COLLEGE SERVICES

Academic Advisement

Academic advisors are available to assist students as they develop and pursue meaningful educational plans compatible with their academic and career goals. Academic Advisement offers academic goal setting, planning, and counseling; career testing, interpretation, and counseling; degree information; transfer assistance; plans of study development; and enrollment assistance. For more information about how an Academic Advisor can assist you with your Heartland journey, please call (309) 268-8033 or visit www.heartland.edu/advisement

Academic Support Center

The ASC includes the library, open computing lab, Tutoring Services, the Writing Center and Disability Support Services. General information and operation schedules are available online at www.heartland.edu/asc. Contact numbers at the ASC in Normal, Lincoln and Pontiac:

Main Campus (309) 268-8291
Pontiac Center (815) 842-6777
Lincoln Center (217) 735-1731

Alternative Learning

Alternative learning courses provide students with varied learning options, but these options require maturity, independence and computing skills. All alternative learning courses require greater self-motivation and self-direction for learning.

Hybrid Courses

In hybrid courses, students and faculty meet for class and then utilize online software for weekly coursework. Students can use myHeartland to access course material, for email, to view assignments, to post discussions and/or to complete quizzes or exams.

Online Courses

In online courses students utilize online software to complete work each week as they move through the course unit by unit. Students can use myHeartland to access course material, for email, to view assignments, to post discussions and/or complete quizzes or exams. Most online instructors require proctored testing for exams, thus, students may be required to come to campus or an alternate site for testing. Heartland online courses are NOT self-paced courses.

For more information log on to myHeartland.

Athletics

HCC is a member of the NJCAA and is part of the MWAC, offering men's soccer and women's soccer with the competitive season being played in the fall; baseball and softball with the competitive season in the spring. For more information, please visit the athletic website at www.heartland.edu/athletics

Campus Security

Heartland considers the safety and wellbeing of its students, visitors and staff vital. Security monitoring of campus and parking areas takes place at all times.

Health emergencies should always be handled by dialing 911 on the nearest telephone.
HCC's Safety and Security Services encourages students and employees to be aware of ways they can take responsibility for protecting themselves and their property for their own safety and the safety of others.

Some campus safety measures available include:

1. Code Blue Emergency Call Stations in each parking area that provide audio and visual contact with security staff.
2. Escort service by campus security personnel, available by request at the main campus.
3. In-house campus phones to provide quick access to the Safety and Security Services desk (ext. 8300).
4. Parking and traffic control enforcement and assistance with accidents.
5. Local vehicle towing and locksmith contact information can be obtained at the Security Services desk.


Career Services

Career Services offers resources and services to enhance students' career development and support students in developing effective job-search skills and strategies. Students can gain knowledge of the career field of their choice, helping them make educated career decisions. In addition, services assist students and graduates in developing successful strategies to obtain Work-Study, part-time, full-time and summer employment. Job shadowing and internship opportunities are also provided. Career Services offers the College Central Network Online Career Center available at HYPERLINK “http://www.collegecentral.com/heartland” Contact Career Services for:

- Internship opportunities
- Job shadowing opportunities
- Career resources and event information
- Job search skill development
- Employment opportunities, both on and off-campus

Career Services is located in the Community Commons Building (CCB 1000) and can be reached by phone at (309) 268-8034 or email career.services@heartland.edu

Internships

The goal of the internship program is to partner with area employers to ensure a quality workforce while providing students with the highest quality learning experience. By combining actual work experience with classroom knowledge, students become more qualified as employees in their chosen career fields.

Students may earn up to six credit hours in internships. Both paid and unpaid internships are offered. To participate in an internship, a student must have attended HCC for a minimum of one semester, have a minimum 2.0 GPA, have completed a minimum of 12 semester credit hours and have faculty approval. Specific internship courses may have additional prerequisites. Contact Career Services at (309) 268-8034 for additional information.

Job Shadowing

Heartland's Job Shadow program provides students with the opportunity to obtain firsthand career information and insight from professionals employed in a career area of interest. Typical “shadows” are four hours to one day in length. For more information, contact Career Services at (309) 268-8034.

Class Cancellations

The College reserves the right to cancel a class because of low enrollment or instructor availability. Generally, cancellations are made at least a week before the start of the class. Every attempt is made to notify students by phone and mail and to assist in placing them in another section of the same course. Full refunds are granted for classes canceled by the institution.
Class Schedule Changes

To change a class schedule, students must complete an add/drop form available in Enrollment Services or complete the transaction online using IRIS (Internet Registration and Information Service).

Counseling

Personal problems sometimes become obstacles in pursuing a satisfying, productive college experience. HCC Student Counseling Services within the Student Success division provides Psychological counseling services by licensed counselors to students in need. Referrals are made to local community agencies when needed. Counselor sessions are confidential and are within the professional guidelines of the American Counseling Association. For more information please call (309) 268-8390.

Disability Support Services

The college offers services for students with documented sensory, physical, learning and other disabilities. Students must submit appropriate documentation and then participate in an interactive process with Disability Support Services to determine reasonable accommodations. Students with documented disabilities may benefit from the following accommodations: notetakers, testing accommodations (extended time, readers, scribes), sign language interpreters and a host of others.

If you believe you are eligible to receive accommodations due to a documented disability, please contact Disability Support Services located in the Academic Support Center: (309) 268-8259.

HALO

The Heartland Academy for Learning Opportunities (HALO) is a program offered by Heartland Community College that is designed to provide access to higher education for students with intellectual disabilities who are interested in continuing their education in a supportive, yet challenging, learning environment. Working with Heartland faculty, student body and community volunteers, HALO students receive a first rate educational experience as well as exposure to various social and enrichment opportunities.

For more information, please contact the HALO Program at: (309) 268-8255.

Honors

Heartland’s Honors Program is designed to meet the needs of highly motivated students who demonstrate a passion for learning and want to take the initiative in their own learning process. To be considered for admission to the Honors Program, students must be enrolled in the College, satisfy a number of academic criteria, and submit a 500-word essay on a specified topic. A committee will select students for admission based on the requirements and the quality of their application materials. For more information, consult the Honors Program link on the Heartland website.

International Programs

Heartland Community College has a long commitment to promoting an international perspective in the curriculum and to increasing global awareness among faculty, staff, and students. International Programs is part of the College’s commitment to international education and global awareness through student study abroad programs, employee professional development opportunities, international partnerships, and other international activities and events. Additional information on International Programs at Heartland Community College is available in the Student Engagement Office located in the Student Commons Building (SCB).

Library

The HCC Library provides access to credible, free and fast information to help students succeed. The library contains a large collection of books, both fiction and non-fiction, a substantial collection of videos/DVDs on cultural and research topics, including feature films; magazines and journals in print and online.

In addition, the HCC photo ID is accepted at 76 academic libraries across the state, and items from those libraries can be requested...
online for delivery to the HCC library. Librarians are always accessible to help you find the information you need by phone, in person or via email.

Check out myHeartland or call (309) 268-8292 for more details.

**New Student Days**

All new, degree-seeking students are highly encouraged to complete a New Student Day session. New Student Days are designed to provide students their orientation, the chance to take a campus tour, meet with their academic advisor and create their course schedule. To learn more about New Student Days or to register for your session, please visit [http://www.heartland.edu/newstudent](http://www.heartland.edu/newstudent)

**Online Resources For Students**

The HCC Web site is www.heartland.edu.

On the HCC Web site, prospective students and visitors may view the current and upcoming schedule of classes and can access information on programs of study for each academic department at the College. You can find more information on the Heartland Web site. Look for personal development in the A-Z index.

The HCC Green Services resource center offers students, alumni and members of the Heartland district an online job board at [www.collegecentral.com/heartland](http://www.collegecentral.com/heartland).

**myHeartland**

myHeartland allows students to access information they need to be successful at any time, from anywhere. With one login name and password, a student has access to many online College resources, including:

- IRIS (Internet Registration, Information & Services)
- WebCT/Blackboard
- Heartland Email
- Library Services
- Network File Storage
- College Announcements
- Class Meeting Cancellations
- Manage Advisement and Assessment Appointments

Using myHeartland is easy. Just follow the quickstart guide at [www.heartland.edu/quickstart](http://www.heartland.edu/quickstart)

It is always important to practice safe computing. Be sure to keep your password private. It is also a good practice to change your password regularly. Whenever you are finished, be sure to log out of myHeartland and close your Web browser.

**Information Security Policies**

By using HCC’s electronic resources, students acknowledge and consent to HCC’s Appropriate Use policy. A complete, current version of the Appropriate Use Policy may be found by visiting the A-Z index on the Heartland Web site.

HCC is committed to protecting the information it retains about its students, employees, vendors and community visitors. Read the College’s privacy statement carefully to understand how information you provide to the College may or may not be used. A complete, current version of the Privacy Policy may be found by visiting the A-Z index on the Heartland Web site.

**IRIS**
Through IRIS (Internet Registration, Information & Services), students may login to do things like check grades, enroll in classes, view financial aid status, pay their bills, view their degree progress report or apply to graduate.

**Heartland Email**

HCC provides each student with an email account. Students should check this account regularly, as it will be used for communication of important information by the College.

**Library Services**

Once in the Library tab in myHeartland, current students can access thousands of magazines, journals, and newspapers. Additionally, by creating an account with their student ID, students can request from millions of books in libraries across Illinois for delivery to Heartland Library. Librarians can also be emailed for assistance with research questions.

**Network File Storage**

Students may use the Backpack feature in myHeartland to store class assignments and other electronic files. These files are accessible anytime, anywhere, through myHeartland.

**College Announcements**

Students may keep up-to-date with important announcements through myHeartland. From updates on student life and programs to registration deadlines, logging into myHeartland is a fast, easy way for students to be in the know.

**Class Meeting Cancellations**

Cancelled class sessions for all HCC classes will be listed under Cancelled Class Meetings through myHeartland. Learn what classes have been cancelled for that day and the upcoming week. Be sure to check the last column, which might contain a message from the instructor.

**Student Technical Support**

Students having difficulty logging into myHeartland may visit Password Station at www.heartland.edu/passwordStation and follow the instructions to change or reset passwords, update challenge questions and unlock their accounts.

Students, who experience difficulty using College information technology resources, including myHeartland, may request assistance by calling (309) 268-8380. Assistance is available Monday through Thursday, 7 a.m. – 7:30 p.m. and Friday, 7 a.m. – 4:30 p.m. Messages may be left after hours and will be returned on the following business day.

**Open Computing**

Bloomington-Normal, Lincoln and Pontiac are equipped with computer laboratories for word-processing, accessing course-required software, internet access, and library research. Each location maintains the software packages required for the classes at that site. These packages may include popular programs like Microsoft Office (Word, Excel, PowerPoint) as well as a variety of other applications for desktop publishing, Computer Aided Design (CAD), Computer Aided Instruction (CAI) and discipline-specific needs. Use of ASC computers is free of charge to all Heartland students, faculty and staff and to members of the community. Trained staff at the main campus are available to assist students and other users.

**TRIO Student Support Services/Project RISE**

Project RISE (Resources to Increase Student Excellence) is a component of the federally funded TRIO-Student Support Services Program (SSSP). Project RISE is designed to improve the persistence, graduation and transfer rate by assisting first-generation (active parents do not hold a Bachelor’s Degree), limited-income college students, and/or students registered with Disability Support Services to overcome barriers. Project RISE provides program participants with several opportunities to increase college success.
As participants in learning communities, students receive resources to improve grades in math, English and other general education classes. Participants can attend a variety of workshops and seminars to improve or enhance college success skills. Project RISE peer mentors serve as positive role models who assist participants in the achievement of academic and personal goals. An array of cultural events and activities are available to students including visits to four-year college campuses. For more information about becoming a participant in Project RISE, call (309) 268-8404 or visit Project RISE in SCB 1000.

**Student Engagement**

HCC offers a range of co-curricular activities designed to broaden the college experience and encourage individual participation and growth, while further developing and implementing the general education learning outcomes (communication, critical thinking, diversity in a global context, and problem solving) that are key to a student’s education at Heartland Community College.

Student Engagement programs at HCC offer opportunities for all Heartland students to become involved in a wide variety of programs and activities that focus on both their personal and professional development, while creating a sense of community and enthusiasm on campus. For details and additional information on student development activities, contact the Director or Student Engagement located in the Student Commons Building (SCB).

**Clubs and Organizations**

Clubs and Organizations at HCC are oriented toward recreational, intellectual and cultural interests of students. The current list of organizations, groups and clubs for students offered at Heartland can be viewed by visiting the A-Z index on the Heartland Web site. Included with the description of each club, is the name and contact information for its advisors and club student officers. Stop by the Student Engagement Office for further information about any organization, or contact the club advisor directly.

Students interested in establishing an organization should submit a constitution with clearly stated aims and objectives to the Student Engagement Office. An organization proposal should also include a proposed structure for the group, a faculty/staff sponsor and activities that must be in compliance with the rules and regulations of Heartland Community College.

**Heartland Activities Committee**

Heartland Activities Committee is a HCC student organization, whose purpose is to plan and present non-academic entertainment and educational programs primarily for the student body of Heartland Community College, although the programs are normally open to the general public. Additional information about the Heartland Activities Committee is available in the Student Engagement Office located in the Student Commons Building (SCB).

**Alternative Spring Break**

The Office of Student Engagement coordinates a student community service trip each year during Heartland’s Spring Break. There is a modest cost for students to participate in this program, but Student Engagement Office staff and students participating in Alternative Spring Break to raise money to help offset the cost. Additional information is available in the Student Engagement Office located in the Student Commons Building (SCB).

**Fitness and Recreation Center**

The Fitness and Recreation Center is located on the east side of Campus and is free to use for all HCC employees and for students who are currently enrolled in at least one credit hour. A valid HCC ID, which can be obtained from the Academic Support Center for no charge, is required for first floor access. The FRC includes two classrooms, a computer lab, an aerobics/dance studio, a cardio machine area, a weight machine circuit, a free weight area, two full length basketball/volleyball courts, and a walking track. In the winter months, the FRC also serves as an indoor practice facility for the HCC athletic teams. In addition, the FRC houses several of the Health and Human Services (HHS) and Community Education courses. For schedules and more information, visit the FRC website [www.heartland.edu/fitnessRec](http://www.heartland.edu/fitnessRec)
Intramurals

Intramurals are primarily held in the Fitness and Recreation Center and are available as student interest warrants. Volleyball is held during the fall semester, while Basketball is held early in the spring semester. For schedules and more information, visit the FRC website at www.heartland.edu/fitnessRec

Phi Theta Kappa – Alpha Omega Xi Chapter

Phi Theta Kappa is the international honor society for two-year college students. To be nominated to Heartland’s Alpha Omega Xi Chapter of this society, a student must have completed at least 12 credit hours with a grade point average of 3.5 or better and be recommended by faculty members.

Members take part in social, community and fund-raising activities and have opportunities to take part in national events.

Student Government Association

The purpose of the Heartland Community College (HCC) Student Government Association is to:

1. Represent the opinions, rights, interests and concerns of the student body
2. Establish productive and sound communication and cooperation with HCC staff
3. Promote student awareness of the benefits & positive aspects of HCC
4. Promote social and cultural benefits of HCC
5. Provide pertinent informative seminars/lectures to benefit the wellbeing of the student body

Further information is available from the Student Engagement Office located in the Student Commons Building (SCB).

Student Trustee

The Student Trustee serves on both the Board of Trustees and as a Student Government Association Officer. The Student Trustee is responsible for relaying the views, concerns and goals of the student body to the Board and providing pertinent information on issues covered by the Board of Trustees. The Student Trustee is selected each Spring for the coming school year, by the current Student Government Association.

Student ID Cards

Heartland photo ID cards are issued free of charge to all students and are valid as long as the student is enrolled at Heartland. ID cards are issued at the Academic Support Center in the Student Commons Building. ID cards are needed to check out library materials, gain entrance to the Fitness and Recreation Center, and as a bus pass with the Bloomington-Normal Transit System.

Study Abroad Programs

Many study abroad opportunities are available to qualified students. Semester and summer programs are currently available in England, Austria and Costa Rica. For further details & additional program sites, please visit www.heartland.edu/international

Testing Services

Testing Services provides a secure testing environment for students who are enrolled in online, hybrid, and other distance learning courses; have a documented disability; or need to take a make-up exam. Testing accommodations for students having documented disabilities must be arranged by the student through the Office of Disability Support Services. Testing Services will only administer make-up exams at the request of the instructor. Contact Testing Services at (309) 268-8050 or visit www.heartland.edu/testing/ for more information.
Transcripts

An unofficial transcript may be obtained at the Student Records Office during regular business hours or online through myHeartland by accessing IRIS.

Official transcripts must be requested in writing. Students may stop by the Student Records Office located in CCB1600 at the Normal campus or in Lincoln or Pontiac to complete the form. The form may also be obtained online at www.heartland.edu/transcripts. Be sure to include the complete mailing address of the recipient(s). Once completed, the form may be mailed or faxed to:

Heartland Community College
Student Records
1500 W. Raab Rd.
Normal, IL 61761

or faxed to:

(309) 268-7992.

There is no fee (subject to change) to obtain transcripts; however, they will be withheld if a student has not met all financial obligations to the College. The College will not forward the original copy nor a copy of any transcript received by the College from another institution or agency to a third institution. Transcripts, test scores, etc., must be requested by the student directly from the originating institution or agency.

Tutoring Services

Tutoring Services provides individuals and small groups with assistance in specific courses, basic skills and learning strategies at no charge to Heartland students. Tutors are scheduled at a variety of convenient times throughout the week, but services differ at each of our locations. To inquire about specific services and tutor availability, call (309) 268-8231, visit www.heartland.edu/asc or stop by.

Veterans Center

The Veterans Center at Heartland Community College provides a welcoming gathering spot and services as a centralized resource for our Armed Forces veterans currently attending HCC. The Veterans Center is located in Suite 1101 in the Student Commons Building (SCB).

The Writing Center

In the Writing Center, English faculty help students understand rhetorical concepts in their academic papers, work on process assignments and develop their writing skills. Students may also seek assistance with scholarship and application essays. At the current time, the Writing Center is available at the Normal campus only. Visit www.heartland.edu/asc for more information.