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 http://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 • 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 • Requisition/Purchase Orders • RTA Inquiries • Vendor Inquiries • Sole Source Purchasing	**Gail Roderique**	(254) 526-1203 Gail.Roderique@ctcd.edu	139/130
Bookstore • 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	156/147 156/148
Food Services • Cafeteria • Patio Cafe • Vending • Catering	**Shane Odom** Great Western Dining Services	(254) 526-1523 Shane.Odom@ctcd.edu	156/125
Housing • Married Student Housing (MSH apartments) • Morton Hall (dormitory)	**Leatrice Hale** **Angela McGill**	(254) 526-1167 Leatrice.Hale@ctcd.edu (254) 526-1790 Angela.McGill@ctcd.edu	9C MSH 120/119

BUSINESS SERVICES – CONTINUED			
Department & Areas of Responsibility	**Points of Contact**	**Phone Numbers/Email Addresses**	**Bldg/Room #**
Reprographics • Printing • Duplicating • Binding • Copiers	**JoAnn Maxon**	(254) 526-1156 Joann.Maxon@ctcd.edu	118/11
Inventory Management • Fixed Assets (inventory) • Warehouse Storage • Surplus Property	**Eileen Ledet**	(254) 526-1803 Eileen.Ledet@ctcd.edu	153/103A
Shipping & Receiving • Central Receiving • Shipping • Delivery	**Jaree Campbell**	(254) 526-1801 Jaree.Campbell@ctcd.edu	153/108
Mail Distribution • 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 136			
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	143C
Instructional Technologist Team • Technical Support • Blackboard • Online testing • Distance Education website • Browser/network issues	**Joseph Young** Instructional Technology Manager **Karen White** Technology Support Specialist **Pam Rattanapintha** Technology Support Specialist **LJ Jenkins**, Instructional Systems Technologist **[Vacant]** Online Course Technologist	(254) 501-3011 Joseph.Young@ctcd.edu (254) 526-1725 Karen.White@ctcd.edu (254) 526-1471 Pam.Rattanapintha@ctcd.edu (254) 526-1698 LJ.Jenkins@ctcd.edu (254) 526-1489	143D 151 151 151 151
Systems Engineering Team • Datatel-Blackboard Integrations • Distance Educ Systems Development • Systems /Security Administration	**Julie Davenport** Sr. Systems Engineer **Dejah Hess** Jr. Systems Engineer **Nobuko Fogarty** Jr. Systems Engineer	(254) 526-1798 Julie.Davenport@ctcd.edu (254) 526-1428 Dejah.Hess@ctcd.edu (254) 526-1818 Nobuko.Fogarty@ctcd.edu	142A 142B 142B
Course Production Team • DE Book List & Course Materials • Content Reviewer (CR) Personnel Files • Distance Education Course Catalog • Multimedia Packet Distribution • Copy Lecture and Online Courses • Administrative Support • POC for all deliveries	**Rhaiza Ruiz** Course Production Coordinator **Artina Wyche-Coleman** Course Support Specialist **Renda Glee-Peoples** Course Support Specialist **[Vacant]** Course Support Specialist	(254) 526-1794 Rhaiza.Ruiz@ctcd.edu (254) 501-3044 Artina.Wyche-Coleman@ctcd.edu (254) 526-1731 Renda.Glee-Peoples@ctcd.edu	144 144 142 144

DISTANCE EDUCATION AND EDUCATIONAL TECHNOLOGY – CONTINUED Building 136			
Department & Areas of Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Room #**
Instructional Development (ID) Team • Instructor training • Online and/or multimedia course development and revisions	**Billy Woodson** ID Manager **Tisha Newsome** Instructional Designer QA Specialist **Michelle Stewart** Instructional Designer **Jinette Campbell** Instructional Designer **Chris Mott** Instructional Designer **Catrice Bellamy** Instructional Designer **[Vacant]** Instructional Designer **Cynthia Burrus** Course Developer **Kristina Ayala** Course Developer **Seung-Hee Holstrop Pastella** Course Developer **[Vacant]** Course Developer **[Vacant]** Course Developer	(254) 526-1720 Billy.Woodson@ctcd.edu (254) 526-1823 Santisha.Newsome@ctcd.edu (254) 526-1814 Michelle.Stewart@ctcd.edu (254) 634-1796 Jinette.Campbell@ctcd.edu (254) 526-1453 Christine.Mott@ctcd.edu (254) 526-1595 Catrice.Bellamy@ctcd.edu (254) 526-1704 Cynthia.Burrus@ctcd.edu (254) 501-3059 Kristina.Ayala@ctcd.edu (254) 526-1641 Seung-Hee.Pastella@ctcd.edu [Vacant] [Vacant]	143B 143A 152 152 152 152 152 152 152

DISTANCE LEARNING AND PUBLIC EDUCATION OPERATIONS Building 136			
Department & Areas of Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Room #**
• Serve as lead in CTC P16/20 coordination • Dual Credit/Fast Track Operations • KISD/CCISD liaison • Distance learning enrollment management, course scheduling • Distance learning quality assurance	**Angela Reese** Director	(254) 526-1868 Angela.Reese@ctcd.edu	159
	Althea Gilbeaux-Ramirez Office Assistant II	(254) 526-1868 Althea.Gilbeaux-Ramirez@ctcd.edu	158B
	Ann May Quality Assurance Manager	(254) 526-1185 qa.mgr@ctcd.edu	161
	Amy Churchill Coordinator	(254) 526-1656 dl.coordinator@ctcd.edu	160
	Sandy Crowe Course Scheduler	(254) 634-1385 Sandy.Crowe@ctcd.edu	158D
	Crystal Messina-Ferreira Dual Credit Liaison	(254) 526-1125 crystal.messina-ferreira@ctcd.edu	123

FACILITIES MANAGEMENT **Building 122** (see NOTE below)			
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 Kenneth.Jordan@ctcd.edu	108
All facilities maintenance and repair issues	**Donna Suddreth** Administrative Assistant	254-526-1196 Facilities.Management@ctcd.edu	101
Transportation reservations and room reservations	**Diana Melton** Administrative Coordinator	254-526-1366 Diana.Melton@ctcd.edu	106
NOTE: Facilities Management will be moving to Bldg 157 July 8, 2013. Mark – Room 115 | Ken - Room 114 | Donna - Room 102 | Diana - Room 103			

FISCAL MANAGEMENT Buildings 111/119			
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 • Approve personnel requisitions, travel, budget transfers, petty cash, PSF's • Faculty/Staff Inquiries	**Bob Liberty** **Kelley Yeonopolus-Holman** **Hattrice Freeman**	(254) 526-1310 Kelley.Holman@ctcd.edu Hattrice.Freeman@ctcd.edu	111/114
Accounting • 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 • 1098-T Inquiries	**Amy Stewart**	(254) 526-1213 Amy.Stewart@ctcd.edu	111/103
Accounts Payable • Vendor inquiries & payments • Check Verification • Faculty/Staff Inquiries	**Wauneta Cannon**	(254) 526-1109 Accounts.Payable@ctcd.edu	111/104A
Accounts Receivable/Business Office • 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, Continental & Fort Hood Campuses • Oversight of College Programs Continental & Fort Hood Campuses • Oversight of contracts/grants Continental & Fort Hood Campuses • Oversight of Testing, Student Services Records	**Dr. Tina J. Ady**	(254) 526-1903 Martina.Ady@ctcd.edu	Bldg 3201, 129
Fort Hood Student Services • Graduation • Guidance & Counseling • Degree Plans • Military Evaluations • Outreach • Testing Advisement	**Anne Sloan** Evaluator	(254) 526-1929 Anne.Sloan@ctcd.edu	140
Fort Hood Student Services • Testing Advisement • IT Industry Certification • Military Evaluations • Degree Plans • Guidance & Counseling • Graduation Fort Hood Student Services • Outreach (Heading: Fort Hood Student Services)	**Charlene Thompson** Evaluator	(254) 526-1914 Charlene.Thompson@ctcd.edu	141
Fort Hood Student Services • Service Area Coordinator for Dual Credit • TSI • Early Admission • Guidance & Counseling • Degree Plans • Military Evaluations • Graduation	**Joe Toomer** Evaluator	(254) 526-1932 Joseph.Toomer@ctcd.edu	138

• Outreach			

FORT HOOD CAMPUS - CONTINUED			
Fort Hood Student Services • Guidance & Counseling • Degree Plans • Graduation • Military Evaluations • AVOTEC • Outreach	**Janill Deal** Evaluator/CTC Representative	(254) 287-8126 Janill.Deal@ctcd.edu	Bldg 33009, G256
Fort Hood Student Services • Coordinates Facilities • Training Aides • Safety Activities	**Dexter Ward** Building Coordinator	(254) 423-4540/ 526-1915 Dexter.Ward@ctcd.edu	Bldg. 335, 3200, 3201 RM. 143
Fort Hood Student Services • Front Desk Operation • Records Maintenance • Credit Award Memos • Budget Maintenance • Graduation Lists	**Josephine Shipman** Admin Specialist II **Christopher R. Niswonger** Clerk I	(254) 526-1917 (254) 526-1916 Christopher.niswonger@ctcd.edu	Front Desk
Fort Hood Records & Business Office • Registration • Create Classes • Residency • Grades	**Eva Garcia** Site Representative **Connie Williamson** Assistant Site Representative	(254) 526-1930 Eva.Garcia@ctcd.edu (254) 526-1931 Connie.Williamson@ctcd.edu	105 104
Fort Hood Records • Registration • Create Classes • Grades • Student Assistance • Withdrawals/Drops	**Betty Smith**, Clerk III **Sharon Hughes**, Clerk III **Michelle Santos**, Clerk III	(254) 526-1942 Betty.Smith@ctcd.edu (254) 526-1935 Sharon.Hughes@ctcd.edu (254) 526-1952 Michelle.Santos@ctcd.edu	Front Desk

FORT HOOD CAMPUS - CONTINUED			
Fort Hood Business Office • Payments • Graduation Fees	**Dawn Gilseth,** Cashier **Mariana Moralez,** Cashier	(254) 526-1919 Dawn.Gilseth@ctcd.edu (254)526-1918 Mariana.Moralez@ctcd.edu	108
College Programs • College programs • Fort Hood Schedule • Term Dates • Faculty Position Availability • NCO Lead	**Pamela Kennedy**, Associate Dean, Fort Hood **Nita Handorf** College Programs, Office Assistant II	(254) 526-1904 Pamela.Kennedy@ctcd.edu (254) 526-1904 Nita.Handorf@ctcd.edu	Bldg 3201 Rm 128 Bldg 3201 Rm 126
College Programs: Testing • GED (General Educational Development) • CLEP (College Level Examination Program) • DSST (DANTES Subject Standardized Tests) • ASSET • ACCUPLACER • Online Testing • Proctored Testing/Exam	**Patryce Kennerson**, Coordinator, College Programs Testing **Melinda Montoya** PT Testing Coordinator	(254) 290-0701 Patryce.Kennerson@ctcd.edu (254) 289-1019	Bldg 33009 Rm 212

FORT HOOD CAMPUS - CONTINUED			
Fort Hood Troop School • Military Skills Enhancement Program (MOS Sustainment Training) • 91W Transition and Sustainment Training • Digital Training Mgmt System	**Stephen M. Ivy** Program Manager **Desiree I. Rivera** Secretary II	(254) 532-7651 (254) 287-4191 (254) 532-7651 (254) 287-4191 Desiree.i.revera@us.army.mil	Bldg 33009 F.T. Hood Rm. G201A
NCO Lead Program • Management, computer literacy, and reenlistment courses • Manages NCO Lead contracts	**Marie Islas** Clerk **Pamela Kennedy** Associate Dean, Fort Hood	(254) 532-1505 Maria.islas@ctcd.edu (254) 526-1904 Pamela.Kennedy@ctcd.edu	Bldg 33009 H236 Bldg 3201 Rm 128
Fort Hood Library • Casey Memorial Library • Bldg. 3202, 72nd & 761st St.	Program Manager - Open **Mary McLean-Theiling**, Lead Technician	(254) 287-9549 (254) 287-4878 Mary.Theiling@us.army.mil	Bldg 3201, Rm 166 Bldg 3202
Fort Hood Hospitality Programs • Associate in Applied Science Degrees • Certificates of Completion • Unit Class Scheduling • Traditional Hospitality Classes • Hands-On Culinary Classes • Daily, Evening and Weekend Classes	**David P. Lazarus**, Coordinator **Mark S. Murgia**, Faculty **Elke Jensen**, Faculty **George Sargent**, Lab **Culinary Arts Center**	(254) 526-1912 David.Lazarus@ctcd.edu (254) 526-1936 Mark.Murgia@ctcd.edu (254) 526-1920 Elke.Jensen@ctcd.edu (254) 526-1955/1956 George.sargent@ctcd.edu	Bldg 3201/Rm 111 Bldg 3201/Rm 110 Bldg 3201/Rm135A Bldg 335, 31st St and Tank Bn Ave

Continental Campus Building 3201			
Continental Campus Areas of Responsibility	**Point of Contact**	**Phone Number/Email Address**	**BLDG/Rm#**
Associate Dean, Continental Campus • Oversight of Continental Campus operations and personnel • Oversight of Air Force NCO Program • Represent CTC at Continental/AF Sites	**Raul Garcia** Associate Dean	(254) 526-1222 Raul.garcia@ctcd.edu	Bldg 3201 Rm. 121
Continental Campus Staff • Administrative Support to Deans • Travel Air Force/Deans/Sites • Create classes • Register AF students to Datatel • Faculty Qualifications	**Julie Wotruba** Office Assistant III	(254) 526-1161 Julie.wotruba@ctcd.edu	Bldg 3201 Rm. 121
Continental Campus Staff • Administrative Support to Deans • Payroll • MBS Invoicing • Reports • Graduation Orders	**Ashley Cobb** Office Assistant II	(254)-526-1222 Ashley.cobb@ctcd.edu	Bldg 3201 Rm. 121
Continental Campus Staff • Administrative Support to Deans • Requisitions for Purchase orders • PTEA's • Accounts Payable Invoices/Receipts • Computer/Laptop orders • Business card and name tag orders	**Victoria Roney** Clerk II	(254)-526-1839 Victoria.roney@ctcd.edu	Bldg 3201 Rm. 121

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 • 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 • 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 Management **Paula Ward** Supervisor, Employment Services **Narja Carter**, Recruitment Supervisor, Employment Services	(254) 526-1304 Shelly.Gonsalves@ctcd.edu (254) 526-1562 Paula.Ward@ctcd.edu (254) 526-1492 Narja.Carter@ctcd.edu	107 105 103
AA/EEO • 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 • 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 • Supplemental Pension Plan (SPP) • Qualified Pension Plan (QPP)	**Sandra Alvarez** Coordinator, Pension Plan	(254) 526-1416 Sandra.Alvarez@ctcd.edu	133
Payroll Services • Direct Deposit • Time Sheets • Vacation Leave • Sick Leave • Overtime Pay • Jury Duty • Tax Exemptions • Leave without Pay • Parent-Teacher Conference Leave	**Debra Austin** Director, Payroll Services **[Vacant]** Coordinator, Payroll Services	(254) 526-1384 Debra.Austin@ctcd.edu [Vacant]	150
Training • 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

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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 • 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 • 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 • Email & Postini • Computer Basics • Desktop Management • GoTo Meeting • Pivotlink	IT Customer Service Center	Click here to request IT Education Services or call (254) 501-3103 help.desk@ctcd.edu	

• AVAYA Phones and AUDIX Voicemail • Vista Desktop Management • Voice over IP (VoIP) • MS Outlook Appointment Scheduler			

INSTRUCTIONAL PROGRAM SUPPORT SERVICES Building 136			
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 #**
Dean, Instructional Program Support Services • POC 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 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 • Articulation Agreements	**Lynn Persyn, Ph.D.**	(254) 526-1154 Lynn.Persyn@ctcd.edu	114A
Director, Instructional Services • 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, Instructional Program 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	117A-B

INSTRUCTIONAL PROGRAM SUPPORT SERVICES – CONTINUED Building 136			
Areas of Responsibility/Description	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Room #**
Coordinator, Instructional Materials • Maintains clearinghouse inventory of instructional materials • Coordinates dissemination of the instructional materials inventory to all required constituencies	**Lesley McGough**	(254) 526-1154 Lesley.McGough@ctcd.edu	119
Secretary • Provides administrative support for the Instructional Program Support Services Office	**Lara Harrison**	(254) 526-1154 Lara.Harrison@ctcd.edu	114

INSTITUTIONAL EFFECTIVENESS			
Many answers to your Institutional Effectiveness/Research questions 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 Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**BLDG#/ Room #**
Institutional Effectiveness • Directs and provides leadership to the planning, research, implementation, administration and evaluation of the college-wide institutional effectiveness process. • Facilitates strategic planning • Responsible for compliance with SACS COC *Principles of Accreditation* relating to institutional effectiveness and THECB initiatives.	**Amy Bawcom** Director, Institutional Effectiveness	(254) 526-1264 Amy.Bawcom@ctcd.edu	108/108
Learning Outcomes Assessment • 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 • Coordinates program reviews through the AMS system	**Jane Zimmerman** Coordinator, Learning Outcomes	(254) 526-1182 Jane.Zimmerman@ctcd.edu	136/121A
Institutional Research • Responsible for data collection, analysis and dissemination. • Conducts surveys and reports results	**Shawn Grigsby** Coordinator, Institutional Research	(254) 526-1484 Shawn.Grigsby@ctcd.edu	136/121B

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 at (254) 526-1237.			
Library & Areas of Responsibility	**Points of Contact**	**Phone Numbers/Email Addresses**	**Room #**
Main Circulation Desk • Check In/Out Book Procedures • Reserve Materials	**Elizabeth Wong** Circulation Clerk	(254) 526-1621 Elizabeth.Wong@ctcd.edu	108
Reference Desk • Reference questions • General library information	Desk is covered by CTC library personnel by shifts	(254) 526-1871	108
CTC Dean of Library Services	**Deba Swan**	(254) 526-1475 Deborah.Swan@ctcd.edu	123
Academic Librarians • Reference Services • Technical Service/Academic Librarian	**Ina Kelley** **Rob Huttmeyer** **Rachel Valentine** **Lori Purser**	(254) 526-1483 Ina.Kelley@ctcd.edu (254) 501-3058 Rob.Huttmeyer@ctcd.edu (254) 526-1619 Rachel.Valentine@ctcd.edu (254) 526-1486 Lori.Purser@ctcd.edu	104 104 113 113
CTC Library Administrative Assistant • Purchase Orders & Requisitions	**Martha Tipton**	(254) 526-1474 Martha.Tipton@ctcd.edu	116
Multimedia Lab Desk • Lab Hours	Desk is covered by CTC library personnel by shifts	(254) 526-1826	115
Periodicals Circulation • Magazines & Newspapers	**Kumi Bonner** Serials/Technical Services Clerk	(254) 526-1468 Kumi.Bonner@ctcd.edu	112

MARKETING & OUTREACH Buildings 108 and 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**	**Bldg/Room #**
Media Relations • Responses to press inquiries • Press releases to area media • Requests for media coverage of college events	**Bruce Vasbinder** Coordinator **Barbara Merlo** Director	(254) 526-1224 Bruce.Vasbinder@ctcd.edu (254) 526-1999 Barbara.Merlo@ctcd.edu	139/125 108/107C
Community Relations • Provide support to community events • Build college visibility within the community • Respond to community requests for assistance	**Bruce Vasbinder** Coordinator **Barbara Merlo** Director	(254) 526-1224 Bruce.Vasbinder@ctcd.edu (254) 526-1999 Barbara.Merlo@ctcd.edu	139/125 108/107C
Marketing and Publicity • 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 **Barbara Merlo** Director	(254) 526-1224 Bruce.Vasbinder@ctcd.edu (254) 526-1999 Barbara.Merlo@ctcd.edu	139/125 108/107C
Graphics/Desktop Publishing/Publications • Publication of catalog, schedule bulletins and various print materials • Design flyers, logos, etc. • Coordinate with reprographics to ensure quality printed products	**Donna Duran** Computer Graphics Specialist **Bobbi Shaw** Computer Graphics Specialist	(254) 526-1567 Donna.Duran@ctcd.edu (254) 526-1784 Bobbi.Shaw@ctcd.edu	108/107D 108/107F
Photography/College Photos • 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	139/125

MARKETING & OUTREACH – CONTINUED Buildings 108 and 139			
Areas of Responsibility/Description	**Points of Contact**	**Phone Numbers/Email Addresses**	**Bldg/Room #**
CTCD Website • Develop and maintain college website • Provide training and support to department points of contact for web maintenance	**Sue Payne** Webmaster **Erica White** Asst Webmaster	(254) 526-1400 Sue.Payne@ctcd.edu (254) 526-1470 Erica.Stemmons-White@ctcd.edu	139/115 139/116
Requests for Promotional Items or Materials and Printed Items	**Bruce Vasbinder** Coordinator **Barbara Merlo** Director	(254) 526-1224 Bruce.Vasbinder@ctcd.edu (254) 526-1999 Barbara.Merlo@ctcd.edu	139/125 108/107C
Enrollment Communications • Develop and execute ongoing student recruitment and retention programs, evaluating and utilizing automated enrollment management programs. • Serve as marketing lead in Fast Track coordination efforts with local school districts and CTC's Public Education director • Coordinate with Central campus and worldwide staff regarding recruitment and retention communications efforts, providing training/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 **Joy Row** Coordinator, Recruitment Communications **John Ellison** Coordinator, NCPACE Recruitment & Retention	(254) 526-1104 Kimberley.Christian@ctcd.edu (254) 526-1223 Joy.Row@ctcd.edu (254) 526-1227 John.Ellison@ctcd.edu	139/105 139/108 139/104

RISK MANAGEMENT Buildings 108 & 137			
Areas of Responsibility/Description	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Bldg/Room Number**
Risk Management • Work Place Health & Safety Issues • On-the-job accidents (Workers' Comp) • Insurance claims • Legal issues and review	**Deborah Shibley** General Counsel/ Director, Risk Mgmt **Michelle Jenkins** Assistant Director **[vacant]** Office Specialist II **Cory Hayes** Clerk III	(254) 526-1347 Deborah.Shibley@ctcd.edu (254)-501-3028 michelle.jenkins@ctcd.edu (254) 526-1739 (254) 526-1843 Cory.Hayes@ctcd.edu	108/100D 108/103F 108/103D 108/103A
Security Services • 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** **Nicole Pearson** Office Specialist II	(254) 526-1200 (automated info line) (254)526-1427 Mary.Wheeler@ctcd.edu Campus.Police@ctcd.edu (254) 526-1246	Bldg 137 (directly behind Student Services Bldg 119)
Student & Employee assistance program/SEAP • Provide Mental Health Information. • Assistance with Referrals and Support Groups • Provide Short-term Counseling to Student, Staff, and Faculty Members	**Dr. Gerald L. Mahone-Lewis** Director, SEAP/SARC	(254) 526-1166 Gerald.Mahone-Lewis@ctcd.edu	116

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 #**
• Student Discipline • Student Handbook • Sponsor and Organization Handbook	**Mariceli Vargas** Director	(254) 526-1258/1259 mariceli.vargas@ctcd.edu	122
• Flyers, Bulletin Boards • Bell Tower Buzz • Student Lounge • Honor Roll Letters • Individual CTC Campus Tours • Room and Assignments • Blood and Bone Marrow drives on CTC campus	**Jenifer Parcell** or Mariceli Vargas, Director	(254) 526-1258/1259 Jenifer.Parcell@ctcd.edu or mariceli.vargas@ctcd.edu	120-A
• Campus Events • Student Government • Group CTC Campus Tours • Clubs and Organizations • Multicultural Committee • Student Lounge • Ambassadors	**Lindsey Sharman** or Mariceli Vargas, Director	(254) 526-1577/1259 Lindsey.Sharman@ctcd.edu or mariceli.vargas@ctcd.edu	123-B

STUDENT SUCCESS AND PERSISTENCE Building 106			
Areas of Responsibility/Description	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Room #**
Student Retention • Student Success and Retention Services Director • Student Success Programming • Academic Studio Director • Comprehensive Student Success Grant • Student Success Guide • HOBSONS/RETAIN	**Stephanie Legree-Roberts** Director	(254) 526-1293 Stephanie.Legree-Roberts@ctcd.edu	208
Retention Communications • Student Retention outreach. • Retention Communications Data Collection/Tracking • Retention Initiatives • Instructional Services Support • HOBSONS/RETAIN	**Amy Williams** Coordinator, Retention Communications & Data Management	(254) 526-1967 AWilliams@ctcd.edu	213
Academic Studio/Student Retention • Student Retention Services Clerk • Administrative Support • Customer/Client Service • Tutoring Services Support	**Wendy Martel** Office Specialist	(254) 526-1580 or x2035 Wendy.martel@ctcd.edu	207

STUDENT SERVICES Buildings 119, 111, and 118			
Key Student 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 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 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 Services Buildings 111 and 119			
Student Services Departments and Areas of Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Building/Room Number**
Overall responsibility for the student services	**Johnelle Welsh** Dean, Student 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	**[Vacant]** Director, Admissions and Recruitment/DL Records	(254) 526-1934	119/109A
Central Records and Registration	**Stephen O'Donovan** Associate Dean, Admissions, Registration & Records	(254) 526-1114 Stephan.O'Donovsn@ctcd.edu	119/210

Overall Student Services - CONTINUED			
Testing Services to include TSI Accuplacer, GED, THEA, ACT, ASE, and other nationally recognized exams, Skill Center Module and Online Testing, Test Proctor Approval	**George Erskine** Director of Testing Services	(254) 526-1168 George.Erskine@ctcd.edu	111/235
Student Financial Aid, VA Benefits, Scholarships, and Concurrent Admissions for Army Enlistees (ConAP)	**Annabelle Smith** Director of Offices of Student Financial Aid and Veteran Services	(254) 526-1205 Annabelle.Smith@ctcd.edu	111/216A
Student Services to include SOC agreements, civilian work experience/GoArmyEd/military retirees' student evaluations, incoming transcripts, C&I Campus student evaluations, and graduation	**Denise Hazlett** Director of Evaluations	(254) 526-1394 Denise.Hazlett@ctcd.edu	119/226
Student Support Center • Student Information Services • General student advisement assistance • Student/Faculty/Staff ID cards	**Dana Boatner** Coordinator, Student Support Center	(254) 526-1476 Dana.Boatner@ctcd.edu	119/Main Lobby
Distance Learning/GoArmyEd Counseling • GoArmyEd enrollment rejection notifications • Online mentors	**Eva Hutchens** Distance Learning Counselor/Administrator	(254) 526-1181 counselor.distanceed@ctcd.edu Eva.Hutchens@ctcd.edu	119/218A
Student Services Support • C&I staff/students (non GoArmyEd) • Institutional reports • Colleague Query Building	**Karen Dewees** Coordinator, Student Services | Military Contracts	(254) 526-1298 Karen.Dewees@ctcd.edu	119/214
Quality Control/check of GoArmy Ed Residency Rejections • Site enrollment rejections liaison • GoArmyEd course enrollment management	**Michelle Yamasta** Coordinator, GoArmyEd Student Support Services	(254) 526-1708 Michelle.Yamasta@ctcd.edu Enroll-rejection.ctam@ctcd.edu	119/218

Dean of Student Services Buildings 119 and 111			
Many of the answers to your Student 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**
• Overall student services with specific duties as follows: • Supervises: o Associate Dean of Guidance and Counseling o Systems Registrar o Director of Admissions/Recruitment o Director of Evaluations o Director of Testing Services o Director of Offices of Student Financial Aid o Coordinator of Student Services o DL Counselor/Administrator o Coordinator of Student Support Center • 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 • 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	**Johnelle Welsh** Dean, Student Services	(254) 526-1298 Johnelle.Welsh@ctcd.edu	119/214

Dean of Student Services - CONTINUED			
• 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 • Backup 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	**Karen Dewees** Assistant to the Dean	(254) 526-1298 Karen.Dewees@ctcd.edu or student.services@ctcd.edu	119/214
• Student 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 PivotLink reporting assistance for Student System modules • Adds/updates Ellucian Colleague CORE Module codes • Assists with degree maps and roadmaps	**Karen Dewees** Coordinator, Student Services | Military Contracts	(254) 526-1298 Karen.Dewees@ctcd.edu	119/214

Dean of Student Services - CONTINUED			
• API High School (HS) Program • API Transcripts • Diploma plan information for HS students • API Diplomas	**Precious Bennett** API Records **Justin Conover** Graduation Evaluator/ Advisor **Debbie Hansen** Coordinator of Graduation (secondary POC)	(254) 526-1392 Precious.Bennett@ctcd.edu or API.studentservices@ctcd.edu (254) 526-1582 Graduation.Eval@ctcd.edu (254) 526-1375 Debbie.Hansen@ctcd.edu	119/224 119/223 119/223
• Degree maps for GoArmyEd • Roadmaps for Navy • Degree plans for Texas, C&I, Online and Navy • Student Services backup office support as needed	**Mina Dyess** Office Specialist II	(254) 526-1971 Student.Services2@ctcd.edu or Mina.Dyess@ctcd.edu	119/214
• Degree Audit • Degree Audit maintenance	**Georgianna Karppi** Coordinator, Degree Audit	(254) 526-1411 Georgianna.Karppi@ctcd.edu	119/214
• Student Support Center: Student Information Services • General student advisement assistance • Student/Faculty/Staff ID Cards (Bldg 119/Rm 100)	**Dana Boatner** Coordinator of Student Support Center	(254) 526-1476 Dana.Boatner@ctcd.edu	119/Main Lobby Workstation
• Quality control check of enrollment residency rejections • GoArmyEd student/site liaison for enrollment rejections • GoArmyEd course enrollment management	**Michelle Yamasta** Coordinator of GoArmyEd Student Services	(254) 526-1708 Michelle.Yamasta@ctcd.edu or Enroll-rejection.ctam@ctcd.edu	119/118
Application Information Specialist • Registration data entry Issues (site and staff problems) • Colleague training on admissions & registration • Colleague security logon access and questions • Maintain and update Colleague training manuals	**Antoinette Brooks** Application Information Specialist	(254) 526-1643 Antoinette.Brooks@ctcd.edu	119/201

Student Services/GoArmyEd (GAE) Evaluations
Incoming Transcripts, Transfer Course Articulations,
SOCAD/SOCNAV/SOCMAR/Civilian/GAE 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	Building/Room Number
Student Services Overall responsibility for Student Services-related functions: • Supervises Coordinators of Military Support Services, Graduation, GoArmyEd Evaluations, Transfer Evaluations; GoArmyEd Evaluators; and C&I Evaluator • Contact for Servicemembers Opportunity Colleges (SOC) 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 (GAE) Evaluations, CONTINUED			
Transfer Articulations and Civilian/Prior Military/ Military Retirees Evaluation Requests • 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 Ellucian's Colleague • Supervises incoming transcript personnel	**Jenilee Williams** Coordinator of Transfer Evaluations	(254) 526-1622 Jenilee.Williams@ctcd.edu	119/216B
Incoming Transcripts • Logs in and tracks incoming transcripts • POC to determine if transcripts from other colleges and universities received	**Jacqueline Rodriguez** Clerk II	(254) 526-1984 incoming.transcripts@ctcd.edu or Jacqueline.Rodriguez@ctcd.edu	119/222
Main Campus Evaluation • General questions on how to apply for civilian work experience or military evaluations in Texas	**Atina Myazoe** Office Specialist I	(254) 526-1105	119/222
GAE Incoming Transcripts • Logs in and tracks incoming AARTS transcripts • POC to determine if AARTS transcripts have been received	**Keya Thompson** Office Specialist II	(254) 526-1395 Keya.Thompson@ctcd.edu	119/222
CTC C&I Student Requests for Evaluation of Military Education and Experience (SOC Agreements) • 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.	**Jennise (Jenny) Leafa** Coordinator of Military Support Services (Primary POC) **Clara Zapata** Office Specialist II	(254) 526-1374 Jennise.Leafa@ctcd.edu Socevaluation.admin@ctcd.edu (254) 526-1317 Socevaluation.info@ctcd.edu	119/217 119/217

Student Services/GoArmyEd (GAE) Evaluations, CONTINUED			
Graduation • Student questions regarding remaining graduation requirements (students 6 to 9 semester hours from degree/certificate completion) • Staff questions related to verification of student's graduation status. • Graduation list for Central Campus annual graduation brochure • POC for GoArmyEd Graduation/Navy Contract reporting • Maintains CTC historical graduation data • Questions regarding status of graduation application and diploma	**Debbie Hansen** Coordinator of Graduations **Justin Conover** Graduation Evaluator/Advisor **Erica Einhaus** Graduation Assistant	(254) 526-1375 Debbie.Hansen@ctcd.edu or Graduation.admin@ctcd.edu (254) 526-1582 Graduation.Eval@ctcd.edu (254) 526-1592 Graduation.info@ctcd.edu	119/223 119/224
GoArmyEd (GAE) Evaluations • Student questions related to GoArmyEd SOCAD Agreement or course selection assistance • Questions regarding GoArmyEd holds for SOCAD agreements • Questions concerning status of GoArmyEd SOCAD agreement • Questions regarding outstanding transcripts for GoArmyEd students	**Roger McIntosh** Coordinator of GoArmyEd Evaluations (Primary POC) **GoArmyEd Evaluators** • Michelle Thompson • Nelida Baker • **[VACANT]** • Roger McIntosh **Karla Williams** Office Specialist II **Luz Sandoval**	(254) 526-1593 evalcoordinator.goarmyed@ctcd.edu or Roger.McIntosh@ctcd.edu (254) 526-1184 Michelle.Thompson@ctcd.edu or goarmyed.evaluator@ctcd.edu (254) 526-1477 Nelida.Baker@ctcd.edu (254) 526-1206 (254) 526-1297 Roger.McIntosh@ctcd.edu (254) 526-1635 Karla.Williams@ctcd.edu or eval.goarmyed@ctcd.edu (254) 526-1635	119/212B 119/225 119/225 119/225 119/225 119/213

	Office Specialist II	Luz.Sandoval@ctcd.edu or eval.goarmyed@ctcd.edu	119/213
	Gladys Alfaro Clerk III	(254)526-1652 Gladys.Alfaro@ctcd.edu	119/213
	Melissa Wortman Clerk III, PT	Melissa.Wortman@ctcd.edu	119/213
	[Vacant] Clerk II		

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**	**Building/Room Number**
Online Mentors • 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	**Online Mentors include:** • Tamiko Kinnebrew • Amanda Peugh • Karla Williams • Charese Cruz	(254) 526-1296 (800) 792-3348, ext. 1296 Online.Mentors@ctcd.edu	Bldg 119/Rm 218 Supports DL students outside Central Campus/Service Area (**no walk-ins**) and general information for Distance Learning students outside local area

Distance Learning Student Services/GoArmyEd Counseling - CONTINUED			
DL Counselor/Administrator • Supervises Online Mentors, GoArmyEd Counselor • Degree Plans for Distant Learners • Academic Probation/Suspension DL Students • DL Student Concerns • Academic Advisement • Coordinator of GoArmyEd Student Services	**Eva Hutchens** Distance Learning Counselor/ Administrator	(254) 526-1181 Counselor.DistanceEd@ctcd.edu or Eva.Hutchens@ctcd.edu	119/218A Supports DL students outside Central Campus/Service Area (**no walk-ins**)
GoArmyEd Student Counseling • Prerequisite checking for GoArmyEd • At-Risk Tier Reports for GoArmyEd • Degree/Certificate Program assistance for GoArmyEd Students • Admissions/registration counseling for Army, Army Reserve, and Army National Guard Students using the GoArmyEd portal	**Lena** GoArmyEd Counselor (Primary POC) **Stephanie Williams** GoArmyEd Counselor	(254) 526-1649 GoArmyEd.counselor@ctcd.edu (254) 526-1458 GoArmyEd.counselor@ctcd.edu	119/219

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**	**Building/Room**
Student Financial Aid • 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** Asstistant Director, Financial Aid/VA **Norma Cruz** Financial Aid Specialist **Jasmil Greenthaner** Financial Aid Specialist **Karen Bentley** Financial Aid Specialist **Michelle Nicolaus** Financial Aid Specialist **Rosalinda Moreno** Financial Aid Specialist	(254) 526-1833 Pearl.Creviston@ctcd.edu (254) 526-1519 Norma.Cruz@ctcd.edu (254) 526-1178 Jasmil.Greenthaner@ctcd.edu (254) 526-1198 Karen.Bentley@ctcd.edu (254) 526-1179 michelle.nicolaus@ctcd.edu (254) 526-1268 Rosalinda.moreno@ctcd.edu	111/126 111/121 111/122 111/122 111/121 111/121
• Student Loans	**Ralph Tolbert** Loan Officer	(254) 526-1552 Ralph.Tolbert@ctcd.edu	111/128
• Ellucian Colleague– Department of Education Rule Writing • Ellucian Colleague processor • State reporting • Coordinate Work Study program	**Felicia Robinson** Financial Aid Coordinator **Monica Baca** Financial Aid Technician	(254) 526-1518 Felicia.Robinson@ctcd.edu (254) 526-3014 Monica.Baca@ctcd.edu	111/127 111/217

• Financial Aid applications	**Kathy Engrav** Office Assistant	(254) 526-1179 Kathy.Engrav@ctcd.edu	111/122

Financial Aid/VA Services, CONTINUED			
• Federal Student Aid Programs • Additional Aid Programs • Texas Aid Programs • Compliance Programs • Financial Aid Workshops • Fiscal Operations Report and Application to Participate (FISAP) • VA Catalog Approval • Veteran Educational Benefits • ConAp Applications & Primary POC • FA/VA Training Programs	**Annabelle L. Smith**, Director, Offices of Student FA/VA	(254) 526-1205 Annabelle.Smith@ctcd.edu	111/216A
• Hazelwood • Aid Exemption • Consortiums with other colleges • Scholarships	**Danielle Clouden** Office Assistant	(254) 526-1559 Danielle.Clouden@ctcd.edu	111/214
Veterans Administration Educational Benefits • VA Texas Students **(A-G)**	**Terry Caston** VA Coordinator	(254) 526-1666 Terry.Caston@ctcd.edu	111/216
• VA Texas Students **(H-O)**	**Jocelyn Holdburg** VA Specialist	(254) 526-1732 Jocelyn.Holdburg@ctcd.edu	111/216
• VA Texas Students **(P-Z)**	**Shantaye Shipp** VA Specialist	(254) 526-1202 Shantaye.Shipp@ctcd.edu	111/218
• Wounded Warrior & Veteran Advocate	**[Vacant]** VA Technician	(254) 526-1110	111/220
	Daniel Reyes, Jr. VA Specialist	(254) 526-1982 Daniel.Reyes@ctcd.edu	118/6

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	**[Vacant]** Director of Admissions/Recruitment and DL Records	(254) 526-1934	119/109A
General Questions • General admissions requirements • How to apply for admission	**Isa Stromberg** Clerk III	(254) 526-1696 Isa.Stromberg@ctcd.edu	119/108
Applications • New and returning students who have not attended CTC for at least 12 months • Electronic applications	**[Vacant]** Admissions Specialist **Penny Taylor** Admissions Specialist **Barbra Wilson** Admissions Specialist **Ollie Williams** Office Specialist I	(254) 526-1389 (254) 526-1753 Penny.Taylor@ctcd.edu (254) 526-1969 Barbra.Wilson@ctcd.edu (254) 526-1647 Ollie.Williams@ctcd.edu	119/108
Residency • Residency changes/issues • Address changes	**Susanne Sanders** Office Assistant II **[Vacant]** Director	(254) 526-1838 Susanne.Sanders@ctcd.edu (254) 526-1934	119/108A 119/109A
Early Admission/Dual Credit • Assists high school students with early admissions/dual credit registration **Recruitment** • Tours • Fast Track and College Now Program • Mail out CTC recruiting materials • Texas Success Initiative (TSI) Determination	**Tonia Griffin** Recruiter/Admissions Counselor **Larissa Corichi** Office Specialist II **Shannon Bralley** Admissions Counselor/TSI Coordinator	(254) 526-1409 Tonia.Griffin@ctcd.edu (254) 526-1758 Larissa.Corichi@ctcd.edu (254) 526-1180 Shannon.Bralley@ctcd.edu	119/110 119/109 119/107

• Assist Students in Admissions Process			

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 • Name changes • Address changes • Email changes • Registration/withdrawal deadlines	**Teresa Stevens** **Teressa Hattaway** **Marivic Munoz** **Shaydee Pappas** **Lataushа Button** **Margaret Jones**	(254) 526-1648 Teresa.Stevens@ctcd.edu (254) 526-1644 Teressa.Hattaway@ctcd.edu (254) 526-1774 Marivic.Munoz@ctcd.edu (254) 526-1645 Shaydee.Pappas@ctcd.edu (254) 526-1646 Lataushа.Button@ctcd.edu (254)526-1140 Margaret.Jones@ctcd.edu	111/124 111/123 111/123 111/123 111/124 111/123
GoArmyEd Questions • Name, address and/or email changes • Registration issues	**Teressa Hattaway** **Marivic Munoz**	(254) 526-1644 Teressa.hattaway@ctcd.edu (254) 526-1774 Marivic Munoz@ctcd.edu (254) 526-1645	111/123 111/123 111/123
DL/GoArmyEd Grades • Any questions related to DL gradebooks, cert rolls, and/or posting deadlines	**Dolly Kinder** DL Electronic Records and Grade Coordinator	(254) 526-1547 Dolly.Kinder@ctcd.edu	111/124
Tuition/Residency Verification	**Megan Desilet**	(254) 526-1645 Megan.Desilet@ctcd.edu	111/123

All of the above	**Keisha Holman** Coordinator, 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 • Federal and institutional reporting • 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	**Stephen O'Donovan** Associate Dean, Admissions, Registration, and Records	(254) 526-1114 Systems.Registrar@ctcd.edu or Stephen.O'Donavan@ctcd.edu	119/210
State Reports, National Clearinghouse, etc. • State Reporting (State Reports, National Clearinghouse, etc.)	**Stephanie Ledlow-Arndt** Associate Registrar of Technology	(254) 526-1431 Stephanie.Ledlow@ctcd.edu	119/211A
TRANSCRIPTS **Outgoing Transcript Information** • Transcript Training	**Ana Eads** Supervisor	(254) 526-1145 Ana.Eads@ctcd.edu	119/203
• Logs in Mail/Requests • Answers Telephone Extension 1372	**Emberly Outlaw**	(254) 526-1372 Emberly.Outlaw@ctcd.edu	119/202
• Processes Express, Priority, and FAX Transcript Requests	**Christina Gillespie**	(254) 526-2093 Christina.Gillespie@ctcd.edu	119/202
• Graduation Transcripts • Answers Telephone Extension 1372	**Kimberly Gray - Barrett**	(254) 526-1372 Kimberly.barrett@ctcd.edu	119/202
• Walk-In Student Transcripts	**Douglas Bussell**	(254) 526-1372 Douglas.Bussell@ctcd.edu	119/202
• Enter Paper Par	**Teresa Morris**	(254) 526-2093 Teresa.Morris@ctcd.edu	119/202

Systems Registrar - CONTINUED			
• Processing of Transcripts	**Rita Dentino** Clerk III **Sandra Dupuis** Clerk III **Cindy Fillmore** Clerk III **Jane Gray** Clerk III **Verne Hess** Clerk III	(254)-526-2093 (254)-526-1372 (254)-526-2093 (254)-526-2093 (254)-526-2093	119/202 119/202 119/202 119/202 119/202
Special Records Processing • Process Investigator Verifications • Faxed/Mailed Enrollment Verification Requests • Sending grades for Tuition Assistance (TA) purposes • Process Faculty Grade Changes/ Withdrawals • Subpoena Processing • Process Student Withdrawals • Course Descriptions • Dual Credit	**Kim Trybe** Clerk III **Sheree Stover** Office Assistant II Central Registration Staff C&I Records **Stephanie Ledlow-Arndt** Associate Registrar of Technology	(254) 526-1139 Kim.Trybe@ctcd.edu (254) 526-1663 Sheree.Stover@ctcd.edu Systems.Registrar@ctcd.edu (254) 526-2091 (254) 526-1172 (254) 526-1431 Stephanie.ledlow-arndt@ctcd.edu	119/208 119/209 119/102 119/205 119/211A
File Room (Hard Copy of Student Data) • Academic File Room • File Research • Request for Microfilm • Requests for Student Files	**Maritza Parker** Coordinator File Room Clerks	(254) 526-1517 Maritza.Parker@ctcd.edu (254) 526-1981 File.Room@ctcd.edu	137/100 137/100
Course Section Building (Schedules) • Course Section Building Training • Course Section Assistance • Maintenance/Cancellation of Courses	**Sharon Herman** Coordinator of Course Scheduling **Charlie Flynt**	(254) 526-1703 Sharon.Herman@ctcd.edu (254) 526-1867	119/207 119/208

• Course Section Registration Dates • Course Section Reports • Provides assistance to coordinator	Coordinator of Course Scheduling, PACFE, Europe, Ft Hood **Marsha Dueck** Office Assistant II	Charlie.Flynt@ctcd.edu (254) 526-1701 Marsha.Dueck@ctcd.edu	119/207

Systems Registrar - CONTINUED			
Sections (Scheduling CTAMS) • ACES Portal Upload	Theresa Lewis, Coordinator of CTAMS Course Scheduling	(254) 526-1714 Theresa.Lewis@ctcd.edu	119/204
Continental & International Services • 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	**Pam Dancer** Coordinator of C&I Records	(254) 526-1308 Pamela.Dancer@ctcd.edu	119/206
Central Campus Registration • 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 • Enrollment Verification Letters • Assist/train students on navigating WebAdvisor – lobby • Handle all incoming calls for Central Registration (ext. 1131 and 1133) • Respond to student emails via the Central Registration Box	**Caroline Williams** Coordinator, Registration, Central Campus	(254) 526-1711 Caroline.Williams@ctcd.edu	119/102A
WebAdvisor Registration • Technical assistance regarding WebAdvisor Student • Reset Passwords • Email address changes	**Jodi Trower** Registration Technician II **Stephen O'Donovan** Associate Dean, Admissions, Registration & Records	(254) 526-1637 Webadvisor.Tech@ctcd.edu (254) 526-1114 Systems.Registrar@ctcd.edu or steven.o'donovan@ctcd.edu	119/102A 119/210

Systems Registrar - CONTINUED			
Skill Center Registration • Create individual schedules for Skill Center classes • Skill Center student registration • Run Cert Rolls for Skill Center classes • Non-credit Courses	**Sonia Davis** **Shameka Olivier** **Charity Maxwell**	(254)-526-2091 Sonia.Davis@ctcd.edu (254)-526-1133 Shameka.oliver@ctcd.edu (254)-526-2094 Charity.Maxwell@ctcd.edu	119/102A 119/102A
Student Registration Problems • Central Campus Classroom and Online Registration for Local/District Service Area students	**Mapley White** Student Records & Registration **Melissa Van Blaricum**	(254) 526-1131 Mapley.white@ctcd.edu (254) 526-2103 Melissa.Vanblaricum@ctcd.edu	119/Enrollment Center (102A) 119/102A

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 • 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 • ACT • TSI • ACCUPLACER • College Level Examination Program (CLEP) • HESI A2 (Nursing Entrance Exam) • Main Campus Online Testing • Module Testing (Skill Center) • Proctor Testing	**JoAnna Johnson** Supervisor	(254) 526-1238 Testing.Services@ctcd.edu	111/232
Online Testing-Distance Learning • 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**	**Building/Room Number**
Supervises GC personnel and Director, Student Support Services • General admissions and enrollment information • Registration Process • Add/Drop Forms. • Degree or Certificate Plan • Referral Services • Graduation Assistance	**David McClure** Associate Dean, Guidance and Counseling **Wally Rios** Office Assistant II **Alice Bates-Gonzales** Clerk III, Front Desk **Evelyn Thompson** Office Specialist **Laverne Woods** Clerk III, Admin Support	(254) 526-1226 David.McClure@ctcd.edu (254) 526-1226 Waleska.Rios@ctcd.edu (254) 526-1476 / 2017 Alice.Bates-Gonzales@ctcd.edu (254) 526-1609 Evelyn.Thompson@ctcd.edu (254) 526-1141 LWoods3@ctcd.edu Guid.Cou@ctcd.edu	119/117 119/118 119/Lobby 119/119 119/119
Retention Services • Probation, Suspension, or Unsatisfactory students • Assistance to students experiencing personal or other academic barriers • Referral to Academic Studio or other Lending library (textbook loan) • Academic and Skill Workshops • Online and walk-in services	**Megan Costilow** Retention Specialist/Advisor **Vivian Munera-Spears** Retention Advisor/Counselor **Evelyn Thompson** Office Specialist/Retention	(254) 526-1610 Megan.Costilow@ctcd.edu 254-526-1192 Vivan.Munera-Spears@ctcd.edu (254)526-1609 Evelyn.Thompson@ctcd.edu	119/111 119/115 119/119
Advisement/Counseling • Provide information about transferring to a four-year university • Assistance transferring courses to CTC	**Lillian Young** Transfer Counselor	(254) 526-1667 Lillian.Young@ctcd.edu	119/122

Guidance & Counseling – CONTINUED Building 119			
Guidance & Counseling (GC) & Areas of Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Building/Room Number**
Advisement/Counseling • 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	**Tesha Gooch** Counselor/Advisor **Jovita Gutierrez** Vocational/Technical Counselor **Liesa Pavoggi** Counselor/Workforce Dev Facilitator **Maria C. Arevelo-Sanchez** Counselor/Advisor **Mark Huey** Counselor/Advisor	(254) 526-1469 tesha.gooch@ctcd.edu (254) 526-1851 Jovita.Gutierrez@ctcd.edu (254) 526-1256 Liesa.Pavoggi@ctcd.edu (254) 526-1108 Maria.arevelo-sanchez@ctcd.edu (254) 526-1320 Mark.Huey@ctcd.edu	119/114 119/112 119/119 119/113 119/120

Student Support Services Who-to-Call List Building 111			
Student Support Services & Areas of Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Building/Room Number**
Student Support Services • General information about programs offered by Student Support Services • Financial assistance for child care • Textbook lending program for career and technical students • Title IX Coordinator	**Denise Pergl** Director, Student Support Services, Title IX Coordinator **Marina Mallec** Student Support Services Technician	(254) 526-1291 Denise.Pergl@ctcd.edu (254) 526-1357/1450 Marina.Mallec@ctcd.edu	111/207 111/207
Disability Support Services • 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** Office Specialist II	(254) 526-1863 Troy.Barber@ctcd.edu 254-526-1822 Cecille.Rogers@ctcd.edu (254) 526-1195 Wilma.Brown-Smith@ctcd.edu	111/207 111/207 111/207

Career Center Who-to-Call List Building 111			
Career Center and Areas of Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Building/Room Number**
• Provides leadership & direction for Career Center Services • Career Counseling • Academic Advising • Career Related Seminars • Spring Job Fair • Community liaison • Coordinate special campus programs	**Elaine Riley** Director, Career Center	(254) 526-1147 Elaine.Riley@ctcd.edu	111/204
• Greet visitors/ callers • Schedule appointments • Assist clients with career center resources • Administer typing test • Maintain & update resumes	**Garland Murray** Office Specialist	(254) 526-1106 Garland.murray@ctcd.edu	111/208
• 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	**Amelia Taylor** Career Development Specialist	(254) 526-1702 Amelia.Taylor@ctcd.edu	111/206

SKILLS CENTER COUNSELING Who-to-Call List Building 118			
Department & Areas of Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Building/Room Number**
Skills Center Counseling • Individualized, Self-Paced, and Open-Entry Programs • Enrollment Information • Counseling and Job Placement Information for Certificate Programs	**Dr. James Spurgeon** Director, Skills Center Counseling	(254) 526-1966 James.Spurgeon@ctcd.edu	118/3
	Linda Leavitt Voc/Applied Tech Counselor	(254) 526-1549 Linda.Leavitt@ctcd.edu	118/4
	Tonnia Phelps Voc/Applied Tech Counselor	(254) 526-1549 Tonnia.phelps@ctcd.edu	118/4
	Cecilia Moreno-Shotwell Voc/Applied Tech Counselor	(254) 526-1549 Cecilia.shotwell@ctcd.edu	118/4

INTERNATIONAL STUDENT SERVICES Who-to-Call List Building 119			
ISS Department & Areas of Responsibility	**Points of Contact**	**Phone Numbers/ Email Addresses**	**Building/Room number**
International Student Services: • Admissions • Registration • Immigration Regulations • Visa Requirements • Testing • Employment Authorization • Program Extensions • School Transfers • Practical Training • Travel outside the U.S. • Academic Counseling	**Marta Grant** Director **Alma Arquero** Office Assistant II **Veronica Martin** Community Foreign Student Counselor	(254) 526-1302 Marta.Grant@ctcd.edu ctc.international@ctcd.edu (254) 526-1107 AArquero@ctcd.edu (254) 526-1290 Veronica.Martin@ctcd.edu	119/101A 119/101 119/113

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