

## If you need Education Technology or Instructional support services...

Options	Contact	Additional Info
<b>IT Help Desk</b>	<a href="http://it.bcm.edu">it.bcm.edu</a> 713-798-8737 <a href="mailto:it-support@bcm.edu">it-support@bcm.edu</a>	For general IT help. You can file a ticket through the website, or call or email directly for assistance. The website has additional information and instructions for issue resolution.
<b>Education Technology</b>	<a href="mailto:ed-tech@bcm.edu">ed-tech@bcm.edu</a>	For instructional and technical support. <a href="#">Faculty Ed-tech resources</a> <a href="#">Student Ed-tech resources</a>
<a href="#">Instructional Resources</a>	Contact Sherita Love: <a href="mailto:Sherita.Love@bcm.edu">Sherita.Love@bcm.edu</a>	<a href="#">Course Design Quick Guide – Getting Started – Online Guide</a> <a href="#">Course Strategy Worksheet</a> <a href="#">Best Practices for Effective Communications Online Faculty [PDF]</a> <a href="#">Tips for Faculty Teaching using Zoom [PDF]</a> <a href="#">Tips for Students Participating in Zoom [PDF]</a> <a href="#">Organize Course Content in Blackboard [PDF]</a>
<b>Zoom / Vbrick</b>	<a href="mailto:rob.dickehuth@bcm.edu">Email Rob Dickehuth</a> and cc: <a href="mailto:jimmy.clark@bcm.edu">Jimmy Clark</a>	BCM Zoom Site: <a href="https://www.bcm.edu/support/audio-videoconferencing-support">https://www.bcm.edu/support/audio-videoconferencing-support</a>

## If you need academic support services...

Options	Contact	Additional Info
<b>Schedule a virtual academic support appointment</b>	E-mail <a href="mailto:academicsuccess@bcm.edu">academicsuccess@bcm.edu</a> to schedule a virtual appointment. Appointment availability M-F 10a to 3p. Expect a response to initial e-mail within 1-2 business days.	
<b>Visit the Academic Success Center Blackboard page</b>	<a href="#">Student Ed-Tech Blackboard Resources</a> <a href="#">Faculty Ed-Tech Blackboard Resources</a> If you have any trouble navigating the course, you can e-mail me directly at <a href="mailto:betoria@bcm.edu">betoria@bcm.edu</a> or the team at <a href="mailto:academicsuccess@bcm.edu">academicsuccess@bcm.edu</a> .	You will find folders that contain information and resources in various academic support areas, such as time management, study skills, exam prep, and test taking strategies. New topics are addressed in the Friday Focus folder; students can suggest topics in the associated discussion board.

<p><b>Accessing TMC Library Resources</b></p>	<p>Go to <a href="https://library.tmc.edu/">https://library.tmc.edu/</a> to search for resources (articles, books, etc.) or consult with a librarian.</p> <p>We have two liaison librarians assigned to Baylor College of Medicine:</p> <p>a. Amy Sisson - <a href="mailto:Amy.sisson@library.tmc.edu">Amy.sisson@library.tmc.edu</a></p> <p>b. Lara Ouellette - <a href="mailto:Lara.ouellette@library.tmc.edu">Lara.ouellette@library.tmc.edu</a></p>	<p>1. Send questions via e-mail, chat or text during regular reference service hours 9:00 – 5:00:</p> <p>a. <a href="http://askus.library.tmc.edu/">http://askus.library.tmc.edu/</a></p> <p>2. We have developed 33 research guides on different topics that can be accessed at this link:</p> <p>a. <a href="http://libguides.library.tmc.edu/?b=g&amp;d=a">http://libguides.library.tmc.edu/?b=g&amp;d=a</a></p> <p>3. From the Library website <a href="https://library.tmc.edu/">https://library.tmc.edu/</a> There is a link to student services - Student Services –</p> <p>a. <a href="https://library.tmc.edu/student-services/">https://library.tmc.edu/student-services/</a></p> <p>4. We also have two liaison librarians assigned to Baylor College of Medicine:</p> <p>a. Amy Sisson - <a href="mailto:Amy.sisson@library.tmc.edu">Amy.sisson@library.tmc.edu</a></p> <p>b. Lara Ouellette - <a href="mailto:Lara.ouellette@library.tmc.edu">Lara.ouellette@library.tmc.edu</a></p>
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**If you are a medical student and need support from Student Affairs...**

Options	Contact	Additional Info
<p><b>Visit the Student Affairs Blackboard page</b></p>	<p>If you have any trouble navigating the course, you can e-mail <a href="mailto:stuaff@bcm.edu">stuaff@bcm.edu</a>.</p>	<p>You will find contact information for Student Affairs and for the School of Medicine Deans.</p>
<p><b>Visit the Curriculum Office Blackboard page</b></p>	<p>If you have any trouble navigating the course, you can e-mail <a href="mailto:stuaff@bcm.edu">stuaff@bcm.edu</a>.</p>	<p>You will find contact information for Student Affairs and for the School of Medicine Deans.</p>

**If you need career services...**

Options	What to Expect	Additional Info
<p><b>Visit the Career Development Center Blackboard page</b></p>	<p>Folders that contain information and resources to connect you to our services.</p>	<p>If you have any trouble navigating the course, you can e-mail me at <a href="mailto:career.development@bcm.edu">career.development@bcm.edu</a> or directly at <a href="mailto:derek.haseltine@bcm.edu">derek.haseltine@bcm.edu</a>.</p>
<p><b>Follow us on Social Media (Twitter &amp; Instagram): @bcm_CareerDev</b></p>	<p>All previously scheduled events will still be offered virtually using Zoom. We will be providing updates and information using social media (and e-mail).</p>	<p>If you have any trouble finding us on socials, you can e-mail me at <a href="mailto:career.development@bcm.edu">career.development@bcm.edu</a> or directly at <a href="mailto:derek.haseltine@bcm.edu">derek.haseltine@bcm.edu</a>.</p>
<p><b>Schedule a virtual career services appointment</b></p>	<p>E-mail <a href="mailto:derek.haseltine@bcm.edu">derek.haseltine@bcm.edu</a> to schedule a virtual appointment. Expect a response to initial e-mail within 1-2 business days.</p>	<p>E-mail <a href="mailto:career.development@bcm.edu">career.development@bcm.edu</a> from a BCM address to ensure your message is not sent to Spam. Meeting will be held via Zoom.</p>

<b>If you need disability services...</b>		
<b>Options</b>	<b>What to Expect</b>	<b>Additional Info</b>
Contact <a href="mailto:disability@bcm.edu">disability@bcm.edu</a> or (713)798-7660	Continued disability guidance & accommodation due to a diagnosed disability in accordance with state and federal law.	Phone and virtual appointments available upon request. In person appointments will be temporarily restricted and only available at the Disability Office's discretion.
<b>If you need mental health services</b>		
<b>Options</b>	<b>What to Expect</b>	<b>Additional Info</b>
<b>Student and House Staff Mental Health Services</b>	To schedule an intake for psychotherapy and/or psychopharmacology, call (713) 798-4881.	Go to <a href="https://www.bcm.edu/education/academic-faculty-affairs/student-services/student-wellness/emotional-mental-health-wellness">https://www.bcm.edu/education/academic-faculty-affairs/student-services/student-wellness/emotional-mental-health-wellness</a> for more information.
<b>WellConnect</b>	WellConnect provides a 24/7 hotline for crisis counseling. Baylor students and people living in their homes may receive up to five sessions per academic year of free psychotherapy provided by a licensed master's level clinician in the community. All WellConnect calls are answered by a licensed mental health professional, and the staff of the Student and House Mental Health Service is well trained in their triage process.	Go to <a href="https://www.bcm.edu/education/academic-faculty-affairs/student-services/student-wellness/emotional-mental-health-wellness">https://www.bcm.edu/education/academic-faculty-affairs/student-services/student-wellness/emotional-mental-health-wellness</a> for more information.
<b>If you need registrar services</b>		
<b>Options</b>	<b>What to Expect</b>	<b>Additional Info</b>
E-mail <a href="mailto:registrar@bcm.edu">registrar@bcm.edu</a> for communications regarding request forms and documents	Students should expect a response within 1-2 business days. Completed documents from forms can be emailed. Should students need transcripts, they will have to utilize our electronic transcript service which is \$3. Due to security, we cannot email transcripts.	Students should fully complete the request forms (if applicable). If students are current students, the request should come from their BCM email account. This will help us validate identity virtually. FAQs and forms are available at <a href="https://www.bcm.edu/education/registrar/">https://www.bcm.edu/education/registrar/</a> .
E-mail <a href="mailto:alvinf@bcm.edu">alvinf@bcm.edu</a> or <a href="mailto:megan.drescher@bcm.edu">megan.drescher@bcm.edu</a> for communications regarding Veteran Affairs	Students should expect a response within 1-2 business days.	Visit <a href="https://www.bcm.edu/education/registrar/services/veteran-affairs">https://www.bcm.edu/education/registrar/services/veteran-affairs</a> for more information.

<b>If you need other student services</b>		
<b>Options</b>	<b>Contact</b>	<b>Additional Info</b>
<b>Financial Aid</b>	<a href="mailto:finaid@bcm.edu">finaid@bcm.edu</a> or <a href="mailto:hildad@bcm.edu">hildad@bcm.edu</a>	You will likely receive a quicker response when sending an e-mail to the Financial Aid address provided.
<b>BeWell / BCM LIFE</b>	<a href="mailto:bcm-life@bcm.edu">bcm-life@bcm.edu</a> or <a href="mailto:suzette.rolan@bcm.edu">suzette.rolan@bcm.edu</a>	You will likely receive a quicker response when sending an e-mail to the BCM LIFE address provided.
<b>Student Appeals and Grievances</b>	To file report, visit <a href="https://secure.ethicspoint.com/domain/media/en/gui/35125/index.html">https://secure.ethicspoint.com/domain/media/en/gui/35125/index.html</a>	For more information at <a href="https://www.bcm.edu/education/academic-faculty-affairs/student-services/student-appeals-grievances">https://www.bcm.edu/education/academic-faculty-affairs/student-services/student-appeals-grievances</a> .
<b>Title IX</b>	<a href="mailto:Title-ix@bcm.edu">Title-ix@bcm.edu</a> or <a href="mailto:employeerelations@bcm.edu">employeerelations@bcm.edu</a>	Phone and virtual appointments available upon request. In person appointments will be temporarily restricted and only available at the Title IX Office's discretion.
<b>General Student Services</b>	<a href="mailto:studentservices@bcm.edu">studentservices@bcm.edu</a>	If you are unsure of who to contact regarding your inquiry or concern, this address will send your message to staff across all Student Services offices.
<b>If you need other services</b>		
<b>Options</b>	<b>Contact</b>	<b>Additional Info</b>
<b>Faculty Affairs</b>	<a href="mailto:facultyaffairs@bcm.edu">facultyaffairs@bcm.edu</a>	For a comprehensive list of ongoing services provided, please visit the Faculty Affairs site on the Baylor College of Medicine intranet site here: <a href="#">Office of Faculty Affairs</a>
<b>Recruitment of Students and Trainees</b>	<a href="mailto:passner@bcm.edu">passner@bcm.edu</a>	Additional Info – Contact for assistance adapting your recruitment activities for virtual events, for development of materials to support virtual recruitment activities and/or strategic marketing plan development for virtual recruitment.
<b>Office of the Ombuds</b>	<a href="mailto:ombudsoffice@bcm.edu">ombudsoffice@bcm.edu</a> <a href="tel:713-798-5039">713-798-5039</a>	Ombuds Office: Students, staff, residents, post-docs and faculty can access ombuds services remotely by calling 713-798-5039. In many instances, the ombuds can provide support and guidance via phone. Additional services, such as facilitated discussions, mediations or trainings may be conducted via video conferencing. For a comprehensive list of ongoing services provided, please visit the <a href="#">Ombuds site</a> .
<b><a href="#">Center of Professionalism</a></b>	713-798-4553 or <a href="mailto:professionalismatters@bcm.edu">professionalismatters@bcm.edu</a>	If you need to report a professionalism concern, there are a number of options. As always, we suggest that you

consider speaking directly with the involved individuals. If this is not comfortable, you can speak to a supervisor or utilize our Integrity Hotline. The Integrity Hotline provides a confidential way for individuals to report a concern, by calling the hotline at 855-764-7292 or going online via <https://secure.ethicspoint.com/domain/media/en/gui/35125/index.html>

**If you need services from the Office of Institutional Diversity, Inclusion, and Equity**

Options	Contact	Additional Info
Assistance with student and trainee recruitment, awards programs, or the Inclusion and Excellence Council	Contact Dr. Erik Malmberg at <a href="mailto:Erik.Malmberg@bcm.edu">Erik.Malmberg@bcm.edu</a> or call 713.798.1546	If calling, leave a detailed voice message.
Assistance with diversity, inclusion and equity training needs	Contact Dr. Antonie Rice at <a href="mailto:Antonie.Rice@bcm.edu">Antonie.Rice@bcm.edu</a> .	
Information about inclusion and community engagement activities, including Saturday Morning Science, Doctor’s Day Outreach, and monthly cultural observances	Contact Drs. Rayne Rouce and Kim Lopez at <a href="mailto:institutionaldiversity@bcm.edu">institutionaldiversity@bcm.edu</a> .	
For assistance from our Center of Excellence in Health Equity, Training and Research, including information about our scholars programs for medical students and annual health equity research summit.	Contact us at <a href="mailto:healthequity@bcm.edu">healthequity@bcm.edu</a> .	