

## Enrollment and Financial FAQs

### Registration and Scheduling

- **How do I check to see if there is an open seat in a particular class?** If you are a new student or you have not been given an alternate pin, you can access the enrollment status for all fall classes online through HCC's homepage. Scroll down to and click on *Searchable Schedule of Classes* or use the following link: [https://arctic.hcc.mass.edu:9096/pls/HCCP/bwckschd.p\\_disp\\_dyn\\_sched](https://arctic.hcc.mass.edu:9096/pls/HCCP/bwckschd.p_disp_dyn_sched) Select *Term* (Fall 2009), and click on *Submit* to view the options for viewing the list of courses.
- **How can I change my schedule?** **Current** students - enrolled in this past spring term may register and add/drop fall courses through HCC's Online Services through September 11. Current students can access the registration option either by using their assigned alternate PIN or for those who have earned 24 or more HCC credits (excluding transfer) and have a cumulative HCC GPA of 2.5 or higher will have access without an alternate PIN. **New and Readmit** students - may visit the Advising Center (FR 271) for schedule changes before fall classes begin and during the first week of classes. For minor schedule adjustments students may seek assistance in the Welcome Center (FR 221). Both registration centers have walk-in hours Monday through Thursday, 8:30am to 6:00pm, and Fridays, 8:30am to 3:30pm.
- **When is the last day for add/drop?** Friday, September 11
- **Do I have to attend orientation?** Yes!
- **How do I request a transcript of my grades?** **In person** - Fill out a transcript request in Frost Building, Room 221. There is a charge of \$5 per copy requested payable in cash or with a check or money order; credit/debit cards will not be accepted. Transcripts will be sent out within approximately 3 to 5 working days from the receipt of the request. **Or Written** - Send a written signed request including full name and any previous names used at HCC, social security number or birth date, years of HCC attendance, your daytime phone number, and the address to which the transcript is to be sent. Include a check or money order payable to Holyoke Community College for \$5 per copy. Mail request and payment to: Student Records, Holyoke Community College, 303 Homestead Avenue, Holyoke, MA 01040. **Fax or Phone:** Not available. **Unofficial Transcript** - no charge (mailed to home address or for pick-up only) **In Person:** Present a picture ID to Staff member at the Welcome Center, Frost building, Rm. 221. **Written or Fax:** Send or fax a signed written request to above address or (413) 552-2192. **Phone:** Not available
- **I will not be attending HCC this fall, how do I withdraw from the College?** Email the College at [registrar@hcc.mass.edu](mailto:registrar@hcc.mass.edu) or call (413) 552-2025 (leave your name and ID number and state that you are withdrawing from the College)

### Billing

- **How do I waive the insurance fee?** Log onto: [www.universityhealthplans.com/intro/HCC.html](http://www.universityhealthplans.com/intro/HCC.html)
- **How do I make a payment online or enroll in the HCC Tuition Payment Plan?** To make an ONLINE PAYMENT (debit card, credit card or personal check) log onto: [www.hcc.edu](http://www.hcc.edu)
  1. Select: MY HCC located on the HCC Home Page (green cougar paw link: top right corner of the page)
  2. Select: HCC Online Services-Direct Access (blue link: bottom left side of the page)
  3. Select: Login (User ID is your 9-digit HCC Student ID number; PIN must be exactly 6 characters)
  4. Select: Student Services (blue link: left side of the page)
  5. Select: Check or Credit Card Payments and Student Payment Plan

Note: You will be directed to the Student Account Payment Suite (you must log onto this site for all online payments)

1. Log onto the Payment Suite (Students and Staff): use the same 9-digit HCC Student ID and 6 character Self-Service PIN as used above

### **Financial Aid**

- **How do I apply for financial aid?** To apply you need to complete the "Free Application for Federal Student Aid" (FAFSA). This form is completed online at [www.fafsa.gov](http://www.fafsa.gov). To have the application sent to HCC, you need to put HCC's school code (002170) on the FAFSA. We will normally receive the application 2-3 weeks after you have completed it on the FAFSA website.
- **Can I get an extension on my billing due date if my financial aid is not ready?** If you have submitted all your paperwork to the financial aid office but have not yet been processed, the financial aid office will estimate your financial aid (for both grants and loans) and issue you a "Temporary Payment Extension" (TPE.) The TPE temporarily allows the portion of your bill that is expected to be covered by financial aid to be extended until the financial aid is actually applied to your student account. You will be responsible to pay any balance that the TPE does not cover. Since the TPE is just an estimate of the amount of your financial aid eligibility, the actual funds you receive may be different. Also, the TPE is normally processed before the financial aid office has fully reviewed your financial aid file. Therefore, even if you have received a TPE on your bill, it is possible that you may be asked to submit additional information to the financial aid office at a later date. The TPE is automatically processed for registered students 2-3 days after the student completes his/her financial aid file. A letter is sent to the student at that time to let the student know about the TPE award.
- **How can I buy my books with my financial aid?** If your financial aid is expected to be more than your billed charges, you should be eligible for a book voucher for the HCC bookstore. To receive this voucher, you must have provided the financial aid office with a signed book voucher authorization form. The voucher will automatically be calculated three weeks before the start of the semester. Once calculated it will appear on your student billing account on "MY HCC." When you see your book voucher on your bill, you can go directly to the bookstore with your class schedule and student ID and purchase your books. The book voucher can be used through the third week of the semester. The maximum amount of the book voucher varies depending upon your enrollment as follows:

Full time	\$500/term
Three-quarter time	\$375/term
Half-time	\$250/term
Less than half-time	\$125/term

Your voucher could be less if the total of your charges less pending credits is not enough for the maximum book voucher. Any amount used on your book voucher will eventually be posted to your student account as a charge and will be deducted from any expected financial aid refund.
- **When will I receive the check for my financial aid refund?** The payment of financial aid usually occurs about 30 - 40 days into the semester. After the aid has been posted to your account, the Student Accounts Office will determine if it creates a credit balance. If so, a check will be mailed to you within 14 days of the date the aid was posted. If you are a late applicant, the payment of your financial aid may be later than the time frame mentioned above.

### **Miscellaneous**

- **How do I log on to student self-service?** Log on to [www.hcc.edu](http://www.hcc.edu) select: "MY HCC," select: Login Now! at bottom of page under "My Online Services," select: login (blue link), input User ID and PIN.

- **How do I get my self-service pin reset?** Contact the Web Hotline at 552-2124 or email dlhelp@hcc.mass.edu
- **How do I get and validate a student ID?** Student picture ID's are obtained in Frost 201 (Advising Center). The first ID is free, replacement ID's cost \$7 (payable in Student Accounts). Student ID's are validated at the Student Accounts Office and require that your account is in good standing.
- **How do I get a Parking Sticker for my car?** Bring your car registration and driver's license to the police office across the street from the Frost Building, there is no charge for a parking sticker.
- **What are the Bookstore hours?** Log onto: [www.ehccbookstore.com/StoreHours.aspx](http://www.ehccbookstore.com/StoreHours.aspx)