**Colorado Online Contact information**

The Colorado Online Consortium provides support for online students, faculty, instructors and staff across colleges. For the fastest assistance, please reach out to the generic email for each type of support first and cc: other points of contact listed who could help resolve the issue.

* **Academic Technology**
  + Generic email (24x7 Help Desk): <http://help.cccs.edu>
  + D2L access: Frank Vazquez, Kristin Rivedal
  + Digital integration: Kristin Rivedal
* **Learning resources**
  + Generic email: [cccolibrarian@cccs.edu](mailto:cccolibrarian@cccs.edu), [bookstore.online@cccs.edu](mailto:bookstore.online@cccs.edu)
  + Director: Brittany Dudek, [brittany.dudek@cccs.edu](mailto:brittany.dudek@cccs.edu)
  + Common course materials for pooled sections, OER, lab kits:   
    Rachel Meisner, [rachel.meisner@cccs.edu](mailto:rachel.meisner@cccs.edu)
  + Online Library: Marcus Elmore, [marcus.elmore@cccs.edu](mailto:marcus.elmore@cccs.edu)
* **Learning design** 
  + Generic email: [COLearningDesign@cccs.edu](mailto:COLearningDesign@cccs.edu)
  + Michael Murphy: [Michael.murphy@cccs.edu](mailto:Michael.murphy@cccs.edu)
  + Cynthia Krutsinger: [Cynthia.krutsinger@pikespeak.edu](mailto:Cynthia.krutsinger@pikespeak.edu)
  + Stephanie Wickman: [stephanie.wickman@frontrange.edu](mailto:stephanie.wickman@frontrange.edu)
  + Course shell (technical questions): [ccconline-at-support@cccs.edu](mailto:ccconline-at-support@cccs.edu)
  + Course shell (course design questions): [COLearningDesign@ccc.edu](mailto:COLearningDesign@ccc.edu)
  + Ready to Teach: [COLearningDesign@cccs.edu](mailto:COLearningDesign@cccs.edu)
* **Student Affairs** 
  + Generic email (student support team): [studentsuccess@cccs.edu](mailto:studentsuccess@cccs.edu)
  + Dean: John Schmahl
  + Student issues: Angelo Cuccia, Kate Burton
  + Accommodations/ADA: Elisabeth Olson
  + Fraudulent enrollment: Michael Schulman
  + Schedulers: Delcia Garcia and Chelsea Hull

**Online Success Liaisons**

[studentsuccess@cccs.edu](mailto:studentsuccess@cccs.edu)

Not sure who to ask? The Colorado Online Success Liaisons are here to help! They can answer questions about Colorado Online processes and connect you with the best resources to assist you in working across colleges:

* + - Registration
    - Late add/drop
    - Financial aid
    - BIT/threat assessment/mental health
    - Conduct issues (student conduct, academic integrity/plagiarism, etc.)
    - D2L access and related issues
    - Holds: financial, registration, orientation
    - Grade appeal and change processes
    - Grievances and/or complaints against instructors
    - Re-enrollment
    - Title IX reporting/investigating