



## Now That You Have Registered For Summer/Fall 2012, Here Are Some Frequently Asked Questions!

### Where are my classes?

BSOC	Bright Side Opportunities Center 515 Hershey Avenue, Lancaster	LAEAST	Lancaster Campus (East Bldg.) 1641 Old Philadelphia Pike, Lancaster
GFC	The Family Center of Gap 835 Houston Run Drive, Gap	SACA	La Academia Partnership Charter School (SACA) 38 North Ann St., Lancaster
LAMAIN	Lancaster Campus (Clock tower bldg) 1641 Old Philadelphia Pike, Lancaster	WARHS	Warwick High School 301 West Orange Street, Lititz

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

All current HACC students are required to have a HACC Photo ID card and Parking Hang Tag. These are available at the Security Office at no charge. Replacement photo ID and/or parking tag will cost \$5.00. Please bring your current Student Schedule and photo ID to have your HACC photo ID taken. Log on to <http://www.hacc.edu/>, HACCWeb and use your HACCWeb 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 Registration Card, 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)
[Due to unforeseen emergencies security may <b>NOT</b> be available at the above times.]		

### How do I buy my books?

The Bookstore is located in the East Building. Please refer to [www.hacc.edu](http://www.hacc.edu), **Bookstore** (on the right side) for more information. **You will be required to present your HACC ID to purchase books.** If your employer pays for books, you 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 will be required to present your HACC ID with the voucher.** The Bookstore offers a select number of textbook rentals at the start of each semester.

### Drop/Add Course Information

For information regarding how to drop, add, or replace a class, visit [www.hacc.edu](http://www.hacc.edu), select *Student Services*, select *Registrar* from the left side of the page, and select Drop/Add Course Info from the left side of the page or direct link to: <http://www.hacc.edu/StudentServices/Registrar/Drop-Add-Course-Info.cfm>.

**If you never attended or stop attending class:** You MUST drop or officially withdraw from the college. If you do so prior to the end of the **full (100%) refund deadline**, you will receive a full refund.

If you fail to officially withdraw, you are responsible for half the tuition charges. If you are dropped because you stop attending, you are responsible for half or all tuition charges based upon the date of drop noted by the instructor. Additionally, a grade will be assigned if your instructor drops you after the refund period. **Please review refund deadlines at [www.hacc.edu](http://www.hacc.edu), select Student Services, select Registrar from the left side of the page, select Refund Info at the left side of the page or direct link to: <http://www.hacc.edu/StudentServices/Registrar/Refund-Info.cfm>.**

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)-Main RM107 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 MVAO.

### **What is the HACC Debit Card?**

HACC partners 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 \$20 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. **Neglecting to elect one of these options will hold up receipt of any refund due to you from the college.** 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 at which time a check will be processed for the amount of the refund.

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

Sign up for HACC e2 Campus Emergency Notification for closing/emergency information. You may also listen to local radio/TV stations for school closings or the College website [www.hacc.edu](http://www.hacc.edu) and click on “delayed opening” or dial 293-5000 and select Option 1 for any weather related message. If the off-campus site where your class is held is closed, then HACC evening classes are cancelled at these locations.

### **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 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), or through 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.

### **What about Tutorial and Testing Services?**

The 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 Main Building. Information can also be found on the HACC Website ([www.hacc.edu](http://www.hacc.edu) – Lancaster –Tutoring or Test Center).

<p style="text-align: center;"><b>Save Time...PAY ON-LINE!</b></p> <p>HACCWeb offers you a secure method of making tuition payments</p> <ul style="list-style-type: none"><li>• Go to <a href="http://www.hacc.edu">www.hacc.edu</a></li><li>• Log in to your student account on HACCWeb</li><li>• Click on Student Services/Student Records/Choose Pay My Account option</li></ul> <p><b>Please note: After tuition due date—Payment is expected at time of registration!</b></p>	<b>2012 Tuition Due Dates</b>
	<b>Summer I -- May 9</b>
	<b>Summer II -- June 6</b>
	<b>Fall --August 8</b>

### **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.gov](http://www.fafsa.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. If you have questions, contact the Financial Aid Office or **visit our website, [www.hacc.edu](http://www.hacc.edu), Student Services, Financial Aid.**

### **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 Bldg.

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

Students may obtain a verification of student status by accessing their HACCWeb account, **Student Records, Enrollment Verification** it will take you to the National Student Clearinghouse website and follow the instructions to obtain the verification.

### **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 Main building. The computer use policy can be found on page 42 of the 2011-2012 student handbook, which is available on the HACC website <http://www.hacc.edu/StudentLife/Student-Handbook.cfm>.

### **What are 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	
Financial Aid	358-2992	Main 225	<a href="mailto:lanctfinaid@hacc.edu">lanctfinaid@hacc.edu</a>
Learning Center – Testing Services	358-2878	Main 232	<a href="mailto:lancttestcenter@hacc.edu">lancttestcenter@hacc.edu</a>
Learning Center – Tutoring Services	358-2878	Main 232	<a href="mailto:lancttutor@hacc.edu">lancttutor@hacc.edu</a>
Library	358-2986	Main 226	<a href="mailto:lanclibrary@hacc.edu">lanclibrary@hacc.edu</a>
Military and Veterans Affairs	358-2954	Main 107	<a href="mailto:vaoffice@hacc.edu">vaoffice@hacc.edu</a>
Office for Disability Services	358-2972	Main 212	<a href="mailto:vlvanhise@hacc.edu">vlvanhise@hacc.edu</a>
Registration/Records (Welcome Center)	358-2966	Main 218	<a href="mailto:lanctwebreg@hacc.edu">lanctwebreg@hacc.edu</a>
Security (Non-emergency)	358-2946 or 358-2996	Main 219	
Security (Emergency)	358-2999	Main 219	
Student Accounts (Welcome Center)	358-2966	Main 218	<a href="mailto:lanctstaccts@hacc.edu">lanctstaccts@hacc.edu</a>
Student Life/Multicultural Programs/SGA	358-2858	Main 105	
Subway – Hours of Operation Monday-Thursday 7:30AM-6:30PM Friday 7:30AM-2:00PM		Footnotes Café--Main Lower Level	
Welcome Center	293-5000	Main 218	

### **Student Reminders:**

- **Clery Act** crime statistics available at <http://www.hacc.edu/AboutUs/Security/Clery-Act-Crime-Statistics.cfm>
- **Developmental Courses:** Courses numbered below 100 level do not count toward the completion of a diploma, certificate or associate degree.
- **Emergency Call Boxes:** Are located in the parking lots throughout the campus.
- **Releasing information:** If you wish another person to have access to your educational information, i.e. admission records, registration, financial aid you will need to complete an Authorization to Release Information form. The form is available in all offices at the campus and must be signed in front of a HACC representative or High School representative.
- **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.

Lancaster Campus Summer & Fall 2012 Calendar	1 <sup>st</sup> 6 Week Summer 1	12 Week Summer 1	8 Week Summer 1	6 Week Summer II	Fall 15 week classes (Part Term 1)	Fall 12 week classes (Part Term Late)	Fall 1 <sup>st</sup> 8 week classes (Part Term 2)	Fall 2 <sup>nd</sup> 8 week classes (Part Term 3)	Fall 1 <sup>st</sup> 5 week classes (Part Term 4)	Fall 2 <sup>nd</sup> 5 week Classes (Part Term 5)	Fall 3 <sup>rd</sup> 5 week Classes (Part Term 6)
Tuition Payment due	May 9	May 9	May 9	June 6	August 8	August 8	August 8	August 8	August 8	August 8	August 8
Classes begin	May 21	May 21	June 18	July 2	August 20	Sept. 10	August 20	Oct. 15	August 20	Sept. 25	Nov. 1
Classes End	June 28	August 9	August 9	August 9	Dec. 14	Dec. 14	Oct. 14	Dec. 14	Sept. 24	Oct. 31	Dec. 14
Last day for 100% refund	May 22	May 25	June 20	July 3	August 27	Sept. 14	August 22	Oct. 17	August 21	Sept. 26	Nov. 2
Last day for 50% refund	May 29	June 5	June 27	July 9	Sept. 10	Sept. 25	August 28	Oct. 23	August 24	Oct. 1	Nov. 7
Campus closed for holidays	May 28	May 28 July 4	July 4	July 4	Sept. 3 Nov. 22-25	Nov. 22-25	Sept. 3	Nov. 22-25	Sept. 3	n/a	Nov. 22-25
Mid-term grades available via HACC Web	n/a	n/a	n/a	n/a	Dec. 18	Dec. 18	n/a	Dec. 18	n/a	n/a	Dec. 18
Break: no classes/college offices open	n/a	n/a	n/a	n/a	Oct. 8-9	Oct. 8-9	Oct. 8-9	n/a	Oct. 8-9	Oct. 8-9	n/a
No evening classes	n/a	n/a	n/a	n/a	Nov. 21	Nov. 21	n/a	Nov. 21	n/a	n/a	Nov. 21
Last day to apply for graduation	Sept. 28	Sept. 28	Sept. 28	Sept. 28	Sept. 28	Sept. 28	Sept. 28	Sept. 28	Sept. 28	Sept. 28	Sept. 28
Classes meet and follow Monday schedule	June 1	June 1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Classes meet and follow Wednesday Schedule	n/a	July 6	July 6	July 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Last day to withdraw without a grade	May 29	June 5	June 27	July 9	Sept. 10	Sept. 25	Aug. 28	Oct. 23	Aug. 24	Oct. 1	Nov. 7
Last day to drop a class	June 28	Aug. 9	Aug. 9	Aug. 9	Dec. 7	Dec. 7	Oct. 14	Dec. 7	Sept. 24	Oct. 31	Dec. 14
Final Exams	Refer to Syllabus	Refer to Syllabus	Refer to Syllabus	Refer to Syllabus	Dec. 8-14	Dec. 8-14	n/a	Dec. 8-14	n/a	n/a	Dec. 8-14
Emergency make up days	June 29	August 10	August 10	August 10	Dec. 17-18	Dec. 17-18	n/a	Dec. 17-18	n/a	n/a	Dec. 17-18
Final grades available via HACC Web	July 2	August 13	August 13	August 13	Dec. 18	Dec. 18	Refer to Syllabus	Dec. 18	Refer to Syllabus	Refer to Syllabus	Dec. 18

**\*Note: please verify start and end dates on Student Schedule/Bill and/or HACC Web.**

**Instructor approval is required to add a class as of the first day of the class meeting. A student that is dropped or dropping a class after having had approval will need to get another faculty approval override if re-adding a class. (HACC AP632)**