

McGraw Hill is committed to providing Houston Community College with the best customer support in the industry.

Here is what you can expect from us:

- 1. When you adopt a McGraw Hill text you have the commitment and support from a team of people working to ensure you are completely satisfied with your decision for the life of your adoption.**

The McGraw Hill team will:

- Provide timely and efficient delivery of requested desk copies and resource materials for all instructors teaching the course.
- Respond to any instructor queries via phone or email within 24 hours.
- Have direct access to product team members—the editorial, author and marketing teams.

- 2. McGraw Hill will consult with HCC faculty to build master template courses for 1314 and 1342 in Connect Hosted by ALEKS®.**

McGraw Hill will provide access to instructional designers to create Connect® and ALEKS® master templates for instructors and adjuncts.

- 3. McGraw Hill will conduct face-to-face and online trainings for faculty on all of our digital products on an on-going and consistent basis. McGraw Hill will conduct trainings for all full-time and part time faculty at the 5 HCC campuses.**

Furthermore, we will match HCC instructors with a McGraw Hill Digital Faculty Consultant (DFC) that shares a similar course structure. DFCs are instructors that already use McGraw Hill digital resources and can work with HCC instructors to ensure a successful transition, and that they're optimizing resources to ensure student success.

- 4. Resources available to assist with your technology questions on demand in addition to your local team:**

Our Customer Experience team for students & faculty are [available online](#) or via phone for technical questions.

Phone Number: (800)331-5094

Monday – Thursday: 9:00am to midnight (EST)

Friday: 9:00am to 7pm (EST)

Sunday: 7:00pm to midnight (EST)

[Find ALEKS Technical Support online for students and faculty](#) or via phone.

Phone Number: (800)258-2374

Sunday: 4:00pm to 1:00am (EST)

Monday – Thursday: 7:00am to 1:00am (EST)

Friday: 7:00am to 9:00pm (EST)

5. Provide Learning Solutions that Meet Your Needs.

McGraw Hill is committed to developing the best solution to meet the print and digital needs of your faculty and students. We will meet with you and your faculty to develop the best program and support materials. We will also ensure its delivery in time for the first day of class so that all students have their materials on day one.

6. We Offer First Day of Class Training.

A McGraw Hill representative will provide students with registration instructions and a brief overview of Connect® Hosted by ALEKS® within the first week of the semester in order to ensure a smooth implementation.

7. We Can Help Foster Professional Development

Relationships with mathematics faculty is integral to the successful development of new products and technologies. Your representative will nominate your faculty, and/or conduct the following events where appropriate:

- **Digital Faculty Consultants (DFCs):** We welcome the involvement of passionate faculty members who are able to extend their leadership and proficiencies as advocates for McGraw Hill in partnership with ALEKS®. For more information on becoming hired as an MH DFC, please contact [Erin Vogel](#).
- **Workshops:** Professional Development workshops may be requested based upon the needs of your instructors and faculty on an as needed basis for the life of the adoption.
- **National Conference Functions:** Your sales representative or the McGraw Hill Math and ALEKS® team may extend an invitation for you to attend various McGraw Hill sponsored functions at National Academic Conferences, such as focus groups or author receptions.
- **Regional Workshops:** *You have the questions. Together we can sort through the answers.* McGraw Hill is pleased to be your partner in faculty development. We offer a wide array of stimulating and practical regional professional development workshops in specific discipline areas. Presented on campuses across the country in partnership with universities and colleges, our dynamic team of faculty and professional experts will address issues important to you. Our Faculty Development Workshops are designed to bring together faculty to network and to share solutions to common challenges. For more information or registration details, contact [Erin Vogel](#).
- **National Symposia:** Our National Symposium Program is centered on discussions with instructors from colleges and universities around the country. We focus on

course challenges, the changing educational environment, and how we can work together to address student and instructor needs. Symposia are a key aspect of product development. Please let [Erin Vogel](#) know if interested.

At McGraw Hill, we are committed to providing you with the highest quality and well supported solutions for your classroom including textbook and technology resources. As our commitment to you, we pledge to provide you with the best level of service in the industry—the kind of service you deserve.

We hope you will choose McGraw-Hill for your courses and look forward to building our partnership!

Sincerely,

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