



2010 Pennsylvania Avenue
York, PA 17404 • TELEPHONE (717) 718-0328

Here Are Some Frequently Asked Questions

Please keep this handout as a reference throughout the semester for important information, deadlines, phone numbers, and hours of operation.

How, why & when do I get a student photo identification card?

All current HACC students are required to have a HACC ID card. **Student photo identification cards are available to students at the Safety and Security substation in the Student Commons Lobby in Leader Building.** Students must take their current Student Detail Schedule and picture ID to Safety and Security at the York Campus to get their Student Photo ID. Students are required to obtain an identification card to utilize the HACC Library System or the Central Pennsylvania Intercollegiate Library System. Replacement photo IDs will cost \$5.00 Please report to the Campus Welcome Center and then follow the procedure above. Returning students must obtain a current term sticker, at no charge, to attach to their ID card.

What are the York Campus office hours?

Area	Telephone Number	Location	Summer Hours of Operation are May 17 through and including August 13, 2010
Welcome Center Admissions Student Accounts Registration	718-0328 ext. 3518 718-0328 ext. 3519 718-0328 ext. 3519	Leader Room 102	M-R 8:00am – 6:30pm F 8:00am – 4:00pm
Bookstore	718-0328 ext. 3522	Leader Room 124	M-R 7:45am – 6:30 pm F, S, U - Closed Summer books available on May 17th
Counseling & Advising Appts.	718-0328 ext. 3513	Leader Room 102	Call for an appt. & drop-in hours M-R 8:00am - 4:30pm F 8:00 am –3:00 pm
Faculty Secretary	718-0328 ext. 3523	Leader Room 108	After hours please leave a message for your instructor M-R 7:30 am – 8:00 pm
Financial Aid	718-0328 ext. 3517	Leader Room 104	Call for drop-in hours M,T, W 8:00am-1:00 PM and 4:00-6:00 pm R – 12:30 – 4:30 pm F – 8:00am – 12:00pm
Library	718-0328 ext. 3520	Leader Room 121	M-R 7:30 am – 9:00 pm F, S, U– Closed
Office for Academic Success	718-0328 ext. 3533	Leader Room 103	Call for tutoring hours M-R 9:00 am – 6:00 pm F, S - Closed
Testing Center	718-0328 ext. 3514	Leader Room 103A	Appointment required for all testing. M-R 9:00 am – 8:30 pm F, S - Closed
York Military and Veterans Affairs Office	718-0328 ext. 3526	Leader Room 102	Call for current hours

Drop/Add Course Information

For information regarding how to drop, add, replace a class, visit www.hacc.edu, select *Student Services*, select *Registrar* from the left side of the page, 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 attend 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 be certain to carefully review published refund deadlines at 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>

How do I get my tuition and fees refunded?

Students who choose to withdraw or drop from courses according to published deadlines may receive refunds. Please be certain to carefully review published refund deadlines at 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>. Students can withdraw via web in 100% and still receive refund. A student is a member of a class even if he/she never attended and is considered enrolled up to the date on which a written intent to withdraw is received. A student who does not attend classes for which he or she has registered and fails to withdraw will forfeit one-half of the tuition and all applicable fees (only during the 50% period). Tuition and special section fees will be refunded according to the refund dates printed on your computerized schedule. Contact Student Accounts for specific refund dates.

Refund eligibility is based upon the total cost of a course. If the full balance has not been paid at the point you drop or withdraw, a refund may not be due. All refunds will be issued through Higher One in the method you selected when activating your debit card.

REFUNDS

- **The admissions application and photo identification fees are not refundable.**
- Tuition and fees are refundable in full if the withdrawal/drop occurs before the semester begins.
- Refund dates are listed on the back of the student's computerized schedule/bill or contact Student Accounts for specific refund dates.

School Closings

Please listen to the local radio and TV stations for school closings or check the college website www.hacc.edu and click on "delayed opening." If the off-campus site where your class is normally held is closed, then HACC evening classes are canceled at these locations. If the college is announced as "closed" then you will not have classes at off-campus sites or at the York Campus. You can also sign up for HACC e2 Campus Emergency Notification for closing/emergency information. Just sign onto www.hacc.edu to register.

Your Payment Options

(Summer I 2010 Semester Only)

Option #1

Pay full balance by May 5, 2010 (Visa, MasterCard, check, cash, money order or certified check) in person or via HACCWeb

Option #2

HACC Summer Payment Plan: *The HSPP allows students to make their tuition & fee payments in 2 equal installments for the current semester. The first payment plus the nonrefundable \$30 enrollment fee is due on the tuition due date or, if enrolling after the tuition due date, on the date of enrollment.*

1st payment due – 5/5/10

2nd (final) payment due – 6/15/10

For more information visit, www.hacc.edu, select *Student Services*, select *Student Accounts* from the left side of the page, select *HACC Summer Payment Plan* from the left side of the page or direct link to:

<http://www.hacc.edu/StudentServices/StudentAccounts-Cashiering/PaymentPlan/Summer-Payment-Plan.cfm>

Option #3

Financial aid or Veterans benefits is greater than or equal to the total tuition balance due.

How do I apply for Financial Aid?

Complete the Free Application for Federal Student Aid (FAFSA) either by using the Internet. This application is required to determine the types and amounts of funding you may be eligible to receive through the federal and state government and the college. Determine the semesters you will be attending HACC and file the appropriate application(s) listed below:

SUMMER 2010: File 2009-10 FAFSA/FALL 2010: File 2010-2011 FAFSA

INTERNET

FAFSA ON THE WEB at www.fafsa.ed.gov.

You will need a PIN (Personal Identification Number), to electronically sign your FAFSA. If you do not already have a PIN, apply for one now at www.pin.ed.gov. If you are a dependent student, your parents should also apply for a PIN so they can electronically sign your FAFSA.

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. For questions regarding this process, please contact the Financial Aid Office at 718-0328 ext. 3517 or **visit their website, www.hacc.edu/finaid**.

I've just recently applied for financial aid and my bill is due, what should I do?

You can still attend HACC however, if your financial aid does not appear on your HACC record at the time your bill is due, you will need to make a payment to the college. You may either pay your bill in full or utilize the College's payment plan. Once the Office of Financial Aid Services receives the results of your FAFSA and determines your financial aid eligibility, you will receive a Financial Aid Award letter from HACC. If you have financial aid in excess of the amount due on your bill, a credit to your Higher One account will be made after HACC receives financial aid disbursements.

What about military and veterans benefits?

Questions concerning veteran's benefits should be directed to the York Campus at 718-0328 ext. 3526.

What about Student Services?

Counseling Services

Our experienced and trained counseling staff can help you with the following: educational-vocational planning including curriculum choice, course selection, and transfer; interpretation of HACC's English and math placement tests; discussion of personal concerns with referral to specialized agencies if appropriate; career counseling including administration and interpretation of vocational interest inventories; and information on student success and study skills programs. Counseling appointments should be scheduled in advance by calling 718-0328 ext. 3513.

Office for Disability Services

The Office for Disability Services coordinates accommodations for students with disabilities. Its main purpose is to provide academic accommodations. The mission of the program is to promote student independence, program accessibility, and a psychologically supportive environment that will help students achieve their educational objectives. For additional information regarding access and accommodations, call Brenda DiModugno at 718-0328 ext. 3562, or email bldimodu@hacc.edu.

Tutoring Services

Free tutoring is available to all registered students through the Office for Academic Success in Room 103 in the Leader Building (Learning Center.) Qualified, trained tutors offer one-on-one and small group tutoring in writing, math, chemistry and biology as well as other subjects as posted on the bulletin board outside of Room 103.

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.

Library Services

HACC Library staff work within a student-centered learning environment to provide the widest access to information resources and services in support of the educational goals of the College.

Online access provides rapid access to the total holdings of all HACC libraries and web-based resources as well as access to the holdings of 23 other central Pennsylvania colleges. Library resources can be accessed directly from home at <http://lib2.hacc.edu/>. Students without Internet access may present a current HACC ID and sign out a laptop computer to be used in the library.

Student Reminders:

Leader Building – is located at 2010 Pennsylvania Avenue

Goodling Building: is located at 2101 Pennsylvania Avenue.

CYTEC Building: is located at 2161 Pennsylvania Avenue

- **Developmental Courses:** Courses numbered below 100 levels do not count toward the completion of a diploma, certificate or associate degree.
- **Insurance:** Students 18-23 years of age may need to be enrolled full-time (at least 12 credits) to remain eligible under parents' insurance policies. Check with your insurance company.
- **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. All other individuals (parents, spouse, and other persons) will not be given information about your records unless you list them on the release form.
- **Veteran Status:** Students seeking to participate in one of several veterans or other military aid programs should be certain to contact the York Campus Veterans Affairs office at 718-0328 ext. 3526.

Have a great semester!