

**2018-2019
WHO HANDLES WHAT IN HISD**

What	Who	Telephone
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	713-556-7400
Adult Education	Houston Community College	713-718-2000
Advanced Placement	Advanced Academics	713-556-6954
Affirmative Action	Supplier Diversity	713-556-7273
Air Conditioning	Customer Care	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	713-556-3071
Annuities	The Retirement Storefront	713-695-5561
Appraisals		
Teacher Appraisals	Office of School Leadership	713-696-0633
Non-Teacher Appraisals	Performance Management	713-696-0633
School Leader Appraisals	Office of School Leadership	713-696-0633
Arts Access Initiative	Special Populations, Gifted and Talented	713-556-6954
ASPIRE/TIF (Teacher Incentive Fund)	Compensation	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	Customer Care	713-556-9400
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	713-556-6017
Bond Program	Construction Services	713-556-9250
Budgets	Budgeting/Financial Planning	713-556-6565
Building Rental		
Administration Building and Schools	Customer Care	713-556-9400
Bus Driver Complaints	Transportation Services	713-556-9400
Bus Transportation and Routes	Transportation	713-556-9400
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	Leadership and Development	713-696-0600
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	Counseling and Student Support	713-556-6744
Discipline Alternative Education Programs	Social and Emotional Learning	713-967-5235
Discrimination Complaints	Employee Relations	713-556-7313
District Procedures	Policy Administration	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	Attendance Outreach	713-556-7017
Dual Credit	Career Readiness	713-556-6981
Dual Language	Multilingual Programs	713-556-6961
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.....	713-556-6156
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	713-491-5944
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	Counseling and Student Support	713-556-6744
Grants	Grant Development	713-556-6785
Hazardous Materials	Facility Services.....	713-676-9464
	Environmental and Contract Services	713-676-9464
HISD Cable Television Programming	Multimedia Department	713-556-6066
<i>HISDConnect</i> Web Portal	Multimedia Department	713-556-6066
HISD Foundation	HISD Foundation.....	713-556-7002
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	Special Populations, Gifted and Talented	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.....	713-556-7400
Libraries	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)	Supplier Diversity.....	713-556-7273
Naviance	College Readiness	713-967-5231
New Teacher Training	Leadership and Development	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 Empowerment.....	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
Police	HISD Police Department	713-892-7777
Emergency	713-842-3715
Nonemergency	713-842-3715
Pregnancy Program	Community Services.....	713-967-5285
Prekindergarten Program	Early Childhood Development	713-556-6823
Printing	Administrative Services/Copy Center	713-556-6041
	Printing Services (228 McCarty)	713-676-9400
Professional Development	Leadership and Development	713-696-0600
Professional Visits (District)	Information Center.....	713-556-6005
Psychologists (Schools)	Behavioral and Crisis Intervention.....	713-923-8597
Publications	Information Center.....	713-556-6005
Regular Budget Review and Analysis	Budgeting	713-556-6565
Requisitions	Procurement Services	713-556-6515
Retirement	Benefits	713-695-5561
	Teacher Retirement Services.....	800-223-8778

ROTC Drill Teams	Junior ROTC.....	713-967-5227
Scholarships	College Readiness	713-967-5231
Scholastic Aptitude Test (SAT)	College Readiness	713-967-5231
School Choice	School Choice	713-556-6734
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
Section 504/Child Study	Special Education Field Office	713-556-8000
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	Special Populations, Gifted and Talented	713-556-6954
Student Records		
Inactive	Counseling and Student Support	713-556-6744
Special Education (Current Students)	Special Education Services.....	713-556-7025
Special Education (Inactive Students)	Records Management	713-556-6055
Student Teaching	Leadership 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	713-556-7679
 SubAnswer@houstonisd.org	
Summer School	External Funding	713-556-6928
Summer School Lunch Program	Nutrition Services	713-556-9400
Supplier Diversity	Supplier Diversity.....	713-556-7223
Taxes HISD	Harris County Tax Office	713-368-2000
Teacher Mentoring and Coaching	Leadership and Development	713-696-0600
Technology Help Desk	Information Technology.....	713-892-7378
Telephone Repairs	Help Desk.....	713-892-7878
Testing, Student	Student Assessment	713-349-7460
Texas Scholars	Community Partnerships	713-556-7200
Textbook Adoption	Leadership 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	Leadership and Development	713-696-0600
Transcripts	Counseling and Student Support	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.....	713-556-6813
Vocational Programs	Career and Technical Education	713-556-6981
Volunteers in Public Schools (VIPS)	Strategic Partnerships	713-556-7206
Web Portal/Web Site Coordination	Multimedia Department	713-556-6066
Workers' Compensation/Unemployment	Workers' Compensation.....	713-556-9200

Last updated 9/14/18