

Online Learning Contacts

At Harold Washington College

The table below contains a list of resources and contact information for the departments at Harold Washington College now providing support for online courses.

As a general rule when managing an issue or need related to an online course, you will contact the same department you would normally contact at your college at Harold Washington College.

AREA	TOPIC	RESOURCES & CONTACT INFORMATION
<i>A list containing email addresses for all academic departments can be found at the bottom of this document.</i>		
ACADEMIC DEPARTMENT	Grade Appeals/Student Concerns	After the student has worked with his/her instructor, the next point of escalation will be the academic Department Chairperson.
	Online Credential Review	Please contact your Online Academic Coordinator upon successful completion of your three ION courses. He or she will request a review and update of your credentials.
	Grade Change Approval	All Grade Change requests for online courses are submitted electronically. You will receive email notifications serving as status updates as your grade change request travels through the process. Please ensure you have submitted your
	Faculty Course Assignment/Contracts Course Offerings	Contact your Academic Online Coordinator (AOC). See information below.
REGISTRAR	Administrative Withdrawals Posting	Primary Contact: Courtney O'Brien, Registrar at HWC email: cobrien4@ccc.edu phone: 312.553.6063 Secondary Contact: Harold Washington College Registrar email: hwregistrar@ccc.edu phone: 312.553.6060
	Grades	
	NSWs	
Grade Change Submission Support		
	Student Discipline Issues	Harold Washington College Student Services contact Wendell Blair wblair@ccc.edu
TECHNOLOGY/ HELPDESK	Student/Faculty issues with Blackboard	Helpdesk Website: www.ccc.edu/help phone: 312--553--2600 Time trade help only : timetradesupport@ccc.edu
	Time trade Issues (Proctored Exam Scheduling)	
	Technical Issues with proctored exam administration	
INSTRUCTIONAL DESIGN	Online Learning Blackboard course setup	Selom Assignon Sassignon@ccc.edu
	Online Course Revisions/Updates	Steven Bradford Sbradford3@ccc.edu

	Academic Online Coordinator 2017-2018	Department Chair	Department Secretary
Art & Architecture <i>Art</i>	John Metoyer jmetoyer@ccc.edu	John Metoyer jmetoyer@ccc.edu	Shirley Glover sglover@ccc.edu
Biology <i>Biology Health</i>	Uletta Jackson Ujackson4@ccc.edu	Khalid Uddin kuddin@ccc.edu	Chana Chapple cchapple@ccc.edu
Business CIS	Van Feller - Business vfeller@ccc.edu Bridgette Mahan - CIS bmahan@ccc.edu	Bridgette Mahan bmahan@ccc.edu	Joy Bassett jbassett2@ccc.edu
English <i>English Speech Literature Theatre Art</i>	Elisabeth Greer EGreer8@ccc.edu	Sarah Liston sliston@ccc.edu Jean Laurent Deher-LeSaint jldeher@ccc.edu	Sherrie Webb swebb3@ccc.edu
World Languages <i>French Spanish</i>	Andrew Cutcher acutcher@ccc.edu	Jacqueline Cunningham jcunningham@ccc.edu	Shirley Glover sglover@ccc.edu
Humanities <i>Fine Arts Humanities Music Philosophy</i>	Matthew Shevitz mshevitz@ccc.edu	Michael Laymon mlaymon@ccc.edu	Elizabeth Henschel ehenschel1@ccc.edu
Mathematics	Liliana Jianu ljianu@ccc.edu	LaNisha Thomas LThomas209@ccc.edu	Sherri Hayden shayden8@ccc.edu
Applied & Social Science <i>Anthropology Child Development Criminal Justice Economics Geography History Political Science Psychology Social Science Sociology</i>	Lynnel Kiely lkiely@ccc.edu <i>Anthropology Psychology Sociology Social Science</i> Janvier Jones jjones77@ccc.edu <i>Child Development Criminal Justice Economics Geography History Political Science</i>	Domenico Ferri dferrri@ccc.edu Michael Heathfield mheathfield@ccc.edu	Virna Matos Vmatos1@ccc.edu

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