

**2016-2017  
WHO HANDLES WHAT IN HISD**

| <b>What</b>                               | <b>Who</b>   | <b>Telephone</b>             |
|---|--|------------------------------|
| Accountability (School Rating Systems)    | Research and Accountability .....  | 713-556-6700                 |
| ADA (Americans with Disabilities Act)     | Employee Relations .....   | 713-556-7313                 |
| ADA (Average Daily Attendance)            | Federal and State Compliance .....   | 713-556-6753                 |
| Address Change (Employees)                | Customer Service .....   | 713-892-7378                 |
| Adult Education                           | Houston Community College.....   | 713-718-2000                 |
| Advanced Placement                        | Advanced Academics .....   | 713-556-6954                 |
| Affirmative Action                        | Business Assistance .....  | 713-556-7273                 |
| Air Conditioning                          | Facility Services .....  | 713-556-9400                 |
| Alarms                                    | Alarm Communications .....   | 713-671-1750                 |
| Alert-Line, Employee                      | <i>Report fraud, theft, waste, or other improprieties ...</i>                    | 800-455-9551                 |
| Alternative Certification Program         | Alternative Certification .....  | 713-696-0601                 |
| Alternative Schools                       | Secondary Transformation .....   | 713-556-6122                 |
| Annuities                                 | The Retirement Storefront .....  | 713-695-5561                 |
| Appraisals                                |  |                              |
| Teacher Appraisals                        | Office of School Leadership .....  | 713-696-0633                 |
| Non-Teacher Appraisals                    | Performance Management .....   | 713-556-6903                 |
| School Leader Appraisals                  | Office of School Leadership .....  | 713-696-0633                 |
| Arts Access Initiative                    | Advanced Academics .....   | 713-556-6954                 |
| ASPIRE                                    | <a href="mailto:aspireaward@houstonisd.org">aspireaward@houstonisd.org</a> ..... | 713-556-7278                 |
| Athletics Eligibility                     | School Athletics and Activities .....  | 713-556-6913                 |
| Attendance Laws                           | Federal and State Compliance .....   | 713-556-6753                 |
| Attendance Zones/School Transfers         | Student Transfers .....  | 713-556-6734                 |
| Auction Information                       |  |                              |
| Obsolete Equipment                        | Furniture Services/Warehouse.....  | 713-676-9802                 |
| Audiovisual Equipment                     | Multimedia Department .....  | 713-556-6066                 |
| Background Checks                         | Human Resources.....   | 713-556-7491                 |
| Bilingual Education                       | Multilingual Programs .....  | 713-556-6961                 |
| Board of Education                        | Board Services .....   | 713-556-6121                 |
| Board of Education Agenda                 | Board Services .....   | 713-556-6121                 |
| Board Policy                              | Policy Administration (Governmental Relations) ....                              | 713-556-6017                 |
| Bond Program                              | Construction and Facility Services .....   | 713-556-9250                 |
| Budgets                                   | Budgeting/Financial Planning.....  | 713-556-6565                 |
| Building Rental                           |  |                              |
| Administration Building and Schools       | Accounting.....  | 713-556-6416                 |
| Bus Driver Complaints                     | Transportation Services.....   | 713-613-3062                 |
| Bus Transportation and Routes             | Transportation .....   | 713-613-3040                 |
| Business/School Partnerships              | Community Partnerships .....   | 713-556-7200                 |
| Calendar Committee                        | Office of Student Support .....  | 713-556-7285                 |
| Career Education                          | Career and Technical Education .....   | 713-556-6981                 |
| Certification                             | Human Resources.....   | 713-556-7300                 |
| Certification (Vocational)                | Career and Technical Education .....   | 713-556-6981                 |
| Chancery (Student Information System)     | Help Desk.....   | 713-892-7378 or 713-556-8840 |
| Character Education                       | Professional Development .....   | 713-696-0600                 |
| Charter Schools (External)                | Charter School Office .....  | 713-556-4447                 |
| Charter Schools (Internal)                | Charter School Office .....  | 713-556-4447                 |
| Child Abuse                               | Child Protective Services.....   | 800-252-5400                 |
| Coding and Computer Science               | Advanced Academics .....   | 713-556-6954                 |
| College Success Advisors                  | College Success.....   | 713-967-5231                 |
| Computer Discounts                        | Compucycle Computer .....  | 713-869-6700                 |
| Consultants Clearinghouse                 | Accounting.....  | 713-556-6416                 |
| Credit by Exam                            | Student Assessment .....   | 713-349-7460                 |
| Credit Union                              | Smart Financial Credit Union .....   | 713-850-1600                 |
| Curriculum                                | Curriculum, Instruction, and Assessment.....                                     | 713-556-6823                 |
| Diplomas                                  | Inactive Student Records .....   | 713-556-6744                 |
| Discipline Alternative Education Programs | Student Discipline/Behavior Support Services .....                               | 713-556-7140                 |
| Discrimination Complaints                 | Employee Relations .....   | 713-556-7313                 |
| District Procedures                       | Policy Administration (Governmental Relations) ....                              | 713-556-6017                 |
| District and School Profiles              | Research and Accountability .....  | 713-556-6700                 |
| Drama Tournaments                         | Fine Arts .....  | 713-556-6823                 |
| Drill Squads                              | School Athletics and Activities.....   | 713-556-6913                 |
| Dropout Prevention                        | Dropout Prevention.....  | 713-556-7017                 |
| Dual Credit                               | Career Readiness .....   | 713-556-6981                 |
| Dual Language                             | Multilingual Programs .....  | 713-556-6961                 |

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| e-News (E-Newsletter)                        | Multimedia Department .....                  | 713-556-6066 |
| EMERGE                                       | EMERGE .....                                 | 713-967-5219 |
| Employee Assistance Program                  | Benefits .....                               | 855-574-4473 |
| Employee Benefits                            | Customer Service .....                       | 877-780-4473 |
| Employee ID Badges                           | Human Resources/Onboarding .....             | 713-556-7575 |
| Employment                                   | Human Resources .....                        | 713-556-7400 |
| Employment Verification                      |  |              |
| Social Service Agencies                      | Human Resources .....                        | 713-556-7356 |
| Creditors and All Other Companies            | The Work Number (Employer Code #11516) ..... | 800-367-5690 |
| Enrollment Data                              | Federal and State Compliance .....           | 713-556-6753 |
| E-Rate Compliance                            | Ethics and Compliance .....                  | 713-556-7500 |
| Extended-Year Services                       | Special Education .....                      | 713-556-7025 |
| ESL Education                                | Multilingual Programs .....                  | 713-556-6961 |
| Federal Programs                             | External Funding .....                       | 713-556-6928 |
| Free/Reduced-Price Lunch, Breakfast          | Nutrition Services .....                     | 713-491-5700 |
| GED (General Education Development)          | Houston Community College .....              | 713-718-2000 |
| General Information                          | Information Center .....                     | 713-556-6005 |
| Gifted and Talented                          | Advanced Academics .....                     | 713-556-6954 |
| Global Education                             | Advanced Academics .....                     | 713-556-6954 |
| Graduation Calendar                          | Office of Student Support .....              | 713-556-7285 |
| Graduation Policy/Requirements               | Office of Student Support .....              | 713-556-6744 |
| Grants                                       | Grant Development .....                      | 713-556-6785 |
| Hazardous Materials                          | Risk Management .....                        | 713-556-9225 |
|  | Environmental and Contract Services .....    | 713-556-9250 |
| HB5 (House Bill Five)                        | Counseling and Guidance .....                | 713-556-6744 |
| <i>HISD Bulletin</i> (Online Bulletin Posts) | Information Center .....                     | 713-556-6005 |
| HISD Cable Television Programming            | Multimedia Department .....                  | 713-556-6066 |
| <i>HISDConnect</i> Web Portal                | Multimedia Department .....                  | 713-556-6066 |
| HISD Foundation                              | HISD Foundation .....                        | 713-556-7275 |
| Hollingsworth Science Center                 | Curriculum, Instruction and Assessment ..... | 713-726-2111 |
| Home Schooling                               | Texas Education Agency .....                 | 512-463-9734 |
| Homebound or Hospital-bound                  | Community Services .....                     | 713-967-5285 |
| Immunizations                                | Health and Medical Services .....            | 713-556-7280 |
| Insurance                                    |  |              |
| Athletics                                    | School Athletics and Activities .....        | 713-556-6913 |
| Employee                                     | Customer Service .....                       | 877-780-4473 |
| Student                                      | Risk Management .....                        | 713-556-9225 |
| International Baccalaureate                  | Advanced Academics .....                     | 713-556-6954 |
| Internet for Students (Discount)             | Comcast/Internet Essentials .....            | 855-846-8376 |
| Job Fairs                                    | Human Resources .....                        | 713-556-7373 |
| JROTC Drill Teams                            | Junior ROTC .....                            | 713-967-5227 |
| Leave Balances (Vacation and Personal)       | Customer Service .....                       | 713-556-7383 |
| Libraries                                    | Library Services .....                       | 713-696-0600 |
| Library Book Orders                          | Library Services .....                       | 713-696-0600 |
| Linked Learning                              | Linked Learning .....                        | 713-556-7173 |
| Magnet Schools                               | School Choice .....                          | 713-556-6947 |
| Mailing Services                             | HISD Post Office .....                       | 713-556-6062 |
| Migrant Education Program                    | Multilingual Programs .....                  | 713-556-6961 |
| Minority and Women Business Ent. (MWBE)      | Business Assistance .....                    | 713-556-7273 |
| Naviance                                     | College Readiness .....                      | 713-967-5231 |
| New Teacher Training                         | Professional Development Services .....      | 713-696-0600 |
| News Media                                   | Media Relations .....                        | 713-556-6393 |
| Night Classes (Adult)                        | Houston Community College .....              | 713-718-2000 |
| Open-Records Requests                        | Public Information Office .....              | 713-556-6060 |
| Parental Involvement                         | Family and Community Engagement .....        | 713-556-7290 |
| Parent /Student Connect (Technical Support)  | Help Desk .....                              | 713-892-7378 |
| Passwords (Network)                          | Help Desk .....                              | 713-892-7378 |
| Payroll                                      | Customer Service .....                       | 713-892-7378 |
| PEIMS  | Federal and State Compliance .....           | 713-556-6753 |
| PeopleSoft                                   | Business Solutions .....                     | 713-556-6195 |
| Police                                       | HISD Police Department                       |              |
| Emergency                                    | .....  | 713-892-7777 |
| Nonemergency                                 | .....  | 713-842-3715 |
| Pregnancy Program                            | Community Services .....                     | 713-967-5285 |
| Prekindergarten Program                      | Early Childhood Development .....            | 713-556-6823 |
| Printing                                     | Copy Center .....                            | 713-556-6041 |
|  | Printing Services (228 McCarty) .....        | 713-676-9400 |

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| Professional Development              | Professional Support and Development.....           | 713-696-0600   |
| Professional Visits (District)        | Information Center.....                             | 713-556-6005   |
| Psychologists (Schools)               | Psychological Services.....                         | 713-923-8597   |
| Publications                          | Information Center.....                             | 713-556-6005   |
| Regular Budget Review and Analysis    | Budgeting.....                                      | 713-556-6565   |
| Requisitions (SAP)                    | Procurement Services.....                           | 713-556-6515   |
| Reservations (Conference Rooms)       | Professional Support and Development.....           | 713-696-0600   |
| Retirement                            | Benefits.....                                       | 713-695-5561   |
|                                       | Teacher Retirement Services.....                    | 800-223-8778   |
| ROTC Drill Teams                      | Junior ROTC.....                                    | 713-967-5227   |
| SAP Project                           | Business Solutions.....                             | 713-556-6195   |
| Scholarships                          | College Readiness.....                              | 713-967-5231   |
| Scholastic Aptitude Test (SAT)        | College Readiness.....                              | 713-967-5231   |
| School Choice                         | School Choice.....                                  | 713-556-6947   |
| School Concerns                       | Parent and Community Assistance.....                | 713-556-7121   |
| School Improvement Plans/Waivers      | Student Support Office.....                         | 713-556-7285   |
| School Messenger (Account Assistance) | Information Center.....                             | 713-556-6005   |
| School Messenger (Incorrect Numbers)  | Information Center.....                             | 713-556-8949   |
| Section 504                           | Child Study.....                                    | 713-434-4717   |
| Sexual Harassment Complaints          | Employee Relations.....                             | 713-556-7313   |
| Speakers Bureau                       | Community Partnerships.....                         | 713-556-7200   |
| Special Education Programs            | Special Education.....                              | 713-556-7025   |
| Speech Tournaments                    | English/Language Arts.....                          | 713-556-6823   |
| Stadium Information                   | School Athletics and Activities.....                | 713-556-6913   |
| STEM                                  | Advanced Academics.....                             | 713-556-6954   |
| Student Records                       |   |  |
| Inactive                              | Student Services.....                               | 713-556-6744   |
| Special Education (Current Students)  | Child Study.....                                    | 713-434-4717   |
| Special Education (Inactive Students) | Records Management.....                             | 713-556-6055   |
| Student Teaching                      | Professional Support and Development.....           | 713-696-0600   |
| Mentor                                | .....   | 713-696-0600   |
| University                            | .....   | 713-696-0600   |
| Student Transfers                     | School Choice.....                                  | 713-556-6734   |
| Substance Abuse Monitors              | HISD Police Department.....                         | 713-842-3715   |
| Substitute Teachers                   | Associate Teachers Information Line.....            | 713-556-7343   |
|                                       | .....   | <a href="mailto:SubAnswer@houstonisd.org">SubAnswer@houstonisd.org</a> |
| Summer School                         | Interventions Office.....                           | 713-556-7122   |
| Summer School Lunch Program           | Food Services.....                                  | 713-491-5700   |
| Supplier Diversity                    | Business Assistance.....                            | 713-556-7273   |
| Taxes                                 |   |  |
| Deer Park                             | Harris County Tax Office.....                       | 713-368-2000   |
| Houston                               | Harris County Tax Office.....                       | 713-368-2000   |
| Katy                                  | Harris County Tax Office.....                       | 713-368-2000   |
| Teacher Mentoring and Coaching        | Professional Support and Development.....           | 713-696-0600   |
| Technology Help Desk                  | Technology and Information Systems.....             | 713-892-7378   |
| Telephone Repairs                     | Facility Services.....                              | 713-676-9245   |
| Testing, Student                      | Student Assessment.....                             | 713-349-7460   |
| Texas Scholars                        | Community Partnerships.....                         | 713-556-7200   |
| Textbook Adoption                     | Professional Support and Development.....           | 713-696-0600   |
| Tip-line, Parent/Student              | <i>Report theft, vandalism, threats, etc.</i> ..... | 713-641-7446   |
| Title I                               | External Funding/Title I.....                       | 713-556-6928   |
| Training, Professional Development    | <i>e-TRAIN</i> .....                                | 713-696-0600   |
| Transcripts                           | Inactive Student Records.....                       | 713-556-6744   |
| Translation and Interpreting          | Translation Services.....                           | 713-556-6130   |
| Travel Authorization                  | Accounts Payable.....                               | 713-556-6426   |
| Tuition                               | Student Transfers.....                              | 713-556-6734   |
| Twenty-First-Century Program          | After-School Programs.....                          | 713-556-6927   |
| University Interscholastic League     | UIL Activities.....                                 | 713-556-6800   |
| Vocational Programs                   | Career and Technical Education.....                 | 713-556-6981   |
| Volunteers in Public Schools (VIPS)   | Strategic Partnerships.....                         | 713-556-7206   |
| Weather Hot Line (Closing of Schools) | Media Relations.....                                | 713-267-1704   |
| Web Portal/Web Site Coordination      | Multimedia Department.....                          | 713-556-6066   |
| Workers' Compensation/Unemployment    | Workers' Compensation.....                          | 713-556-9200   |

Last updated 1/30/17