

CollegeNOW

Advisement & Enrollment Roadmap

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myHeartland PORTAL

The **myHeartland** (home.heartland.edu) portal is your home base, which includes:

- **My Mail** - Access student email
- **Student Center** - View class history, drop/withdraw from classes, see grades, view your schedule, print your bill, and use Navigate360 to make appointments with campus resources
- **Canvas/My Classes** - Access class content for onsite, online, and hybrid classes
 - Please note that class content will be loaded into Canvas four (4) days before the semester begins

For assistance managing your password, please visit www.heartland.edu/password.

For questions or issues with your student account, contact our IT Helpdesk at (309) 268-8380 or helpdesk@heartland.edu.



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Follow Heartland Community College Advisement on **Facebook**



ADVISEMENT
Heartland Community College

ADVISEMENT

Academic advisors are a great resource to assist you in starting to reach your educational goals!

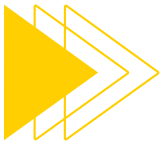
As a College NOW student, advisors will:

- Assist you with class selection
- Register you for on-campus or online classes
- Refer you to Heartland resources and support services
- Provide tips on moving onto your next educational or career goal



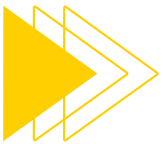
ENROLLMENT

College NOW students can not enroll themselves into classes, you must interact with an advisor to do so. You may select one of the following options:



Schedule In-Person or Virtual Appointment

- Call (309) 268-8027 to schedule an appointment.
- *This option is always available, but is encouraged for the first time you are enrolling in on-campus or online College NOW classes.*



Attend In-Person Drop-In Hours

- Monday – Friday, Noon - 4:00 pm
- 1st floor – Community Commons Building (CCB)



Email Us

- If you have not met with an advisor previously and are not new to College Now, please email Advising@heartland.edu and your email will be forwarded to an advisor.
- If you have already met with an advisor, you may email that advisor directly.
 - Email addresses can be found at www.heartland.edu/advisement/advisors.html.
- Please include the following in your email: Your name, HCC ID number, and the class(es) you would like to enroll in.

CHANGES?

If you have already interacted with an advisor and have registered for a certain semester, you may email that advisor directly to request changes.

KEY INFORMATION

- ✓ Remember to **check your Heartland email account regularly.**
- ✓ If you are a **new student**, you are required to complete **Success Education (SCED) 99: Student Success Orientation.** See page 5 for more information.
- ✓ Pick up your **free student ID** in the Library; take a printed copy of your schedule with you to get your student ID. Not only will your ID serve as your library card, it's good for free transportation on the Bloomington-Normal Connect Transit system and gives you access to the Fitness and Recreation Center and other campus services.
- ✓ Sign up for **HCC Emergency Alerts** to receive text notification alerts in the event of campus emergencies or serious safety concerns, including campus closures due to severe weather. *Text JOIN HCC-ALERTS to 31389.*
- ✓ Sign up for **HCC Access Alerts** to receive text notification alerts for temporary interferences to campus access such as elevator repairs, blocked stairs or sidewalks and closed entries or parking areas. *Text JOIN HCC-ACCESS to 31389.*
- ✓ Once you register for classes, you'll receive information about a **BankMobile account** in the mail. If at any point you need a refund, all refunded money will be disbursed into this account.
- ✓ Will you need to **share your academic information**? The Family Educational Rights and Privacy Act (FERPA) requires you to give written consent before the College can release information such as grades, class schedules, and transcripts. If you want to share this information with anyone, visit heartland.edu/records/ferpa.html and complete the **Release of Information** form.
- ✓ If you live out of the district, there are additional ways to receive in-district tuition. Visit heartland.edu/payingforcollege/cost/residency.html to find where and how you can submit residency documentation.
- ✓ If you plan to continue to attend HCC after you graduate from high school, you do need to submit an updated application, please visit the Apply to Heartland website.



MYHEARTLAND ACCOUNT

To set up your **myHeartland** account, you will need:

- Your HCC username
- Your HCC ID number
- Your birthday
- The last 4 digits of your SSN

To create/reset your password:

1. Go to **myHeartland** (home.heartland.edu).
2. Click on **Manage My Password**.
3. Select the box for **Create or Reset Password**.
4. Enter your HCC username.
5. Answer the security questions to verify your identity.
6. Create and confirm your password following the instructions.
7. Close window or tab and return to the Student Center.
8. Enter your username and new password to login to **myHeartland** resources.

DUAL CREDIT AND DUAL ENROLLMENT

DUAL CREDIT

The state of Illinois defines dual credit as qualified high school students who earn high school and college credit upon [successful] completion. Each term Heartland Community College (HCC) will notify high schools of their students who are taking classes at HCC. *Should you have questions about how/if your HCC classes will count as dual credit for your high school graduation requirements, please talk to your high school counselor.*

DUAL ENROLLMENT

The state of Illinois defines dual enrollment as qualified high school students earn only college credit upon [successful] completion. This credit does not apply to high school graduation requirements.

CLASS MODALITIES

IN PERSON

All class sessions are held in person at one of our three locations. Classes with a room code or location of HCCP or HCCL are held on the Pontiac or Lincoln locations, not on the Normal campus.

HYBRID

At least one class period a week is held in person, and the remainder of the class work is completed online.

ONLINE

Online classes must be assigned a day and time, so on the schedule it will appear they meet at odd hours (eg. Sunday 1:18-1:19 am). However, online classes:

- Do not meet in-person or at a regularly scheduled time.
- Have specific deadlines and due dates.
- Will be completed in the the My Classes (Canvas) tile in the myHeartland portal.
- May have in-person exam/assessment requirements.

REMINDER

All HCC classes use the My Classes (Canvas) tile in the myHeartland portal. See page 6 for more details.

DOWNLOAD NAVIGATE360 APP

With this app you will be able to:

- Schedule appointments with advising, success coaching, tutoring, and testing
- View appointment summaries
- Access your class schedule
- Check for to-dos, holds and tasks
- Register for classes
- View and pay your tuition bill
- Hand raise for help
- ***Get notifications and updates right on your phone!***



Apple App Store



Google Play Store

For more information visit: www.heartland.edu/navigate/.

HEARTLAND STUDENT ORIENTATION

NEW HEARTLAND STUDENT?

All new students are required to complete Success Education (SCED) 99: Student Success Orientation. It's a FREE 3 hour session!

In this session you will:

- Explore your [myHeartland](#) account including your:
 - Student Center
 - Email
 - Class schedule
 - Financial information
 - Classes in Canvas
- Discover HCC resources
- Gain knowledge to be a successful student at HCC
- Access free Microsoft Office 365
- Pick up your HCC ID card
- Learn how to find your class materials
- Take a campus tour
- *Leave ready to start the semester!*



AFTER ENROLLING

1 CONFIRM YOUR SCHEDULE/BILL

1. Go to [myHeartland](#) and then log into your **Student Center**.
2. Click on the **View My Schedule/Bill** tile.
3. Choose the semester and view.
4. Be sure to have pop-ups enabled, as the schedule appears in a pop-up screen.
5. Confirm the information on your semester schedule/bill is correct.

2 SECURE PAYMENT

1. Make sure you have a form of payment in place by the tuition due date to avoid being dropped from classes for nonpayment.
 - a. If you enroll after the tuition due date, payment is due immediately upon enrollment.
2. You can pay or set up a payment plan:
 - a. Through your Student Center in the Financial Account tile.
 - b. By contacting the Business Office at (309) 268-8140.
3. For more information, visit: heartland.edu/payingForCollege.

3 ACCESS YOUR CLASSES IN CANVAS

1. Go to [myHeartland](#) and click on **My Classes (Canvas)**.
2. If you have not used Canvas previously, complete the Canvas 100 Orientation (available 2 weeks before the term begins).
3. View your current class(es); these will be available 4 days* before the class begins.
*Note: If you register for a class after the session starts, your class will appear the following day.

4 OBTAIN CLASS MATERIALS/BOOKS

After enrolling, to view a list of your books:

1. Go to [myHeartland](#) and click on **Student Center**.
2. Click on the Manage Classes tile.
3. Click on View My Classes.
4. Select the appropriate semester if asked.
5. Click on View My Class Books.

You are welcome to purchase/rent your books from anywhere by using the ISBN to search for the specific book online.

- Heartland Bookstore's website is: bkstr.com/heartlandccstore/home
- Consider participating in the Student Government Association's Textbook Swap: heartland.edu/textbooks/bookSwap.html

5 TRANSCRIPTS

1. The grade and credit you earn will be recorded on your unofficial and official HCC transcript.
2. For more information visit: www.heartland.edu/records/requestTranscripts.html



DROP/WITHDRAW FROM CLASSES

Each of the different sessions during a semester has a refund/drop deadline and a withdrawal deadline.

- If you drop a class before the refund/drop deadline:
 - The class does not appear on your transcript.
 - You are not charged or will receive a refund for the class.
- If you withdraw from a class after the refund/drop deadline, but before the withdrawal deadline:
 - The class appears on your transcript as a “W – Withdraw,” and does not impact GPA.
 - You are financially responsible for paying for the class.

Please check the Advisement and Enrollment Calendar (heartland.edu/advisement/register) or the Academic Calendar (heartland.edu/calendar) for refund and withdrawal deadlines.



INSTRUCTIONS

1. Go to myHeartland and log in to your **Student Center**.
2. Click on **Manage Classes**.
3. Click on **Drop Classes** on the left-hand navigation.
 - The Student Center uses the term “drop” for both drops and withdrawals, but the appropriate outcome (transcript and bill – see above) will occur based on the date.
4. Select the semester of the class you wish to drop.
5. Select a class to drop by checking the box next to the desired class, then click **Next**.
6. Select the most applicable reason for dropping a class, then click **Next**.
7. Make sure the correct class is listed under **Review Classes to Drop**, then click on **Drop Classes**.
 - If you dropped the class successfully, you will see a **green check mark**. If you see a **red X**, you were unable to drop the class on your own, and you can call Advisement at (309) 268-8033 for more information.
8. We recommend dropping classes individually to avoid any accidental drops.
 - If you wish to drop more classes, repeat the steps above.

CAMPUS RESOURCES



Admissions

(309) 268-8010
or Admissions@heartland.edu

Academic Advisement

(309) 268-8033
or Advising@heartland.edu

Bookstore

(309) 452-9007
or bkstr.com/heartlandccstore/home

Business Office/Cashier

(309) 268-8140
or Cashier@heartland.edu

Career Center

(309) 268-8034
or career.center@heartland.edu

Financial Aid

(309) 268-8020
or FinAid@heartland.edu

Library

(309) 268-8292
or Library@heartland.edu

Math Success Center

(309) 268-8640

Project RISE

(309) 268-8404
or Project.Rise@heartland.edu

Scholarships

(309) 268-8020
or Scholarships@heartland.edu

Student Access and Accommodation Services

(309) 268-8259
or Accommodations@heartland.edu

Student Counseling Services

(309) 268-8390
or Counseling@heartland.edu

Student Engagement

(309) 268-8026
or StudentEngagement@heartland.edu

Success Coaches

(309) 268-8407
or successconnections@heartland.edu

Testing Center

(309) 268-8077
or Testing@heartland.edu

Tutoring Services

(309) 268-8231
or Tutoring@heartland.edu

Veteran's Center

(309) 268-8313
or Veterans.Center@heartland.edu



Heartland Community College Lincoln (HCCL)

(217) 735-1731 or Lincoln.Center@heartland.edu

Heartland Community College Pontiac (HCCP)

(309) 268-8960 or Pontiac.Center@heartland.edu

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