



SPCH 1318

INTERPERSONAL COMMUNICATION



Course Information

Course Reference

SPCH 1318.xxx.xxxxx

16 Week Session

Aug. xx – Dec. xx, 2021

Day & Time

Insert days,
Insert times

Location

Virtual Platform for Synchronous

Instructor



Prof. Insert Name

Instructor Contact Information

Email: XXXXX@austincc.edu

Office: Include Virtual Platform(s) and how students can visit with you face-to-face. Need to offer more than e-mail.

Office Hours

Day of week:

Fri: By Appointment Only: xx AM to xx PM

Learning Lab Tutor

Dr. Kevin Clark (Virtual/NRG)

[Click here for info](#)

Course Textbook & Supplies



Open Textbook
Network

Select a textbook from the department's approved list and provide info here:

<https://sites.google.com/a/austincc.edu/spch-faculty/textbooks>

Textbook title, edition. author, year; publisher, ISBN #

An e-book is available.

- Computer access for Blackboard (Bb) quizzes
- List other required supplies.

Course Rationale

Developing communication skills can give students a competitive edge in their professional and academic career. Not only are communication skills highly valued in the workplace, communication courses taken at ACC transfer to all colleges and universities in Texas.

Communication skills are essential to personal and professional success. Personal and professional relationships are important in our lives. As Dr. Robert

Waldinger, director of the Harvard Study of Adult Development, said in a [November 2015 Ted Talk](#), "Good relationships keep us happier and healthier. Period." Interpersonal Communication focuses on the communication skills we need to develop and maintain good relationships with others.

Course Description

Interpersonal Communication applies communication theory to interpersonal relationship development, maintenance, and termination in friendships, romantic partnerships, families, and workplace relationships. The course explores theories and practice in verbal and nonverbal communication with a focus on interpersonal relationships. This course emphasizes improving interpersonal skills and increasing communication competence in everyday social exchanges. Skills: E

General Education Competencies

Communication Skills

Develop, interpret, and express ideas and information through written, oral and visual communication that is adapted to purpose, structure, audience, and medium.

Critical Thinking Skills

Gather, analyze, synthesize, evaluate and apply information for the purposes of innovation, inquiry, and creative thinking.

Personal Responsibility

Identify and apply ethical principles and practices to decision-making by connecting choices, actions and consequences.

Social Responsibility (Civic and Cultural Awareness)

Analyze differences and commonalities among peoples, ideas, aesthetic traditions, and cultural practices to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities.

Teamwork

Consider different points of view to work collaboratively and effectively in pursuit of a shared purpose or goal.

(Credit Hours: 3; Classroom Contact Hours per week: 3)

Instructional Methodology

Provide a statement identifying the format in which instruction occurs in your class. Examples include lecture, distance learning online, distance learning hybrid, service learning, etc.

Student Learning Outcomes

- Recognize the characteristics of competent communication in dyadic interactions
- Demonstrate the ability to assess the appropriateness and effectiveness of interpersonal strategies used in various interpersonal situations, including mediated and face to face interactions.
- Demonstrate skill in selecting and using a variety of communication strategies and responses based on situational contexts, goals, and human needs
- Differentiate between theories that explain interpersonal interaction
- Recognize the ethical dimensions of interpersonal communication
- Recall how perception affects communication and the importance of perception-checking
- Demonstrate the ability to analyze and critique verbal and nonverbal messages in interpersonal interactions
- Evaluate listening habits and demonstrate effective listening skills
- Demonstrate effective interpersonal conflict management principles
- Recognize communication differences between individuals in cultures that affect interpersonal interactions and recall strategies for adapting to cultural differences
- Recall the nature and role of emotions in interpersonal interaction and competent strategies for expressing emotions
- Identify distinguishing characteristics of interpersonal relationships including family, friendship, romantic, and work
- Demonstrate critical thinking ability by effectively researching, evaluating, and applying communication theories in oral and/or written assignments.

Course Skill Levels

In accordance with H.B. 2183, students who enroll in Communication Studies courses at ACC are expected to demonstrate competent English speaking and listening skills:

- “Competence in speaking is the ability to communicate orally in clear, coherent, and persuasive language appropriate to purpose, occasion and audience.”
- “Listening at the college level means the ability to analyze and interpret various forms of spoken communication.”

Assignments and Grading



Course Assignments and Weight

The Communication Studies Department at Austin Community College requires that all students who take SPCH 1318: Interpersonal Communication successfully complete these minimum requirements:

1. **Self-Assessment and Reflection Assignments:** Students are required to successfully complete three (3) Self-Assessment and Reflection assignments to heighten their awareness of their interpersonal communication skills.
 - These assignments may be written and/or oral.
 - You may require more than three assignments.
 - Assignments may include the following:
 - Written and/or oral self-assessments of own interpersonal communication
 - Interpersonal communication journal
 - Online Blogs
 - Discussion Board entries
 - Professor's choice
2. **Analysis of Interpersonal Communication Principles and Theory:** Students are required to successfully complete one (1) Analysis of Interpersonal Communication Principles and Theory assignment.
 - These assignments may be written and/or oral.
 - You may require more than one assignment.
 - Assignments may include the following:
 - Paper/Presentation/Activity that applies course concepts to interpersonal communication interactions
 - Analysis of interpersonal communication principles and theory in media (audio/video/text)
 - Professor's choice
3. **Oral Demonstrations of Interpersonal Communication Skills:** Students are required to successfully complete two (2) Oral Demonstrations of Interpersonal Communication Skills.
 - These oral demonstrations must be face-to-face for on-campus classes.
 - These oral demonstrations may be face-to-face or online using specified voice/video technology for online classes.
 - The oral assessments will be conducted in a controlled, focused environment and evaluated by you using a rubric.
 - The oral assessments must each be worth a minimum of 5% of the final grade.

- You may require more than two oral demonstrations.
 - Oral demonstrations may include the following:
 - Listening skills
 - I-language
 - Perception check
 - Paraphrase
 - Assertive message
 - Win-win problem-solving
 - Negotiation
 - Conflict management techniques
 - Professor's choice
4. **Exams:** Students are required to successfully complete a minimum of two (2) exams in this course. You may require more.
- You may choose to segment these exams into smaller assessments, administered at different times.
 - Each exam must not include more than half of the total assigned readings for the course with the exception of a cumulative final.
 - These exams may be written, oral, or both.

You may assign other work. Students are required to successfully complete all work assigned by you. These assignments may include, but are not limited to, the following:

1. Written self-assessments of student's own interpersonal communication
2. Analysis of written, videotaped, and live interpersonal interaction
3. Analysis of communication concepts in film or television programming
4. Participation during in-class activities
5. Interpersonal communication journal
6. Research paper/review of literature
7. Term projects/group presentations

Grading Policy/Schema

Specific grading criteria should be clearly explained in the syllabus. The criteria should specify the number of exams and other graded material (exercises, term papers, homework, assignments, projects, etc.), and the weight assigned to them. Instructors should discuss the format of exams (multiple choice, short answer, essay, matching, combination, etc). Guidelines for other graded materials, such as homework or projects, should also be included in the syllabus. Having explicit detail in this section helps to more easily resolve issues with student grades should they arise. Links to grading and evaluation rubrics could also be included here.

If a student has any questions regarding the expectations of an assignment, please encourage them to seek clarification. If a student has concerns regarding a grade given on an assignment, consider having them wait 24 hours before contacting you. During that time, encourage them to review the assignment and grading criteria, contemplate the feedback given on the work, and then have them contact you if they still have questions about the grade given on the assignment. Don't wait too long however. Grades are only open for discussion for a period of XXX (8) days after they have been handed back to the class, whether a student was present that day or not. Please have them track their points/grade throughout the semester.

Letter Grade	Percentage or Points
A	89.5 – 100 percent
B	79.5 – 89.4 percent
C	69.5 – 79.4 percent
D	59.5 – 69.4 percent
F	59.4 and below
I	Incompletes are only awarded in special extenuating circumstances.

Assignment Points Tracking Table

	Points	Multiplied By	Percentage Weight	Total Points
Online Quizzes & Homework Assignments		X		
Exam 1		X		
Exam 2		X		
Self-Assessment & Reflection		X		
Analysis of Interpersonal Comm. Principles & Theory		X		
Oral Demonstrations of Interpersonal Comm. Skills		X		
XXXX		X		
			Total	

Course Calendar

Day of Week	Date	Course Reading & Activity Description	Homework Due
Tuesday	8/27	EX: Introduction to Course	
Thursday	8/29	EX: Chap 1 - Communication: What and Why	
Tuesday	9/3		
Thursday	9/5		
Tuesday	9/10		
Thursday	9/12		
Tuesday	9/17		
Thursday	9/19		
Tuesday	9/24		
Thursday	9/26		
Tuesday	10/1		
Thursday	10/3		
Tuesday	10/8		
Thursday	10/10		
Tuesday	10/15		
Thursday	10/17		
Tuesday	10/22		
Thursday	10/24		
Tuesday	10/29		
Thursday	10/31		
Tuesday	11/5		
Thursday	11/7		
Tuesday	11/12		
Thursday	11/14		
Tuesday	11/19		
Thursday	11/21		

Tuesday	11/26		
Thursday	11/28		
Tuesday	12/3		
Thursday	12/5		
Tuesday	12/10		
Thursday	12/12		

Note: The syllabus should contain a course outline for the lecture and virtual meetings, outlining what students will be doing on what days, identifying test dates, and other due dates. Instructors are encouraged to add a statement of variance, such as:

“Please note that schedule changes may occur during the semester. Any changes will be announced in class and/or posted as a Blackboard Announcement (or other resource faculty is using to communicate).”



Course Policies and Procedures

COURSE POLICIES

Detail your course specific policies. At a bare minimum, the department requires an attendance, withdrawal, incomplete, and missed exam/late work policy.

Distance Education

Advise students, many of whom may be new to online learning, about the differences between online and traditional face-to-face learning. In particular, advise students of the time management and study skills required to be a successful online student. Encourage students new to distance education to review the ACC Distance Education General Information available at <https://online.austincc.edu/faq/>. Likewise, use of the college approved learning management system should be clearly stated for hybrid and online courses. Some suggested wording might be: "Students will use the Blackboard learning management system for assignment instructions, submitting assignments, and collaboration."

Attendance/Class Participation Policy

Each instructor should clearly express their attendance and class participation policies. The instructor also needs to be explicit about whether the class is synchronous or asynchronous, and what activities, e.g., discussion boards, have mandatory participation. If the course is asynchronous and has a virtual meeting component, clear guidance is needed on how the virtual meeting activities will be conducted.

Some suggested wording is: "Regular and punctual class attendance is expected of all students. If attendance or compliance with other course policies is unsatisfactory, the instructor may withdraw students from the class."

Or for online courses:

"Regular and timely class participation in discussions and completion of work is expected of all students. If attendance or compliance with other course policies is unsatisfactory, the instructor may withdraw students from the class."

And to cover situations where classes are cancelled because of weather, pandemic, or other emergencies:

"The student is responsible for communicating with their professor during the closure and completing any assignments or other activities designated by their professor."

Late Work/Missed Exams

Highlight any critical information in this box.

Clearly detail class policies regarding missed exams and speeches here.

Highlight any critical information in this box.

Clearly detail class policies regarding late work submissions.

Virtual Etiquette and Distractions

Please refrain from distracting behavior during your virtual class session. Please do not use your cell phone, smoke or vape cigarettes, or eat a massive meal on camera unless permission is granted by the instructor. You are responsible for making sure distractions are minimized by silencing your

phones, shutting your doors if possible, and not playing music in the background. If your behavior is a distraction to the class or instructor, the instructor reserves the right to remove you from the virtual class session for the day.

ACC's General Withdrawal Policy

It is the responsibility of each student to ensure that his or her name is removed from the roll should he or she decide to withdraw from the class. You do, however, reserve the right to drop a student should you feel it is necessary. If a student decides to withdraw, he or she should also verify that the withdrawal is submitted before the Final Withdrawal Date (X/XX/XX). The student is also strongly encouraged to retain their copy of the withdrawal form for their records.

Students are responsible for understanding the impact that withdrawal from a course may have on their financial aid, veteran's benefits, and international student status. Per state law, students enrolling for the first time in Fall 2007 or later at any public Texas college or university may not withdraw (receive a "W") from more than six courses during their undergraduate college education. Some exemptions for good cause could allow a student to withdraw from a course without having it count toward this limit. Students are strongly encouraged to meet with an advisor when making decisions about course selection, course loads, and course withdrawals. Access the [ACC Withdrawals](#) webpage for more information.

Instructor General Withdrawal Policy

Clearly detail class policies regarding how you will handle course withdrawals.

Incomplete Policy Statement

You may award a grade of "I" (Incomplete) if circumstances warrant. An incomplete grade cannot be carried beyond the established date established by the college, which is usually the subsequent semester, however faculty need to check the ACC calendar due to COVID changes.

The department supports incompletes if a student has been an engaged student and encountered difficult circumstances preventing them from completing the course.

Recommended standard: A student must have completed a minimum of 75% of the semester's work and maintained a "C" average or higher for you to consider awarding an "incomplete."

Course Evaluations

All course evaluations will be completed online. Students may access the course evaluation when released by the college in the "Tools" section of their Bb course. Please encourage students to provide feedback on positive experiences in the classroom and any constructive feedback that would improve the experience for future students

Student Technology Support

Austin Community College provides free, secure drive-up WiFi to students and employees in the parking lots of all campus locations. WiFi can be accessed seven days a week, 7 am to 11 pm. Additional details are available at <https://www.austincc.edu/sts>.

Students who do not have the necessary technology to complete their ACC courses can request to borrow devices from Student Technology Services. Available devices include iPads, webcams, headsets, calculators, etc. Students must be registered for a credit course, Adult Education, or Continuing Education course to be eligible. For more information, including how to request a device, visit <http://www.austincc.edu/sts>.

Student Technology Services offers phone, live-chat, and email-based technical support for students and can provide support on topics such as password resets, accessing or using Blackboard, access to technology, etc. To view hours of operation and ways to request support, visit <http://www.austincc.edu/sts>.

****Contractual Agreement****

Student acceptance of the conditions and policies outlined in this document is implied by their continued enrollment in this course.

ACC College Policies and Information

Health & Safety Protocols

Operational areas of ACC campuses and centers are fully open and accessible through all public entrances. While some health & safety protocols are no longer mandatory, the college encourages its staff, faculty, and students to be mindful of the well-being of all individuals on campus. If you feel sick, feverish, or unwell, please do not come to campus.

Some important things to remember:

- If you have not done so, ACC encourages all students, faculty, and staff to get vaccinated. COVID-19 vaccines are now widely available throughout the community. Visit www.vaccines.gov/ to find a vaccine location near you.
- If you are experiencing COVID-19-related symptoms, please get a COVID-19 test as soon as possible before returning to an ACC facility. Testing is now widely available.
- If you test positive, please report it on the [ACC self-reporting tool located here](#).
- ACC continues to welcome face masks on campus. Per CDC guidelines, face masks remain a good way to protect yourself from COVID-19. The college cannot mandate indoor masking, but is encouraging it during this spike in cases as a result of the Delta variant.
- The college asks that we all continue to respect the personal space of others. We are encouraging 3 feet of social distancing.
- Please be sure to carry your student, faculty, or staff ID badge at all times while on campus.

Because of the everchanging situation, please go to ACC's Covid website at <https://www.austincc.edu/coronavirus?ref=audiencemenu> for the latest updates and guidance.

Statement on Academic Integrity

Austin Community College values academic integrity in the educational process. Acts of academic dishonesty/misconduct undermine the learning process, present a disadvantage to students who earn credit honestly, and subvert the academic mission of the institution. The potential consequences of fraudulent credentials raise additional concerns for individuals and communities beyond campus who rely on institutions of higher learning to certify students' academic achievements and expect to benefit from the claimed knowledge and skills of their graduates. Students must follow all instructions given by faculty or designated college representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, falsifying documents, or the inappropriate use of the college's information technology resources. Further information is available at <https://www.austincc.edu/about-acc/academic-integrity-and-disciplinary-process>

Student Rights and Responsibilities

Academic freedom is a foundation and hallmark of higher education. In the context of college-level courses, it Students at ACC have the same rights and protections under the Constitution of the United States. These rights include freedom of speech, peaceful assembly, petition and association. As members of the community,

students have the right to express their own views, but must also take responsibility for according the same rights to others and not interfere or disrupt the learning environment. Students are entitled to fair treatment, are expected to act consistently with the values of the college, and obey local, state, and federal laws.

www.austincc.edu/srr

As a student of Austin Community College you are expected to abide by the Student Standards of Conduct.

<https://www.austincc.edu/students/students-rights-and-responsibilities/student-standards-of-conduct>

Senate Bill 212 and Title IX Reporting Requirements

Under Senate Bill 212 (SB 212), the faculty and all College employees are required to report any information concerning incidents of **sexual harassment, sexual assault, dating violence, and stalking** committed by or against an ACC student or employee. Federal Title IX law and College policy also require reporting incidents of **sex- and gender-based discrimination and sexual misconduct. This means faculty and non-clinical counseling staff cannot keep confidential information about any such incidents that you share with them.**

If you would like to talk with someone confidentiality, please contact the District Clinical Counseling Team who can connect you with a clinical counselor on any ACC campus: (512) 223-2616, or to schedule online:

<https://www.austincc.edu/students/counseling> .

While students are not required to report, they are encouraged to contact the Compliance Office for resources and options: Charlene Buckley, District Title IX Officer, (512) 223-7964; compliance@austincc.edu .

If a student makes a report to a faculty member, the faculty member will contact the District Title IX Officer for follow-up.

Student Complaints

A defined process applies to complaints about an instructor or other college employee. You are encouraged to discuss concerns and complaints with college personnel and should expect a timely and appropriate response. When possible, students should first address their concerns through informal conferences with those immediately involved; formal due process is available when informal resolution cannot be achieved.

Student complaints may include (but are not limited to) issues regarding classroom instruction, college services and offices on the basis of actual or perceived race, color, national origin, religion, age, gender, gender identity, sexual orientation, political affiliation, or disability.

Further information about the complaints process, including the form used to submit complaints, is available at:

<http://www.austincc.edu/students/students-rights-and-responsibilities/student-complaint-procedures>

Statement on Privacy

The Family Educational Rights and Privacy Act (FERPA) protects confidentiality of students' educational records. Grades cannot be provided by faculty over the phone, by e-mail, or to a fellow student.

Faculty in the Communication Studies department track basic student grades in Blackboard so students may verify grades on-line.

Recording Policy

To ensure compliance with the Family Education Rights and Privacy Act (FERPA), student recording of class lectures or other activities is generally prohibited without the explicit written permission of the instructor and

notification of other students enrolled in the class section. Exceptions are made for approved accommodations under the Americans with Disabilities Act.

Recording of lectures and other class activities may be made by faculty to facilitate instruction, especially for classes taught remotely through BlackBoard Collaborate or another platform. Participation in such activities implies consent for the student to be recorded during the instructional activity. Such recordings are intended for educational and academic purposes only.

Safety Statement

Health and safety are of paramount importance in classrooms, laboratories, and field activities. Students are expected to learn and comply with ACC environmental, health and safety procedures and agree to follow ACC safety policies. Emergency Procedures posters and Campus Safety Plans are posted in each classroom and should be reviewed at the beginning of each semester. All incidents (injuries/illness/fire/property damage/near miss) should be immediately reported to the course instructor. Additional information about safety procedures and how to sign up to be notified in case of an emergency can be found at <http://www.austincc.edu/emergency>

Everyone is expected to conduct themselves professionally with respect and courtesy to all. Anyone who thoughtlessly or intentionally jeopardizes the health or safety of another individual may be immediately dismissed from the day's activity and will be referred to the Dean of Student Services for disciplinary action.

In the event of disruption of normal classroom activities due to an emergency situation or an outbreak of illness, the format for this course may be modified to enable completion of the course. In that event, students will be provided an addendum to the class syllabus that will supersede the original version.

Campus Carry

The Austin Community College District concealed handgun policy ensures compliance with Section 411.2031 of the Texas Government Code (also known as the Campus Carry Law), while maintaining ACC's commitment to provide a safe environment for its students, faculty, staff, and visitors. Beginning August 1, 2017, individuals who are licensed to carry (LTC) may do so on campus premises except in locations and at activities prohibited by state or federal law, or the college's concealed handgun policy.

It is the responsibility of license holders to conceal their handguns at all times. Persons who see a handgun on campus are asked to contact the ACC Police Department by dialing 512-223-1231. Please refer to the concealed handgun policy online at <http://austincc.edu/campuscarry>

Discrimination Prohibited

The College seeks to maintain an educational environment free from any form of discrimination or harassment including but not limited to discrimination or harassment on the basis of race, color, national origin, religion, age, sex, gender, sexual orientation, gender identity, or disability.

Faculty at the College are required to report concerns regarding sexual misconduct (including all forms of sexual harassment and sex and gender-based discrimination) to the Manager of Title IX/Title VI/ADA Compliance. Licensed clinical counselors are available across the District and serve as confidential resources for students.

Additional information about Title VI, Title IX, and ADA compliance can be found in the ACC Compliance Resource Guide available at: <https://drive.google.com/file/d/1o55xINAWNvTYgl-fs-JbDyuaMFDNvAjz/view>

Use of ACC email

All College email communication to students will be sent solely to the student's ACC email account, with the expectation that such communications will be read in a timely fashion. ACC will send important information and will notify students of any college-related emergencies using this account. Students should only expect to receive email communication from their instructor using this account. Likewise, students should use their ACCmail account when communicating with instructors and staff. Information about ACC email accounts,

including instructions for accessing it, are available at:
<http://www.austincc.edu/help/accmail/questions-and-answers>

Use of the Testing Center

For Fall, 2021, the Testing Centers will allow only limited in person testing and testing time will be limited to the standard class time, typically one and one-half hours. Specifically, only the following will be allowed in the Testing Centers:

- Student Accessibility Services (SAS) Testing: All approved SAS testing
- Assessments Tests: Institutionally approved assessment tests (e.g., TSIA or TABE)
- Placement Tests: Placement tests (e.g., ALEKS)
- Make-Up Exams (for students who missed the original test): Make-up testing is available for all lecture courses but will be limited to no more than 25% of students enrolled in each section for each of four tests
- Programs incorporating industry certification exams: Such programs (e.g., Microsoft, Adobe, etc.) may utilize the ACC Business Assessment Center for the industry certification exams (BACT) at HLC or RRC

STUDENT SUPPORT SERVICES

The success of our students is paramount, and ACC offers a variety of support services to help, as well as providing numerous opportunities for community engagement and personal growth.

Student Support

ACC strives to provide exemplary support to its students and offers a broad variety of opportunities and services. Information on these campus services and resources is available at <http://www.austincc.edu/students>. A comprehensive array of student support services is available online at: <https://www.austincc.edu/coronavirus/remote-student-support>

Student Accessibility Services

Austin Community College (ACC) is committed to providing a supportive, accessible, and inclusive learning environment for all students. Each campus offers support services for students with documented disabilities. Students with disabilities who need classroom, academic or other accommodations must request them through Student Accessibility Services (SAS).

Students are encouraged to request accommodations when they register for courses or at least three weeks before the start of each semester they are enrolled, otherwise the provision of accommodations may be delayed. Students who have received approval for accommodations from SAS for this course must provide the instructor with the legal document titled "Notice of Approved Accommodations (NAA)" from SAS.

Until the instructor receives the NAA from the student accommodations should not be provided. Once the NAA is received, accommodations must be provided. Accommodations are not retroactive, so it is in the student's best interest to deliver the NAA on the first day of class.

Please contact SAS@austincc.edu for more information.

Academic Support

ACC offers academic support services on all of its campuses. These services, which include online tutoring, academic coaching, and supplemental instruction, are free to enrolled ACC students. Tutors are available in a variety of subjects ranging from accounting to pharmacology. Students may receive these services on both a drop-in and referral basis.

[An online tutor request can be made here:](#)

<https://de.austincc.edu/bbsupport/online-tutoring-request/>

[Additional tutoring information can be found here:](#)

austincc.edu/onlinetutoring

Library Services

ACC Library Services will be offering both in-person and extensive online services for Fall 2021, with research and assignment assistance available in-person during limited hours of service. Although all college services are subject to change this fall, plans include ACC students signing up for study space and use of computers at open libraries, extensive online instruction in classes, online reference assistance 24/7 and reference with ACC faculty librarians. In addition, currently enrolled students, faculty and staff can access Library Services online (also 24/7) via the ACC Library website and by using their ACCeID to access all online materials (ebooks, articles from library databases, and streaming videos). ACC Libraries offer these services in numerous ways such as: "Get Help from a Faculty Librarian: the 24/7 Ask a Librarian chat service," an online form for in-depth research Q and A sessions, one-on-one video appointments, email, and phone (voicemail is monitored regularly).

- Library Website: <http://library.austincc.edu>
- Library Information & Services during COVID-19: <https://researchguides.austincc.edu/LSinfoCOVID19>
- Ask a Librarian 24/7 chat and form: <https://library.austincc.edu/help/ask.php>
- Library Hours of Operation by Location: <https://library.austincc.edu/loc/>
- Email: library@austincc.edu

Student Organizations

ACC has over seventy student organizations, offering a variety of cultural, academic, vocational, and social opportunities. They provide a chance to meet with other students who have the same interests, engage in service-learning, participate in intramural sports, gain valuable field experience related to career goals, and much else. Student Life coordinates many of these activities, and additional information is available at <http://sites.austincc.edu/sl/>.

Personal Support

Resources to support students are available at every campus. To learn more, ask your professor or visit the campus Support Center. All resources and services are free and confidential. Some examples include, among others:

- Food resources including community pantries and bank drives can be found here: <https://www.centraltexasfoodbank.org/food-assistance/get-food-now>
- Assistance with childcare or utility bills is available at any campus Support Center: <http://www.austincc.edu/students/support-center>.

- The Student Emergency Fund can help with unexpected expenses that may cause you to withdraw from one or more classes: <http://www.austincc.edu/SEF>.
- Help with budgeting for college and family life is available through the Student Money Management Office: <http://sites.austincc.edu/money/>.
A full listing of services for student parents is available at: <https://www.austincc.edu/students/child-care>
- The CARES Act Student Aid will help eligible students pay expenses related to COVID-19: <https://www.austincc.edu/coronavirus/cares-act-student-aid>.

Mental health counseling services are available throughout the ACC Student Services District to address personal and or mental health concerns: <http://www.austincc.edu/students/counseling>.

If you are struggling with a mental health or personal crisis, call one of the following numbers to connect with resources for help. However, if you are afraid that you might hurt yourself or someone else, call 911 immediately.

Free Crisis Hotline Numbers:

- Austin / Travis County 24-hour Crisis & Suicide hotline: **512-472-HELP (4357)**
- The Williamson County 24-hour Crisis hotline: **1-800-841-1255**
- Bastrop County Family Crisis Center hotline: **1-888-311-7755**
- Hays County 24 Hour Crisis Hotline: **1-877-466-0660**
- National Suicide Prevention Lifeline: **1-800-273-TALK (8255)**
- Crisis Text Line: **Text “home” to 741741**
 - Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline: **1-800-662-HELP (4357)**
- National Alliance on Mental Illness (NAMI) Helpline: **1-800-950-NAMI (6264)**