.edu</p> <p>(254) 526-1107 Eva.Moore@ctcd.edu</p> <p>(254) 526-1290 Veronica.Martin@ctcd.edu</p>	<p>101A</p> <p>101</p> <p>106</p>

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