

Syllabus for Word Processing: MS Word I

POFI 2301

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On-Campus Office Hours:	Mon & Wed 9am-2pm (live sessions 1pm-2pm); Tues & Thurs 9am-2pm
On-Line Office Hours:	Mon-Thurs 6:30 pm-9 pm (Online by appointment)
Flex-Lab Hours:	Mon-Thurs 9am-8pm, Selected Saturdays 9am-2pm. Click Flex-Lab schedule to make an appointment.
Class Location:	Online via Blackboard
Prerequisites:	Key 30wpm on a 5-minute timed writing with 5 or fewer errors; If you can key 45+ GWAM with five (5) or fewer errors on a 5-minute writing, please contact me.

COURSE DESCRIPTION

Word processing software focusing on business applications such as memos, letters, letters, tables, reports, and newsletters. This skill development specifically emphasizes use of MS Word. This course covers the required skill sets on the Microsoft Office Specialist (MOS) specialist-level exam for Word.

Semester Credit Hours: 3

COURSE RATIONALE

This course will provide you with a specialized skill that will enable you to meet the current and future needs of the business world.

PREREQUISITES

Key 30 wpm on a 5-minute timed writing with 5 or fewer errors

STUDENT LEARNING OUTCOMES & GENERAL EDUCATION COMPETENCIES

Student Learning Outcomes, General Education Competencies, & SCANS:

Learning Outcomes:

- Describe the purpose and business uses for word processing and become familiar with word processing terminology
- Create flyers, business letters, reports, tables, resumes, and proposals using Microsoft Office 2019.
- Develop keying speed and accuracy.

SCANS (Secretary's [of Labor] Commission on Achieving Necessary Skills)

The following are skills that you will acquire from this course. These skills have been identified by the industry as being necessary to succeed in the labor market. An example is given by each skill.

- Visualization—picture information in an attractive and useful format such as a flyer or online form.
- Interpret and Communicate Information—read textual information and then transform it into a flyer, business letter or memo, report, newsletter, table, chart, or online form.
- Use Computer to Process Information—use additional software programs such as Excel or Access to manipulate data.
- Select Technology—choose appropriate procedures, tools, or equipment to accomplish tasks.
- Apply Technology to Task—understand the overall intent and proper procedures for setup and operation of equipment which includes the CPU, keyboard, and printer.
- Manage Self—monitor progress toward course goals and motivate self through goals achievement.

REQUIRED TEXTS/MATERIALS/SOFTWARE

- *The Shelly Cashman Series Collection, Microsoft Office 365 & Office 2019, 1st Edition Cengage Learning (MindTap ISBN: 9780357026212)* Note: Mindtap Access gives you access to the e-book. You do not need to purchase the print version.
- *Keyboarding Mastery* from www.keyboardingonline.com
- Flash Drive

Recommended Materials:

- 1-inch Binder
- Highlighter

INSTRUCTIONAL METHODOLOGY

- Tutorial (a task-oriented, step-by-step approach to learning)
- Student guide to encourage independent work
- Flex-entry computer lab with instructors and lab assistants to provide guidance

DISTANCE EDUCATION

Students will use the Blackboard learning management system for assignment instructions, submitting assignments, and collaboration.

This is a flex-entry course and you must be a self-motivated individual to pass this class. You cannot put assignments off until the last minute and expect to do well on them. FLEX-ENTRY courses refer to courses that are designed to be completed in an independent manner.

The successful flex-entry student should answer yes to all or most of the following questions:

- Do you prefer to set a flexible schedule (as opposed to coming at the same time every week for a semester)?
- Do you manage your time well?
- Are you self-disciplined with regard to completing assignments?
- Do you prefer to learn at your own pace (as opposed to following a class pace)?
- Do you prefer to learn on your own (as opposed to working with a teacher or a group of people)?
- Do you have reasonably strong reading skills—can you read college-level textbooks and understand them?

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>.

GRADING SYSTEM

In order to successfully complete the course, you must satisfactorily complete the SAM assignments and exams, and submit two 5-minute timed writings. In order to remain in the course and not be withdrawn, you must complete assignments, trainings, exams, and timed performance assessments according to the timeline stated on the **Midsession Schedule** of this guide. Final grades will be calculated as shown below:

Assignment/Test	Percentage of Grade
Module Assignments: <ul style="list-style-type: none">• SAM Textbook Project• SAM Training	20%
End of Module Projects	10%
SAM Exam - Pathway	15%
*Performance Exams (In Lab)	25%
Word Capstone Project Modules 1-3	10%
Keyboardingonline.com Lessons	5%
Keyboarding Final Timed Writing (In Lab)	15%
Course Total	100%

FINAL TIMED WRITINGS GRADE SCALE

- A = 45+ wpm
- B = 40-44 wpm
- C = 35-39 wpm
- D = 30-34 wpm
- F = 29 and lower

***PERFORMANCE EXAM/Keyboarding:**

All performance exams and tutoring must be done in our Business Office Technology Flex-Lab located at our Eastview Campus. When you have finished ALL your work for each Module:

- Use this [link](#) to schedule your performance exam and final timing. Schedule your tests accordingly and do not wait until the last minute.
- When you have scheduled a time for a Performance Assessment, show up to the testing lab with your notes, flash drive and writing utensil. The test is password protected and will not be accessible until you receive the password from your test administrator.
- The performance exams are task based, similar to those in your End of Module Projects. Once you have submitted the exam, you will receive a grade report and training for missed tasks.
- Complete the training (Study Guide) in the lab or home to prepare you for your retest if you did not pass the assessment. Make sure to make a new appointment to retest.

Missed Exams/Late Work

A midsession deadline requires that the first 3 modules and the exams for those 3 modules be completed by midsession. If this requirement is not met, you will receive a grade of “0” for those modules and exams not turned in by midsession. If two or more modules and exams are missing, you will be withdrawn for lack of progress. See the Module and Exam Schedule in this guide.

COURSE POLICIES**Attendance:**

There is no required attendance because this course is offered in flex-entry format only.

In the event the college or campus closes due to unforeseen circumstances (for example, severe weather or other emergency), the student is responsible for communicating with their professor during the closure and completing any assignments or other activities designated by their professor as a result of class sessions being missed.

Withdraw Policy:

It is the responsibility of each student to ensure that their name is removed from the rolls should they decide to withdraw from the class. The instructor does, however,

reserve the right to drop a student should they feel it is necessary. If a student decides to withdraw, they should also verify that the withdrawal is recorded **BEFORE** the Final Withdraw Date. **THE FINAL WITHDRAWAL DATE for this semester is November 17th.** The student is also strongly encouraged to keep any paperwork in case a problem arises.

Students are responsible for understanding the impact that withdrawal from a course may have on their financial aid, veterans' benefits, and international student status. Per state law, students enrolling for the first time in Fall 2007 or later at any public Texas college of 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.

Incompletes

An incomplete (grade of "I") will only be given for extenuating circumstances. What constitutes "extenuating circumstances" is left to the instructor's discretion. If a grade of I is given, the remaining course work must be completed by a date set by the student and professor. This date may not be later than two weeks prior to the end of the following semester. A grade of I also requires completion and submission of the Incomplete Grade form, to be signed by the faculty member (and student if possible) and submitted to the department chair.

Students may request an Incomplete from their faculty member if they believe circumstances warrant. The faculty member will determine whether the Incomplete is appropriate to award or not. The following processes must be followed when awarding a student an I grade.

1. Prior to the end of the semester in which the "I" is to be awarded, the student must meet with the instructor to determine the assignments and exams that must be completed prior to the deadline date. This meeting can occur virtually or in person. The instructor should complete the Report of Incomplete Grade form.
2. The faculty member will complete the form, including all requirements to complete the course and the due date, sign (by typing in name) and then email it to the student. The student will then complete his/her section, sign (by typing in name), and return the completed form to the faculty member to complete the agreement. A copy of the fully completed form can then be emailed by the faculty member to the student and the department chair for each grade of Incomplete that the faculty member submits at the end of the semester.
3. The student must complete all remaining work by the date specified on the form above. This date is determined by the instructor in collaboration with the

student, but it may not be later than the final withdrawal deadline in the subsequent long semester.

4. Students will retain access to the course Blackboard page through the subsequent semester in order to submit work and complete the course. Students will be able to log on to Blackboard and have access to the course section materials, assignments, and grades from the course and semester in which the Incomplete was awarded.
5. When the student completes the required work by the Incomplete deadline, the instructor will submit an electronic Grade Change Form to change the student's performance grade from an "I" to the earned grade of A, B, C, D, or F.

If an Incomplete is not resolved by the deadline, the grade automatically converts to an "F." Approval to carry an Incomplete for longer than the following semester or session deadline is not frequently granted.

COURSE OUTLINE/CALENDAR

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

Module	MODULES/EXAMS DUE
Module 1	Word Module 1 Reading (Read and complete SAM Textbook Project activities for practice) Word Module 1 SAM Training Word Module 1 SAM End of Module Project Word Module 1 SAM Exam Word Module 1 SAM Project - Performance Exam Keyboarding Mastery Lessons
Module 2	Word Module 2 Reading (Read and complete SAM Textbook Project activities for practice) Word Module 2 SAM Training Word Module 2 SAM End of Module Project Word Module 2 SAM Exam Word Module 2 SAM Project - Performance Exam Keyboarding Mastery Lessons

Module 3	Word Module 3 Reading (Read and complete SAM Textbook Project activities for practice) Word Module 3 SAM Training Word Module 3 SAM End of Module Project Word Module 3 SAM Exam Word Module 3 SAM Project A - Performance Exam Keyboarding Mastery Lessons
Midsession Deadline	You must have completed Modules 1-3 and Keyboarding Lessons 1 – 12 by Midsession. If you have not met this requirement, you may be withdrawn for lack of progress.
Capstone Project	Capstone Project Modules 1-3. You must email the instructor to obtain a password to complete the project. A review of your progress in the course will be conducted via email to ensure you are on track to finish the course successfully.
Module 4	Word Module 4 Reading (Read and complete SAM Textbook Project activities for practice) Word Module 4 SAM Training Word Module 4 SAM End of Module Project Word Module 4 SAM Exam Word Module 4 SAM Project A - Performance Exam Keyboarding Mastery Lessons
Module 5	Word Module 5 Reading (Read and complete SAM Textbook Project activities for practice) Word Module 5 SAM Training Word Module 5 SAM End of Module Project Word Module 5 SAM Exam Word Module 1 SAM Project A - Performance Exam Keyboarding Mastery Lessons
Final Timed Writings	Two (5) minute final timed writings

Performance Exams and Timed Writings shall be taken in the lab at Eastview Campus, Rm 8321. By Appointment Only.

NOTE: Last 2 days of the session are reserved for testing. You should have completed Module 5 before then.

COLLEGE POLICIES

Health & Safety Protocols

Operational areas of ACC campuses and centers are fully open and accessible through all public entrances. 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.
- Campuses are open to faculty, staff, and students. The college and its departments and offices may invite internal *and* external guests to their events and activities, though access is still restricted for external parties seeking to host activities at ACC. The college's [Appian Health Screening App](#) remains available to everyone who visits campus. This continues to be a good way to check your own health before coming to class or work.
- 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. To find [testing locations near you, click this link](#).
- 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 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>

Any course specific policies, expectations, or procedures could be included here.

Student Rights & Responsibilities

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.

Class grades should be posted in Blackboard, and this could be mentioned here.

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/1xfmZHOPD_H1wgGKq1N7Irv6gvXxOXzbZ/view

Use of ACC email

All College e-mail communication to students will be sent solely to the student's ACCmail 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

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

The instructor should provide additional information about how they will conduct examinations and other assessments here.

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/](https://de.austincc.edu/bbsupport/online-tutoring-request/)

[Additional tutoring information can be found here:
austincc.edu/onlinetutoring](https://austincc.edu/onlinetutoring)

Library Services

ACC Library Services offers both in-person and extensive online services, with research and assignment assistance available in-person during limited hours of service. Although all college services are subject to change, 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: <http://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: **988** or **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)**