



## **Now That You Have Registered For Spring 2010, Here Are Some Frequently Asked Questions.....**

### **Where are my classes?**

BSOC	Bright Side Opportunity Center 515 Hershey Ave., Lancaster	MJCTC	Mount Joy CTC 432 Old Market St., Mt. Joy
GFC	The Family Center of Gap 875 Brackbill Rd., Gap	SACA	Spanish American Civic Assoc. (LaAcademia) 38 North Ann St., Lancaster
HFHS	Hempfield High School 200 Stanley Ave., Landisville	WARHS	Warwick High School 301 West Orange St., Lititz
LAMAIN	Lancaster Campus (Clock Tower Bldg.) 1641 Old Philadelphia Pike, Lancaster	WSCTC	Willow Street CTC 1730 Hans Herr Dr., Willow Street
LAEAST	Lancaster Campus (East Bldg.) 1641 Old Philadelphia Pike, Lancaster		

### **How do I get a HACC Student Photo Identification Card and Parking Hang Tag?**

All current HACC students are required to have a HACC ID card and Parking Hang Tag. These are available at the Security Office. Your first ID card and parking tag are free, replacements are \$5.00 each. Please bring your current Student Schedule to have your photo taken. (To access your classes online, log on to [www.hacc.edu](http://www.hacc.edu), HACCWeb and use your HACC web ID & password to print your class schedule). Returning students must obtain a current term sticker (no charge) to attach to your ID card. Information needed to obtain a Parking Hang Tag: Driver's License #, Vehicle Make, Year, Color, License Plate State, and Plate #.

*Security will be available for photo ID and parking tags on the following days and times:*

M – R	8 am – 6 pm	F	8 am – 4 pm	Saturday when available (When Saturday classes are in session)
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*[Due to unforeseen emergencies security may NOT be available at the above times.]*

### **How do I buy my books?**

The Bookstore is located in the East Building and hours vary. Please refer to [www.hacc.edu](http://www.hacc.edu), **Bookstore** (on the right side) for more information. As a student, you must take your computer generated Student Schedule or Student Detail Schedule (if you registered online) to purchase books. If you have financial aid in excess of tuition and fees on your account, you do NOT need a book voucher to purchase books. Your account can be accessed directly by the bookstore. You will be required to present photo ID. If your employer pays for books, have a scholarship that includes books, are a Chapter 31 Veteran, Trade Act (TRA/TAA) recipient, LETA or an Occupational Vocational Rehabilitation (OVR) student, you need to obtain a book voucher from the Welcome Center in the Main Building before purchasing books at the bookstore.

You may also order books online at [www.hacc.edu](http://www.hacc.edu), **Bookstore** (on the right side) to proceed. Internet purchases are by credit card only with a "Reserve" (pay and pick up) option as well as a "Ship to" option (additional charges for shipping and handling). ***Books for the spring 2010 semester will be available for purchase beginning January 4, 2010.***

### **What is HAWKMail?**

HACC assigns all registered credit students a college student email address called HAWKMail. Once registered for classes you will be mailed a letter identifying your HAWKMail account along with directions on how to activate your account. HACC will use this email address to email students about: class registration, financial information, graduation information, academic status and more. HACC faculty may also use HAWKMail to communicate important course information. If you previously provided a personal email account to HACC, HACC will no longer use that email account to communicate with you. All future correspondence from HACC will come through your HAWKMail account.

### **Is there a cafeteria on the campus?**

A full-service cafeteria, **Footnotes Café**, is located on the ground floor of the Main Building. Footnotes Café is open for breakfast and lunch Monday through Friday from 7:30 a.m. to 2:00 p.m. (Closed Fridays during summer terms.) There are also assorted vending machines throughout both East and Main buildings.

### **How do I drop/add/withdraw from a class?**

Drops are effective the date you withdraw online ([www.hacc.edu](http://www.hacc.edu) via **HACCWeb**) or complete documentation in the Welcome Center, or by submitting a letter to the Welcome Center where you attend. Instructor approval (signature and grade) is always required when the [refund deadline](#) (see attached calendar) has ended. You may drop/withdraw from courses through the last class day prior to the start of finals. Once finals week begins, you may no longer drop/withdraw from classes for that term.

No grade will be recorded for courses dropped within the refund period. After that time, a grade of "F" or "W" will be assigned depending upon the instructor's assessment of the student's performance. No credit is granted with an "F" or "W" grade. For more information, please refer to [www.hacc.edu](http://www.hacc.edu), **Current Student, Registrar, Drop/Add Course Info, Drop/Add/Withdrawal Form.**

If you are receiving federal financial aid, e.g., Stafford Loan or Pell Grant, and drop or withdraw, your financial aid may be adjusted. You are liable for the debt incurred and your eligibility for future financial aid could be affected. Please contact the Financial Aid Office at the campus where you attend for details.

If you are receiving Veterans Education Benefits, e.g., GI Bill, Education Assistance Program (EAP) or Federal Tuition Assistance, you must notify the Military and Veterans Affairs Office (MVAO) prior to dropping or withdrawing. Dropping/withdrawing may have a negative impact on your Veterans

Education Benefits. If you are dropping or withdrawing due to being ordered to active duty, you must bring a copy of your active duty orders to the MVAO.

### **What happens if I never attend or stop attending class?**

You are a member of a class even if you never attended and are considered enrolled up to the date on which a written intent to withdraw is received. You MUST drop or officially withdraw from the college by completing the Drop/Add/Withdrawal Form or via HACCWeb. If you never attend and are dropped by the instructor, **you will owe 50% of your tuition + fees.**

### **How do I get my tuition and fees refunded?**

Tuition and special section fees will be refunded according to the refund dates printed on your computerized schedule or found online on [www.hacc.edu](http://www.hacc.edu), **Current Student, Registrar, and Refund Info**. Refund eligibility is based upon the total cost of a course and date of withdrawal. The refund amount that you are eligible for is based upon the total cost of the course less the amount paid.

HACC is partnered with Higher One to provide financial aid or tuition refunds to students. When you register for credit classes at any HACC campus, you will receive a Higher One debit card in the mail **which you must activate. DO NOT THROW THIS CARD AWAY. A \$25 fee for any reissued debit card will be charged to the student.** The activation process is **required** whether you wish to use the debit card or not. During the activation process, you must choose which way you prefer to receive any refunds you may get from the college: 1) via the HACC Debit card, One-Account for Easy Access, 2) by electronic transfer to your current bank account. You can change this decision at any time but you must make an initial decision, **neglecting to elect one of these options will hold up receipt of any refund due to you from the college.** The HACC Debit Card can also be used to make purchases at all Debit MasterCard locations. Go to [www.HACCDebitCard.com](http://www.HACCDebitCard.com) to learn more about the Higher One debit card. Federal Regulations state, if you do not activate your card, your refund can be held for 21 days and sent to you via check.

### **When are low-enrolled classes canceled?**

The decision to cancel a class is usually made one week before classes start. You will receive notification by phone or mail of the cancellation. Advisors will help you pick another class (if possible) or you will receive a full refund if unable to find another class.

### **How do I verify my student enrollment?**

Students who are covered by their parent's health insurance generally need to be enrolled full-time (12 or more credits) to maintain coverage. Insurers often request verification of enrollment. Students may obtain a verification of their student status by accessing their HACCWeb account, **Student Records, Enrollment Verification**. This will take you to the National Student Clearinghouse website where you will follow the instructions to obtain the verification.

### **How will I know if the school closes?**

Please listen to the local radio and TV stations for school closings or check the College website [www.hacc.edu](http://www.hacc.edu). If the off-campus site where your class is normally held is closed, then HACC evening classes are cancelled at these locations. If the College is announced as closed, then you will not have classes at off-campus sites or at the Lancaster Campus.

### **How do I apply for graduation?**

You may apply for graduation during your last year at HACC. Forms can be obtained from and submitted to the Welcome Center or you may apply through [www.hacc.edu](http://www.hacc.edu), **HACCWeb, Student Records, Apply to Graduate**.

### **What is Virtual Campus and Blended Courses all about?**

The Virtual Campus is comprised of internet courses. To learn more, go to [www.hacc.edu](http://www.hacc.edu), **Virtual Campus**. Blended courses have both a required online component as well as on campus classroom meetings. To learn more about Blended Courses, go to [www.hacc.edu](http://www.hacc.edu), **Academics, Courses & Programs**.

### **What is the HACC Payment Plan?**

The **HACC Payment Plan (HPP)** provides a way to pay for your educational expenses in three (3) installments. Only tuition and fee charges billed by HACC may be budgeted. The first payment plus the \$30 enrollment fee is due on the tuition due date or, if enrolling after the tuition due date, on the date of enrollment. The remaining payments are due the 15<sup>th</sup> of each plan month in accordance with the schedule below.

HPP Payment Schedule

Fall Term:	Spring Term:
Tuition Due Date: 1 <sup>st</sup> installment plus a \$30 fee	Tuition Due Date: 1 <sup>st</sup> installment plus a \$30 fee
September 15 <sup>th</sup> : 2 <sup>nd</sup> installment	February 15 <sup>th</sup> : 2 <sup>nd</sup> installment
October 15 <sup>th</sup> : 3 <sup>rd</sup> installment	March 15 <sup>th</sup> : 3 <sup>rd</sup> installment

**There are 3 ways to enroll in the HPP. 1) Complete and submit the Web application available online through HACCWeb, 2) Complete the HPP Enrollment box on the Student Invoice, or 3) Complete a paper application and mail to your campus.** For additional information and an application, go to [www.hacc.edu](http://www.hacc.edu), **HACCWeb, Student Services and Financial Aid, Student Records, HACC Payment Plan Application**. Your account will be assessed a \$15 late fee for any late installments. Failure to pay could result in any or all of the following: withdrawal from classes, withholding of grades and transcripts, and denial of future registration requests.

### **How do I apply for Financial Aid?**

Complete the Free Application for Federal Student Aid (FAFSA). We recommend you complete the FAFSA online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). If you can't complete the application online, you may request a paper FAFSA by calling 1-800-4FEDAID or print a PDF FAFSA from [www.federalstudentaid.ed.gov](http://www.federalstudentaid.ed.gov). This application is required to determine the types and amounts of funding you may be eligible to receive through the federal government, state government and college. Determine the terms you will be attending HACC and file the appropriate application(s).

Be sure to list HACC's school code – **003273** on the FAFSA.

You should allow six to eight weeks from the time you apply for processing of the FAFSA. Questions? Contact the Financial Aid Office or **visit our website, [www.hacc.edu](http://www.hacc.edu), Student Services, Financial Aid.**

## What are the campus office phone numbers?

Area	Telephone Number	Room	E-mail Address
Admissions/Placement Test Scheduling (Welcome Center)	358-2966	Main 218	<a href="mailto:lancadmit@hacc.edu">lancadmit@hacc.edu</a>
Academic Affairs	358-2976	Main 327	
Bookstore	358-2243	East 104	<a href="mailto:lancasterbookstore@hacc.edu">lancasterbookstore@hacc.edu</a>
Career/Transfer Center	358-2290	Main 221	
Continuing Education (Non-credit)	358-2901	East 204	<a href="mailto:wedinfo@hacc.edu">wedinfo@hacc.edu</a>
Counseling & Advising	358-2988	Main 212	
D & E Library	358-2986	Main 226	<a href="mailto:lanclibrary@hacc.edu">lanclibrary@hacc.edu</a>
Faculty Support Offices	358-2880 Nursing 358-2837 Allied Health 358-2980 Chemistry, Computer, English, HD, HRIM, Math, & Physics 358-2983 Reading, Arts, Education, Social Sciences, Speech 358-2864 Biology, Business, Technology, Phys Ed	Main 215 East 207 Main 318  East 316  East 206	
Financial Aid	358-2992	Main 225	<a href="mailto:lancfinaid@hacc.edu">lancfinaid@hacc.edu</a>
Learning Center – Testing Services	358-2878	Main 232	<a href="mailto:lancctestcenter@hacc.edu">lancctestcenter@hacc.edu</a>
Learning Center – Tutoring Service	358-2878	Main 232	<a href="mailto:lanctutor@hacc.edu">lanctutor@hacc.edu</a>
Military and Veterans Affairs	358-2954	Main 107	<a href="mailto:vaoffice@hacc.edu">vaoffice@hacc.edu</a>
Registration/Records (Welcome Center)	358-2966	Main 218	<a href="mailto:lancwebreg@hacc.edu">lancwebreg@hacc.edu</a>
Security	358-2946 or 358-2996	Main 219	
Student Accounts (Welcome Center)	358-2966	Main 218	<a href="mailto:lancstacctts@hacc.edu">lancstacctts@hacc.edu</a>
Student Life/SGA	358-2858	Main 105	
Welcome Center	293-5000	Main 218	

### Student Reminders:

- **Veteran Status:** Students seeking to participate in one of several veterans or other military aid programs should complete the certification card for the current terms. This is available by contacting Military and Veterans Affairs.
- **Developmental Courses:** Courses numbered below 100 level generally will not count toward completion of a diploma, certificate or associate degree.
- **Insurance:** If you are between the ages of 18-23, you may need to be enrolled full-time (12 credits) to remain eligible under your parent's insurance policy. Check with your insurance company.
- **Releasing information:** If you wish another person to have access to your educational information, you will need to complete an Authorization to Release Information Form. The form is available in the Welcome Center. Parents, spouse and other persons will not be given records information unless you list them on the form.
- **Clery Act** crime statistics available at [www.hacc.edu](http://www.hacc.edu), Safety and Security Department.

### What about Student Services?

Information about student support services can be found on the HACC website ([www.hacc.edu](http://www.hacc.edu), **Student Services**). To schedule appointments or to learn more about academic advising, counseling, or disability services, please contact the Counseling and Advising Center at 358-2988 or stop by Room 212 in the Main Building. To learn more about career services, transfer services or internship opportunities, please contact the Career and Transfer Center at 358-2290 or stop by Room 221 in the Main Building.

### What about Tutorial and Testing Services?

The D&E Learning Center offers free tutoring for students with trained tutors throughout each semester for a variety of courses, as well as testing services for academic make-up, virtual campus, CLEP, and placement testing. For more information, please call the Learning Center at 358-2878 or stop by Room 232 in the Main Building. Information can also be found on the HACC Website ([www.hacc.edu](http://www.hacc.edu)–**current students–tutoring–Lancaster**).

### What kind of Library services are there?

Our campus Library is located in the Main building. **Got a question? Don't know who to ask? Ask a librarian** right here on campus or via email [lanclibrary@hacc.edu](mailto:lanclibrary@hacc.edu), by phone 717-358-2986, or thru the library website <http://lib2.hacc.edu/>. On the website you will find 24/7 online research help provided by **ASK HERE PA**. Over 125 computers, a wireless network, small group study rooms, and outstanding customer service all work to support HACC students and staff on campus and online.

### Where are the student computers?

Computer kiosks with printers are found in the Main Building, Library and East Building. Wireless computer capability is available in the East and Main buildings as well as the Footnotes Café located on the 1<sup>st</sup> floor of the Main building. The computer use policy can be found on page 55 of the student handbook, which is available on the HACC website ([www.hacc.edu/StudentLife/ResourcesandServices/Student-Handbook](http://www.hacc.edu/StudentLife/ResourcesandServices/Student-Handbook)).

Lancaster Campus Spring 2010 Calendar	*Spring 15 week classes (Part of Term 1)	*Spring 13 week Classes (Part of Term 0)	*Late Spring 10 week Classes (Part of Term Late)	Spring 1 <sup>st</sup> 8 week classes (Part of Term 2)	Spring 2 <sup>nd</sup> 8 week classes (Part of Term 3)	Spring 1 <sup>st</sup> 5 week classes (Part of Term 4)	Spring 2 <sup>nd</sup> 5 week classes (Part of Term 5)	Spring 3 <sup>rd</sup> 5 week classes (Part of Term 6)
Registration begins	Nov 2	Nov 2	Nov 2	Nov 2	Nov 2	Nov 2	Nov 2	Nov 2
Tuition payment due	Dec 2	Dec 2	Dec 2	Dec 2	Dec 2	Dec 2	Dec 2	Dec 2
Books available at Bookstore	Jan 4	Jan 4	Jan 4	Jan 4	Jan 4	Jan 4	Jan 4	Jan 4
Classes begin	Jan 13	Jan 25	Feb 22	Jan 13	Mar 13	Jan 13	Feb 18	Apr 5
Last day to add classes	Jan 20	Jan 29	Feb 24	Jan 15	Mar 17	Jan 14	Feb 19	Apr 6
Last day for 100% refund	Jan 20	Jan 29	Feb 24	Jan 15	Mar 17	Jan 14	Feb 19	Apr 6
Last day for 50% refund	Feb 3	Feb 9	Mar 1	Jan 20	Mar 19	Jan 19	Feb 22	Apr 9
Campus closed for holidays	Jan 18	n/a	n/a	Jan 18	n/a	Jan 18	n/a	n/a
Mid-term grades available via HACC Web	Mar 3-24	Mar 3-24	n/a	n/a	n/a	n/a	n/a	n/a
Break: no classes/college offices open	Apr 1-4	Apr 1-4	Apr 1-4	n/a	Apr 1-4	n/a	n/a	Apr 1-4
Last day to apply for graduation	Mar 26	Mar 26	Mar 26	Mar 26	Mar 26	Mar 26	Mar 26	Mar 26
Classes meet and follow a Monday schedule	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Last day to withdraw without a grade	Feb 3	Feb 9	Mar 1	Jan 20	Mar 19	Jan 19	Feb 22	Apr 9
Last day to drop a class	May 7	May 7	May 7	Mar 5	May 7	Feb 16	Mar 30	May 7
Final exams	May 8-14	May 8-14	May 8-14	n/a	May 8-14	n/a	n/a	May 8-14
Emergency make up days	May 17-18	May 17-18	May 17-18	n/a	May 17-18	n/a	n/a	May 17-18
Final grades available via HACC Web	May 17	May 17	May 17	Mar 9	May 17	Feb 19	May 17	May 17

**\*Note: please verify start and end date of your classes on Student Schedule and/or HACC Web.**