

Got questions? We have answers@hcc.edu, send us your emails!

Did you know? HCC is Smoke Free!



Find Us On:

Facebook: [www.facebook.com/HolyokeCommunityCollege](http://www.facebook.com/HolyokeCommunityCollege)

Twitter: [twitter.com/HolyokeCC](https://twitter.com/HolyokeCC)

YouTube: [www.youtube.com/user/HolyokeCC](http://www.youtube.com/user/HolyokeCC)

Website: [www.hcc.edu](http://www.hcc.edu)

### GET CONNECTED!

**Communication - Priority #1: Stay informed! Login to all services at MyHCC, [login Instructions](#)**

[www.hcc.edu/Documents/IT/login\\_instructions\\_student.pdf](http://www.hcc.edu/Documents/IT/login_instructions_student.pdf):

- **Email & Online Services** HCC email is used for all communication and Online Services gives you access to e-billing and payment plans, financial aid status and financial aid consent to electronic communication, insurance waiver, registration, advisor, DegreeWorks, grades, and student records. Be sure to check it regularly!
- **Moodle** is the learning management system for online learning which includes online classes, blended classes (½ online, ½ on-site), and web-enhanced classes (face-to-face courses with an online component). Brief video on [HCC Online Programs](http://www.youtube.com/watch?v=pBrvJsaTAUQ) [www.youtube.com/watch?v=pBrvJsaTAUQ](http://www.youtube.com/watch?v=pBrvJsaTAUQ).
- **RAVE Emergency Alert System** Register at [RAVE](#) to receive texts, emails, and/or phone calls when there is an emergency on campus, delayed opening or closing due to snow and more!
- **Having difficulty with logins, contact:** Computer crashing? Software hanging? Can't login to the system? We're here to help with all your computer problems! Fill out the [help desk form](#) [www.hcc.edu/about-hcc/offices-and-administration/college-offices/information-technology/help-desk](http://www.hcc.edu/about-hcc/offices-and-administration/college-offices/information-technology/help-desk) to submit a request online; give us a call at (413) 552-2075, or email [helpdesk@hcc.edu](mailto:helpdesk@hcc.edu).

### HCC STUDENT HANDBOOK

HCC encourages all students to familiarize themselves with the information and policies described in the online [Student Handbook](http://www.hcc.edu/about-hcc/facts-and-history/publications) [www.hcc.edu/about-hcc/facts-and-history/publications](http://www.hcc.edu/about-hcc/facts-and-history/publications). Contents include academic policies, campus conduct policies (which include the Substance Abuse Prevention Policy among others), Right to Know, information about the confidentiality of students' records under the Family Educational Rights & Privacy Act (FERPA), general policies & procedures, financial information, and student resources and programs. If you are unable to access the Student Handbook online, pick up a hardcopy from Student Services in (FR 224).

## CAMPUS RESOURCES

### Academic Affairs Office (FR 317)

Monday-Friday 8:30 am - 4:30 pm  
(413) 552-2770

### Admissions (FR 221)

Monday, Tuesday & Thursday 8:30 am - 6:00 pm  
Wednesday 8:30 am - 7:00 pm  
Friday 8:30 am - 4:30 pm  
(413) 552-2321 (Admissions)  
admissions@hcc.edu

### Advising Center (FR 273)

Monday, Tuesday & Thursday 8:30 am - 6:00 pm  
Wednesday 8:30 am - 7:00 pm  
Friday 8:30 am - 4:30 pm  
(413) 552-2722  
advisingcenter@hcc.edu

### Academic Advising

Every matriculated student enrolled in the college is assigned to a faculty member for the purpose of academic advising. Together the student and the advisor plan the student's program of study during the **Advising Period** each semester and then register for classes during **(V.I.P.) Priority Registration**. The final responsibility for selecting courses fulfilling graduation requirements rests solely with the student.

**DISCOVER DegreeWorks!** A self-service degree audit software for students and advisors in **My HCC Online Services** [www.hcc.edu/myhcc](http://www.hcc.edu/myhcc) which easily allows you to:

- Track your progress towards your degree or certificate
- Know what courses are needed to complete your degree
- View your transcript chronologically and categorically
- Create change-of-major scenarios

### Bartley Center - Athletics (BC 204)

Monday-Friday 6:00 am - 9:00 pm  
Saturday & Sunday 8:00 am - 1:00 pm  
(413) 552-2161  
bartleycenter@hcc.edu

### Bookstore (Campus Center - below the Food Court)

Monday-Friday 8:30 am - 3:45 pm\*  
(413) 552-2521  
bookstore@hcc.edu

### Online Purchases ([www.ehccbookstore.com](http://www.ehccbookstore.com))

\*Hours are subject to change, for up-to-date schedules go to the **website** [www.hcc.edu/campus-life/bookstore/store-location-and-hours](http://www.hcc.edu/campus-life/bookstore/store-location-and-hours).

### Campus Police (Public Safety)

All in regards to public safety and lost and found.  
(413) 552-2400  
hccpd@hcc.edu

### CAPS & Tutoring Services (DON 240)

Monday-Thursday 9:00 am - 6:00 pm  
Friday 9 am - 2:00 pm (Math until 3:00 pm)  
(413) 552-2584; (413) 552-2416  
afletcher@hcc.edu  
Online tutoring service: **E-Tutoring** ([www.etutoring.org](http://www.etutoring.org))

### The Center for Academic Program Support (CAPS)

Things you need to know:

- It's FREE to all HCC students.
- CAPS' three centers include: Tutoring, Writing/ESL, and Math.
- You can get help online in math, writing, accounting, statistics, life sciences, and radiology at [www.etutoring.org](http://www.etutoring.org).
- Study groups and ongoing study skills workshops are also available.
- You don't have to have a low GPA to seek help. Studies show that the students who are doing well in school are more likely to seek help at CAPS.
- HCC students can work as tutors.
- You can drop in or make an appointment to see a tutor.

### Center for Career Development (KC 322)

Monday - Friday 8:30 am - 4:30 pm  
(413) 552-2597 (Career Services)  
(413) 552-2322 (Co-op Program)  
careercenter@hcc.edu

Got questions? We have answers@hcc.edu, send us your emails!

### Have questions about your career future?

We can help you with...

- Exploring career fields
- Choosing a college major
- Finding full-time or part-time jobs
- Obtaining a Co-op or internship placement
- Locating colleges for transfer
- Writing a resume or application letter
- Preparing for a job interview
- Career Workshops

### Dining Services

#### Food Court (Campus Center - 2<sup>nd</sup> Floor)

Monday-Friday 7:30 am - 2:00 pm

Saturday 8:00 am - 1:00 pm

(413) 552-2130

mpronovost@hcc.edu

#### POD (Next to the Student Lounge in Donahue)

Monday-Thursday 7:30 am - 8:00 pm

Friday 7:30 am - 2:00 pm

#### Forum Cafe (Leslie Phillips Theater Lobby)

Monday-Friday 7:30 am - 2:00 pm

#### Center of Health Education (CHE)

Monday – Thursday 7:00 am – 10 pm

Friday 7:00 am – 4:00 pm

### Disability & Deaf Services (DON147)

Provides assistance to students with documented disabilities.

Monday-Friday 8:30 am - 4:30 pm

(413) 552-2417

osdds@hcc.edu

### ESL (English as a Second Language) (DON 203)

Monday-Friday 8:30 am - 4:30 pm

(413) 552-2553

gmontero@hcc.edu

### Financial Aid (FR 201)

Monday, Tuesday & Thursday 8:30 am - 6:00 pm

Wednesday 8:30 am - 7:00 pm

Friday 8:30 am - 4:30 pm

(413) 552-2150

financialaid@hcc.edu

\*Hours are subject to change, for up-to-date schedules go to the [Financial Aid](#) page.

### Health Services (FR 105)

Monday-Friday 8:30 am - noon and 1:00 pm - 3:30 pm

or by appointment

(413) 552-2401

healthservices@hcc.edu

### Library (DON 202)

Monday-Thursday 8:00 am - 8:30 pm

Friday 8:00 am - 4:30 pm

Saturday 10:00 am - 2:00 pm

(413) 552-2372

library@hcc.edu

[www.hcc.edu/library](http://www.hcc.edu/library)

### Text us your question at 413-282-8552

### Why go to the HCC Library?

- To take advantage of all the resources and databases HCC offers.
- To get good quality information for your papers.
- Not everything is on the Internet and what is on the Internet is not always true or free.
- Online library resources are available 24/7.
- Real, live experts can help you use HCC library.

**What do you need to borrow at HCC Library?** You need an HCC ID card to check out books and you have online access from any computer to renew books.

### Online Learning (MRB 229)

(413) 552-2236

onlineprograms@hcc.edu

Advising: online@hcc.edu

### Open Lab hours (DON 142 / DON 144)

Monday - Thursday 8:00 am - 4:00 pm

Evening: 5:00 pm - 8:00 pm

Friday: 8:00 am - 4:00 pm

Saturday: 9:00 am - 3:00 pm

### Placement Testing & Student ID Cards (FR 271)

Students can retest in English or Math if applicable.

(413) 552-2055

assessment@hcc.edu

### Student Activities (DON 103)

Monday - Friday 8:30 am - 4:30 pm

(413) 552-2418; (413) 552-2060

egolen@hcc.edu / lleclair@hcc.edu

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### **Student Records & Registrar (FR223)**

Monday-Thursday 8:30 am - 6:00 pm  
Friday 8:30 am - 4:30 pm  
(413) 552-2319  
registrar@hcc.edu

### **Transfer Affairs (FR 273)**

Monday-Friday 8:30 am - 4:00 pm  
(413) 552-2498  
mbroadbent@hcc.edu

### **Transfer**

Looking to transfer to a four-year college or university? Visit the transfer counselor where you will receive all relevant information about the *MassTransfer* options and guidance for a smooth transition to your educational future.

### **Veteran's Center - The Bunker (FR 149)**

A space for veterans to study and socialize. Here veterans will receive great support and access to many helpful resources.  
(413) 552-2314

### **WellConnect**

Student Assistance Program  
HCC provides free, comprehensive wellness services through the WellConnect Student Assistance Program, including one-on-one, 24/7 mental health counseling; legal assistance; budget, debt and financial counseling; new parent coaching and more. Call: (800) 326-6142;  
**WellConnect website** <http://hcc.edu/student-services/health-and-wellness/wellconnect>; Students in need of assistance on-campus Monday-Friday, 8:30 am - 4:30 pm should contact Student Services (FR 224) at (413) 552-2390.

## SUPPORT PROGRAMS

- **ALANA - Men in Motion (DON 240A)**  
Provides academic support, mentoring, counseling, networking and community-building to African American, Latino, Asian and Native American men. (413) 552-2416
- **New Student Orientation (FR 234)**  
If you are a new student working toward an Associate's Degree, the program is designed to help you successfully transition to college and achieve your academic goals. (413) 552-2816
- **Multicultural Academic Services [MAS] (FR 262)**  
Supports students who have participated in Avanza2College, students enrolled in HCC's ESL program, and other students from diverse backgrounds. (413) 552-2539
- **New Directions & Veteran Services (FR 232)**  
Free support program designed to help non-traditional female students age 24 and older, including young mothers, veterans, current military personnel, and their family members. (413) 552-2346
- **Nursing Success Program (MRB 138)**  
At Holyoke Community College you will find a variety of supportive services if you are pursuing a career in nursing or are currently enrolled in the nursing programs. (413) 552-2271
- **Pathways (FR 264)**  
If you are a strong, committed student from an underrepresented group or a veteran, the Pathways Program can help you excel at HCC and then transfer to a selective four-year college. (413) 552-2857
- **STRIVE [Students Together Reach Visions of Excellence] (DON235)**  
Provides ongoing academic and personal assistance to students who are first generation to college or low-income or have a documented disability. (413) 552-2505
- **Thrive - Financial Success Center (FR 233)**  
This one-stop financial success center offers an array of free services that help students and community residents build their financial skills. (413) 552-2783 or thrive@hcc.edu.

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### PAYING FOR COLLEGE

Applying for financial aid is **easier than you think!!!** The HCC Financial Aid Office is here to help you! You can apply and submit federal financial aid forms directly from our office computer.

#### Access to Financial Aid

#### Fill out the Free Application for Federal Student Aid (FAFSA).

- The FAFSA is submitted electronically [www.fafsa.ed.gov](http://www.fafsa.ed.gov)
- Self-service computers available in the Financial Aid Office (FR 201)

#### Meet Deadlines

- HCC has a financial aid priority deadline (May 1<sup>st</sup>)
- If you missed the May 1<sup>st</sup> FAFSA deadline, you should apply NOW!
- Same FAFSA deadlines are in effect for spring semester.

#### Don't forget that in addition you should:

- Promptly respond to all requests for additional information.
- Sign and return all award letters offering aid.
- Notify the financial aid office about funding from another source (i.e. Scholarship organization)

#### Keeping Financial Aid

**You must maintain specific academic standards to be eligible for financial aid.**

To be eligible for financial aid you must make "Satisfactory Academic Progress" (SAP) as defined by federal guidelines and HCC policy. The SAP policy requires you to maintain a certain GPA and also successfully complete **two-thirds** of the coursework attempted.

#### There is a limit for how long you can receive financial aid.

There is a financial aid policy that requires you to complete your program of study with 150% of the time normally required to complete the degree or certificate.

#### You can lose some of your financial aid if you withdraw from ALL courses.

##### Did you know?

- Students **must** apply for financial aid each academic year.
- You do not have to be a **full-time** student to receive financial aid.
- You can receive a student loan even if you do not demonstrate "need" on the FAFSA.
- You may receive more financial aid than the cost of your tuition, fees, and books.
- Financial aid cannot pay for your books or health insurance without your permission.
- A "W" (withdrawal) doesn't affect your GPA, but an "F" (fail) does and either one may put your Financial Aid in jeopardy.

### PARKING

**Parking Rules and Regulations** [www.hcc.edu/about-hcc/visit-hcc/parking-at-hcc/parking-regulations](http://www.hcc.edu/about-hcc/visit-hcc/parking-at-hcc/parking-regulations) can be found online. Parking is allowed for students in designated lots and within lined areas only (not on curbs, grass, or snow banks) as listed below:

#### From 6:00 am to 4:00 pm

- STUDENTS: Lots A, B, C, D, M, N, O, P, Q, R, and S
- D-Lot is a car pool lot until 10 am need more than one person in vehicle
- Q-Lot has shuttle, M-F 7:00 am - 4 pm

#### From 4:00 pm to 11:00 pm

- STUDENTS: Lots A, B, C, D, E, F, H, K, L, M, N, O, P, Q, R, and S
- DISABLED PARKING: G-Lot-BY PERMIT ONLY

**VISITORS LOTS: No student parking allowed anytime.**