

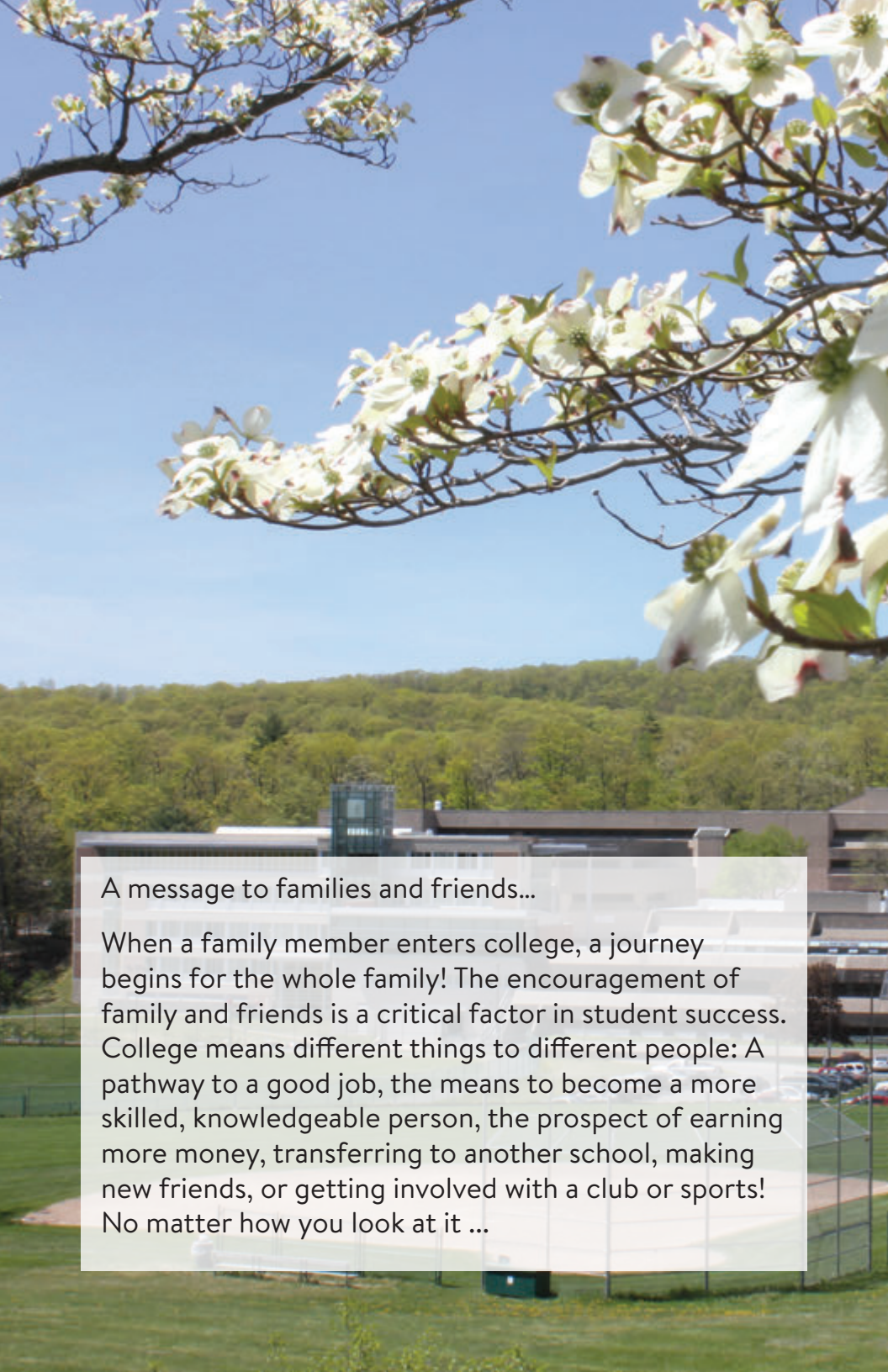
About HOLYOKE COMMUNITY COLLEGE



*HCC's College Guide
for Family and Friends*







A message to families and friends...

When a family member enters college, a journey begins for the whole family! The encouragement of family and friends is a critical factor in student success. College means different things to different people: A pathway to a good job, the means to become a more skilled, knowledgeable person, the prospect of earning more money, transferring to another school, making new friends, or getting involved with a club or sports! No matter how you look at it ...

College is about change and growth!

Whether they are old or young, students will discover new roles while in college. They will be challenged to learn how to balance being a college student with their other roles and responsibilities. In the early months of college, families and friends will notice some difference in their student.

How will my student change?

- College students find themselves more responsible for their own learning.
- College students find they must think more critically and use complex thinking skills.
- Students come in contact with many individuals with backgrounds different from their own.
- The social support and friendships they have depended upon in the past may change.
- As they are exposed to new knowledge, skills and attitudes, some of their long held beliefs may be challenged.

Tips for Families and Friends

- Establish a communication plan to discuss college with your student today. Remember that all information about college, including courses, grades and financial obligations, goes directly to the student.
- Encourage your student to get involved on campus. Research shows that students who are involved on campus are more likely to be successful in college.
- Become aware of the resources offered at the college, and encourage your student to take advantage of the wide variety of services to foster their success.

EXPECTATIONS OF A COLLEGE STUDENT

Responsibility

- Student is responsible for following the course syllabus—organizing study time, completing assignments, taking examinations.
- It is up to the student to read and understand assigned materials.
- Student must be aware of his/her own progress in the course.
- Attendance is student's responsibility. Student accepts consequences of non-attendance according to attendance policy in course syllabus. Attendance may not be based on "excused" or "unexcused" absences but upon maximum number of absences allowed. It is the prerogative of the instructor to consider any extenuating circumstances.
- Student is expected to be aware of available support resources and obtain help as needed.

Communication

- Correspondence, including academic information and deadlines, bills, financial aid information, grades, and disciplinary issues are addressed directly with the student. Student may inform parents of content.
- The main channel for all HCC communication is the HCC email and online services. You can access them at www.hcc.edu.
- College communication is directed to the student unless a FERPA Waiver Form is signed. (See www.hcc.edu/ferpa)

Classes

- Classes will meet once a week or more according to course requirements.
- Teacher – student contact is less frequent; students must seek out instructors during office hours for extra attention.
- Student arranges own schedule.
- Most work is done outside of class.
- Student must obtain and pay for own books.



- Student is expected to obtain work missed from other students or make request of instructor.
- Exams usually infrequent and may be cumulative, covering large amounts of material.

References

Student Handbook: www.hcc.edu/publications

Student Supportive Services: www.hcc.edu/student-services

Academic Resources: www.hcc.edu/student-services/academic-resources

Financial Aid: www.hcc.edu/finaid

HCC At a Glance: www.hcc.edu/admission/orientation/hcc-at-a-glance

Student Success Checklist: www.hcc.edu/admission/orientation/successful-student-checklist

Health and Wellness: www.hcc.edu/student-services/health-and-wellness

MyHCC Login Instructions: www.hcc.edu/myhcc

FREQUENTLY ASKED QUESTIONS BY FAMILY AND FRIENDS

Why does my student have to take a placement test when he/she is a high school graduate?

The Massachusetts Board of Higher Education requires all public colleges to test students in reading, writing, and mathematics to ensure they are successful in their classes. The state-designated test is Accuplacer, published by the College Board.

How can I find out how my student is doing in college?

The best way to obtain information is to talk to your student! The Family Educational Rights and Privacy Act (FERPA) is a federal law designed to protect the privacy of educational records. Academic information cannot be shared with others—including parents—unless





the student gives written permission. (See www.hcc.edu/ferpa.) This includes grades, schedules, classes, attendance, college services, and financial information.

My student seems to be having a problem in college. How can I help?

HCC has many resources and services to help students succeed. Become familiar with our resources and encourage students to reach out for help. Visit Student Services www.hcc.edu/student-services and the HCC Student Handbook (www.hcc.edu/publications) for information.

Will my student be safe on the campus?

Remind students to take the same precautions for safety on the campus as in the community. The Campus Police Department is staffed by full-time state commissioned police officers, available every day, 24 hours a day. (See www.hcc.edu/about-hcc/campus-



safety.) Students having concerns about safety should contact the campus police in the Public Safety building or the Office of the Dean of Student Services. If a health or safety emergency occurs, call the campus emergency number directly at 413.552.2211 or dial 2211 using the campus emergency phones located in the hallways and parking lots.

How can my student finance a college education?

HCC provides many forms of financial aid—grants, loans, scholarships, work-study jobs, and payment plans. You can help your student manage college costs by 1) helping to set up a budget for the year; 2) educating about financial matters; 3) discouraging them from applying for multiple credit cards and getting into debt; 4) setting spending limits if using your credit card; 5) remembering that the best way to maintain their financial aid is to finish what they start! Students failing to meet satisfactory academic progress (SAP) may lose financial aid eligibility. See www.hcc.edu/sap



What if my student has a complaint?

Any student can make a complaint against another student or against the college by following the Campus Conduct Policies or Grievance Procedures for Students found in the HCC Student Handbook www.hcc.edu/publications or contacting the Dean of Students' Office at 413.552.2390. Students may also talk to their instructors, advisors, division deans, special program coordinators, staff, or college administrators. The college makes every effort to mediate student complaints prior to formal proceedings.



How will my student be able to make friends and get involved on campus?

Studies show that students who are involved in campus life through clubs, organizations, student government, athletics, and beyond are more likely to stay in school and succeed. Encourage your student to attend HCC's weekly Activity Period, every Wednesday at 11 a.m. and become aware of the activities and events available on campus by reading Week at a Glance (weekly events email), checking www.hcc.edu/events, noticing signs and posters on campus, and stopping by the Student Activities Office in DON 103.

What if my student becomes ill on campus?

Students may go to Student Health Services (FR 105) with any health or wellness issue. In an emergency, campus police are first responders and will ensure the student is evaluated and taken for emergency treatment at a nearby hospital if necessary. In an emergency, call 413.552.2211.

How can I contact my student while on campus?

Arrange a system with your student in advance so that you can make contact on campus. No information about your student's schedule or whereabouts can be given to you, because of privacy laws (FERPA). In the case of a true emergency, contact campus police at 413.552.2211. If the student is attending class they can be found and asked to contact you. The college does not have a loudspeaker or an intercom system, so if an emergency arises when the student is not in a class, it is unlikely that we can locate them.

Is college health insurance available?

According to state law, all students taking 9 credits or more must have health insurance. A fee is charged on the student's tuition bill for college health insurance, and may be waived upon declaring that equivalent coverage is in effect or the student is a fully online learning student after the last starting course of the semester. Information on coverage can be accessed online at Gallagher Koster www.gallagherstudent.com. Billing questions can be directed to the Student Accounts Office 413.552.2533 (FR 201). Immunization questions can be directed to Student Health Services 413.552.2401 (FR 105).

I have more questions!

Email answers@hcc.edu, check the HCC online directory, or call the department directly by using the contact information in the Campus Resources found on page 18 of this document.

A NOTE ABOUT SERVICES FOR STUDENTS WITH DISABILITIES...

Parents and families often wonder whether their students with



disabilities will be successful in college. We would like you to know that hundreds of students with disabilities have graduated from Holyoke Community College. The Office for Students with Disabilities and Deaf Services (OSDDs) provides accommodations for students with documented disabilities to foster academic success. Students/families should contact the OSDDs office to schedule an intake appointment.

Typical Accommodations include:

- Individual academic planning, advising and course scheduling
- Referrals to college services such as tutoring, career services, transfer and WellConnect Student Assistance Program
- Classroom accommodations such as accessible furniture, electronic access to course materials and note takers
- State of the art assistive computing services
- Testing accommodations
- Interpreter services
- Connection with community service agencies

Contact Us

Office for Students with Disabilities and Deaf Services [OSDDs]
DON 147, 413.552.2417; www.hcc.edu/osdds

Schedule an intake appointment to coordinate services prior to the beginning of classes.

Got questions?

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

Talk to us!



www.facebook.com/HolyokeCommunityCollege



twitter.com/HolyokeCC



[holyokecc](https://www.snapchat.com/add/holyokecc)



[@holyokecommunitycollege](https://www.instagram.com/holyokecommunitycollege)



www.youtube.com/user/HolyokeCC

www.hcc.edu

HOLYOKE
COMMUNITY
COLLEGE

*is smoke
free*





George E. Frost
Building

QUICK CONTACT INFORMATION

Academic Affairs Office (FR 317)

Change your major or find your advisor.

Go online to find your advisor by logging into Online Services

Monday – Friday 8:30 a.m. – 4:30 p.m.

413.552.2770

Admissions & Welcome Center (FR 221)

Monday, Tuesday & Thursday 8:30 a.m. – 6 p.m.

Wednesday 8:30 a.m. – 7 p.m.

Friday 8:30 a.m. – 4:30 p.m.

413.552.2321 (Admissions); 413.552.2000 (Welcome Center);
admissions@hcc.edu

Advising, Career and Transfer (ACT) Center (FR 273)

413.552.2722

Academic Advising:

Monday, Tuesday & Thursday 8:30 a.m. – 6 p.m.;

Wednesday 8:30 a.m. – 7 p.m.; Friday 8:30 a.m. – 4:30 p.m.

advisingcenter@hcc.edu

Career Development:

Monday – Friday 8:30 a.m. – 4:30 p.m.

careercenter@hcc.edu

Transfer:

Monday – Friday 8:30 a.m. – 4 p.m.

transfer@hcc.edu

Campus Police (Public Safety)

All in regards to public safety and lost and found.

413.552.2400; hccpd@hcc.edu

Disability & Deaf Services (DON 147)

Provides assistance to students with documented disabilities.

Monday – Friday 8:30 a.m. – 4:30 p.m.

413.552.2417; osdds@hcc.edu



Financial Aid (FR 201)

Monday, Tuesday & Thursday 8:30 a.m. – 6 p.m.

Wednesday 8:30 a.m. – 7 p.m.

Friday 8:30 a.m. – 4:30 p.m.

413.552.2150; financialaid@hcc.edu

**Hours are subject to change, for up-to-date schedules www.hcc.edu/finaid*

HCC Help Desk (FR 109)

Monday – Friday 8:30 a.m. – 4:30 p.m.

helpdesk@hcc.edu; 413.552.2075

Student Accounts (FR 201)

Monday, Tuesday & Thursday 8:30 a.m. – 6 p.m.

Wednesday 8:30 a.m. – 7 p.m.

Friday 8:30 a.m. – 4:30 p.m.

413.552.2101; studentaccounts@hcc.edu

WellConnect

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. Services are

available for the student and family members.

866.640.4777; www.hcc.edu/student-life/health-and-wellness/wellconnect

Students in need of assistance on campus Monday – Friday, 8:30 a.m. – 4:30 p.m. should contact Student Affairs (FR 224) at 413.552.2390

Veteran's Center – The Bunker (FR 149)

A space exclusively for veterans to study and socialize. Here veterans will receive great support and access to many helpful resources.

413.552.2314

CAMPUS RESOURCES

Bartley Center – Athletics (BC 204)

Monday – Friday 6 a.m. – 9 p.m.; Saturday & Sunday 8 a.m. – 1 p.m.

413.552.2161 ; bartleycenter@hcc.edu

CAPS & Tutoring Services (DON 240)

Monday – Thursday 9 a.m. – 6 p.m.

Friday 9 a.m. – 2 p.m. (math until 3 p.m.)

413.552.2584; 413.552.2416; drosado@hcc.edu or aletcher@hcc.edu; online tutoring service: www.etutoring.org

College Store (DON 154)

Monday – Friday 8:30 a.m. – 4 p.m.*

413.552.2521; bookstore@hcc.edu

Textbook Purchases: www.hcc.edu/MBS

Check online or call for up-to-date schedules.

Dining Services

413.552.2130; mpronovost@hcc.edu

POD (Next to the student lounge in Donahue)

Monday – Thursday 7:30 a.m. – 8 p.m.; Friday 7:30 a.m. – 2 p.m.

Forum Cafe (Leslie Phillips Theater lobby)

Monday – Friday 7:30 a.m. – 2 p.m.

Subway (Second floor of Frost)

Monday – Friday 8 a.m. – 2 p.m.

ESL [English as a Second Language] (DON 203)

Monday – Friday 8:30 a.m. – 4:30 p.m.

413.552.2553; gmontero@hcc.edu

Health Services (FR 105)

Monday – Friday 8:30 a.m. – 4:30 p.m.

413.552.2401; healthservices@hcc.edu

Library (DON 202)

Monday – Thursday 8 a.m. – 8:30 p.m.; Friday 8 a.m. – 4:30 p.m.

Saturday 10 a.m. – 2 p.m.

413.552.2372; library@hcc.edu; www.hcc.edu/library

Text us your questions 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? *An HCC I.D. card*

Checkout: *You'll need your HCC I.D. card, so don't leave home without it. You can check out books at the circulation desk on the first floor of the library.*

Renew: *You can renew books from any computer with internet access. Come in and ask us!*

All students are entitled to full access to the HCC library and accept the obligations and responsibilities that this courtesy entails.

Online Learning (MRB 229)

Online courses provide students more flexibility with their time and schedules. Online or blended (online/on campus) courses provide an additional option for pursuing a college education.

413.552.2236; onlineprograms@hcc.edu

Online Learning Advising: online@hcc.edu

Open Lab hours (DON 142 / DON 144)

Monday – Thursday 8 a.m. – 4 p.m.; evening: 5 – 8 p.m.

Friday: 8 a.m. – 4 p.m.; Saturday: 9 a.m. – 3 p.m.

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 a.m. – 4:30 p.m.

413.552.2418; 413.552.2060; egolen@hcc.edu or lleclair@hcc.edu

Student Records & Registrar (FR 223)

Monday – Thursday 8:30 a.m. – 6 p.m.

Friday 8:30 a.m. – 4:30 p.m.

413.552.2319; registrar@hcc.edu

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, Andrew Fletcher: afletcher@hcc.edu

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, Myriam Quiñones: mquinones@hcc.edu

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, Lori Wayson: lwayson@hcc.edu and Karen Rock: krock@hcc.edu

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.

413.552.2030, Jennifer Maccarini: jmaccarini@hcc.edu

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, Irma Medina: imedina@hcc.edu



STRIVE [*Students Together Reach Visions of Excellence*] (DON 235)

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, Elsie Rodriguez-Garcia, erodriguez@hcc.edu

Thrive (FR 233)

The one-stop financial success center that offers an array of free services that help students and community residents build their financial skills. Other services available are public benefits screenings, tax preparation referrals, career development workshops, workforce development training, and individual financial coaching sessions.

413.552.2783, Rosemary Fiedler, thrive@hcc.edu



Holyoke Community C



Westfield Road
Route 202

Doyle Road

Kids' Place
Day Care
Center

PS

Library

DON

FPA

KC

H

G

F

E

D

C

Map Key



| Parking Lot |

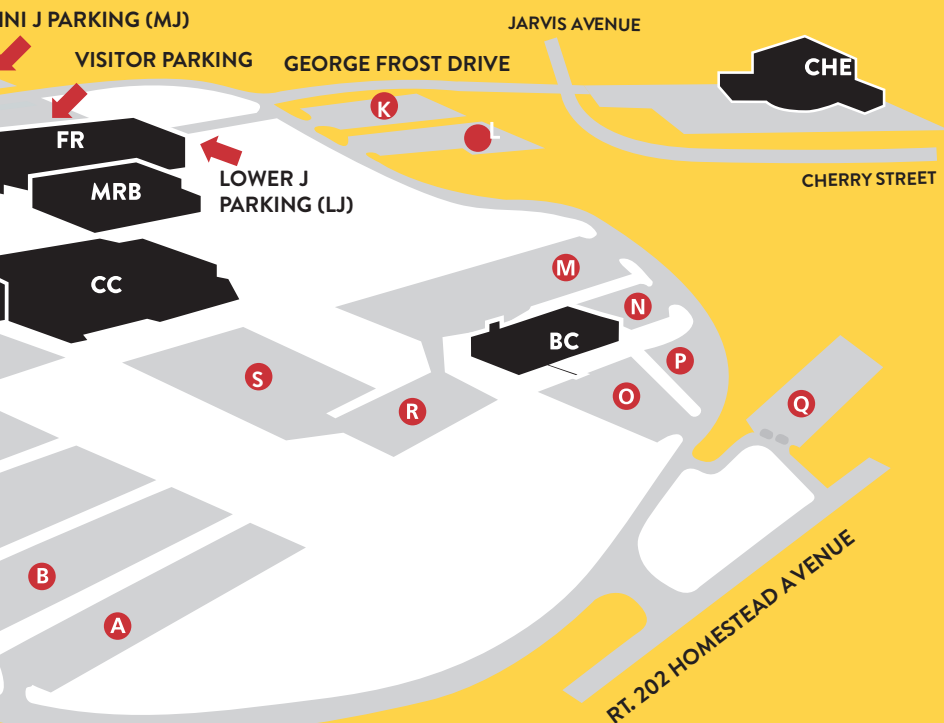


| Road |



| Building |

College Campus Map



Building Key

BC	David M. Bartley Center for Athletics & Recreation	
CC	Campus Center	<i>CLOSED FOR RENOVATION</i>
CHE	Center for Health Education	
DON	Donahue	Library, Student Activities
FPA	Fine & Performing Arts	Leslie Phillips Theater
FR	Frost	Administration, Admissions, Advising, Financial Aid, Student Accounts, Student Records
KC	Kittredge Center for Business & Workforce Development	
MRB	Marieb	Health & Life Sciences
PS	Public Safety	Campus Police, Facilities