

# ADVISEMENT & ENROLLMENT ROADMAP

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## myHeartland PORTAL

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

- **My Mail** - Access student email
- **Student Center** - View class history, enroll in/drop 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](http://www.heartland.edu/password).

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



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**ADVISEMENT**  
Heartland Community College

# ADVISEMENT

*Academic advisors are a great resource to assist you in achieving your educational goals!*

To make the most of the advising partnership, we recommend you...

- Meet with an academic advisor at least once a semester to ensure you are on track.
- Register during Priority Registration.
- Regularly review and update your plan of study with your academic advisor.



## MEETING WITH AN ACADEMIC ADVISOR

### All Campuses

To meet with a Heartland advisor, you may schedule an appointment in your [myHeartland](#) Student Center through the Navigate360 tile or in the Navigate360 app (see page 6).

### Normal Advisement

#### Community Commons Building (CCB) 1000



Call (309) 268-8033 to schedule an appointment.



Attend In-Person Drop-In Hours:  
Monday – Friday, Noon - 2:00 pm  
1st floor – Community Commons Building (CCB)



Email [Advising@heartland.edu](mailto:Advising@heartland.edu). Please include your full name and HCC ID number or birthday in your email. You will hear back from an advisor within 2 business days.

Visit: [heartland.edu/advisement/](http://heartland.edu/advisement/)

### CTE Advisement

#### Student Commons Building (SCB) 2400

Call (309) 268-8033 to make an appointment.

Visit: [heartland.edu/advisement/](http://heartland.edu/advisement/)

### Pontiac Advisement

Call (309) 268-8960 to make an appointment.

Visit: [heartland.edu/pontiac/advisement.html](http://heartland.edu/pontiac/advisement.html)



### Lincoln Advisement

Call (217) 735-1731 to make an appointment.

Visit: [heartland.edu/lincoln/Advisement.html](http://heartland.edu/lincoln/Advisement.html)



# 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 6 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 58339.*
- ✓ 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 58339.*
- ✓ 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](https://heartland.edu/records/ferpa.html) and complete the **Release of Information** form.
- ✓ If you need to **change your program of study**, visit [heartland.edu/records](https://heartland.edu/records) to complete and submit a program change form.



## PROVE RESIDENCY FOR IN-DISTRICT TUITION

To prove residency for in-district tuition:

- Visit the following website to see what is approved residency documentation and how you can submit it:  
[https://www.heartland.edu/records/Residency/Submit\\_Residency.html](https://www.heartland.edu/records/Residency/Submit_Residency.html)
- For questions about in-district residency, please contact the Records Office at (309) 268-8071 or [records@heartland.edu](mailto:records@heartland.edu).

## PRE-REGISTRATION FORM

The pre-registration form must be completed each semester before enrolling in classes. You will not be able to enroll until you complete this form.

- Go to [myHeartland](https://myHeartland) and then log in to your Student Center.
- Click on the Tasks tile.
- Click on the Pre-Registration Form and complete all necessary steps.
- At the end, click submit to complete the form.

# ENROLL IN CLASSES

*Students must complete the Pre-Registration Form before enrolling in each term. Instructions are on page 3.*

1. Go to [myHeartland](#) and log in to your **Student Center**.
2. Click on **Manage Classes**.
3. Click **Class Search and Enroll** in the left-hand navigation.
4. Select the semester for which you are enrolling.
5. Enter the **class prefix and number** (eg. ENGL 101) to see all sections of a class OR enter the **4-digit course code** (eg. 1365) to find a specific class section.
  - *To see additional details (eg. instruction mode, instructor, textbooks, location details), click the blue section hyperlink.*
6. When the desired class section is highlighted, click on the arrow at the far right of the row.
7. Follow the prompts to review the class section and enroll, or place the class in your shopping cart until you are ready to enroll.
  - *The shopping cart stores information about the class(es) you choose, but does not hold or reserve seats in any class. You still must complete enrollment in order to register for the class(es).*
8. Check the status of the added class.
  - If you are enrolled successfully, you will see a **green check mark** next to the added class.
  - If you see a **red X**, enrollment did not go through, so read the error message to determine what is preventing enrollment.
9. Continue adding other classes by going back to **Class Search and Enroll** and following the enrollment instructions again.
10. In the **Student Center**, click on the **View My Schedule/Bill** tile to ensure all of your classes appear correct to you.



## 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 may show a one-minute “meeting time” (eg. Sunday 1:18-1:19 a.m.) when you are registering and as “SU” on your schedule/bill, but that odd time is simply a placeholder. Online classes:

- Have specific deadlines and due dates.
- Do not meet at regularly scheduled times or in-person.
- Are completed in the My Classes (Canvas) tile in the myHeartland portal.
- Require that students use a laptop/desktop to access course material in Canvas (iPads/phones will not display all portions of Canvas).
- May require a webcam in addition to the laptop/desktop for exams (mobile devices such as iPads, tablets, smartphones will not work).
- May require in-person exams. Check the “class notes” section for the course when registering.

### REMINDERS:

- HCC students are welcome to mix and match classes at any of the three locations and in any modality.
- All HCC classes use the My Classes (Canvas) tile in the myHeartland portal (iPads/phones will not display all portions of Canvas).

# 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.
- Reminder: Dropping or withdrawing from a class can have an impact on your financial aid.
  - If you have any questions about the potential ramifications of withdrawing from or dropping a class, you may contact the Financial Aid Office at (309) 268-8020 or **FinAid@heartland.edu**.

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



## INSTRUCTIONS

1. Go to [myHeartland](http://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.

# 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/](http://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.

## 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.

## 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. If you enroll after the tuition due date, payment is due immediately upon enrollment.
2. You can pay or set up a payment plan:
  - Through your Student Center in the Financial Account tile.
  - By contacting the Business Office at (309) 268-8140.

For more information, including scholarships, veteran benefits, and loans, visit:  
[heartland.edu/payingForCollege](http://heartland.edu/payingForCollege).

The Financial Aid Office can be contacted at (309) 268-8020 or [FinAid@heartland.edu](mailto:FinAid@heartland.edu).

## 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](http://bkstr.com/heartlandccstore/home)
- Consider participating in the Student Government Association's Textbook Swap: [heartland.edu/textbooks/bookSwap.html](http://heartland.edu/textbooks/bookSwap.html)

# GET INVOLVED

Once you're enrolled in classes - it's also time to **GET INVOLVED**. To learn more about Heartland's various clubs and organizations, click the **GetInvolved** tab in your [myHeartland](#) account. The **GetInvolved** platform is your one stop for all the ways to be engaged on campus outside of the classroom and make the most of your time at Heartland! Contact the Student Engagement Office by emailing [studentengagement@heartland.edu](mailto:studentengagement@heartland.edu) for more information.



# CAMPUS RESOURCES



## **Admissions**

(309) 268-8010  
or [Admissions@heartland.edu](mailto:Admissions@heartland.edu)

## **Academic Advisement**

(309) 268-8033  
or [Advising@heartland.edu](mailto:Advising@heartland.edu)

## **Bookstore**

(309) 452-9007  
or [bkstr.com/heartlandccstore/home](http://bkstr.com/heartlandccstore/home)

## **Business Office/Student Accounts**

(309) 268-8140  
or [studentaccounts@heartland.edu](mailto:studentaccounts@heartland.edu)

## **Career Center**

(309) 268-8034  
or [career.center@heartland.edu](mailto:career.center@heartland.edu)

## **Financial Aid**

(309) 268-8020  
or [FinAid@heartland.edu](mailto:FinAid@heartland.edu)

## **Library**

(309) 268-8292  
or [Library@heartland.edu](mailto:Library@heartland.edu)

## **Math Success Center**

(309) 268-8640

## **Project RISE**

(309) 268-8404  
or [Project.Rise@heartland.edu](mailto:Project.Rise@heartland.edu)

## **Scholarships**

(309) 268-8020  
or [Scholarships@heartland.edu](mailto:Scholarships@heartland.edu)

## **Student Access and Accommodation Services**

(309) 268-8259  
or [Accommodations@heartland.edu](mailto:Accommodations@heartland.edu)

## **Student Counseling Services**

(309) 268-8390  
or [Counseling@heartland.edu](mailto:Counseling@heartland.edu)

## **Student Engagement**

(309) 268-8026  
or [StudentEngagement@heartland.edu](mailto:StudentEngagement@heartland.edu)

## **Success Coaches**

(309) 268-8407  
or [successconnections@heartland.edu](mailto:successconnections@heartland.edu)

## **Testing Center**

(309) 268-8077  
or [Testing@heartland.edu](mailto:Testing@heartland.edu)

## **Tutoring Services**

(309) 268-8231  
or [Tutoring@heartland.edu](mailto:Tutoring@heartland.edu)

## **Veteran's Center**

(309) 268-8313  
or [Veterans.Center@heartland.edu](mailto:Veterans.Center@heartland.edu)



## **Heartland Community College Lincoln (HCCL)**

(217) 735-1731 or [Lincoln.Center@heartland.edu](mailto:Lincoln.Center@heartland.edu)

## **Heartland Community College Pontiac (HCCP)**

(309) 268-8960 or [Pontiac.Center@heartland.edu](mailto:Pontiac.Center@heartland.edu)

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