

Parent/Guardian

GUIDE

to Heartland



HEARTLAND
COMMUNITY COLLEGE

HEARTLAND AT A GLANCE

Heartland Community College offers high-quality, affordable education in a supportive, community-focused environment across three convenient campus locations: the main campus in Normal and centers in Lincoln and Pontiac. Heartland provides a variety of academic programs, including associate degrees, certificates, and career training, all designed to prepare students for success—whether transferring to a four-year university, entering the workforce, or pursuing personal goals.

This guide is aimed at assisting you and your student as they take the next step in their lives by attending college. You will find a range of valuable information that is beneficial for you and your student to know as they continue their academic journey with Heartland.



THE ENROLLMENT TIMELINE

1

Apply to Heartland at [Heartland.edu/Apply](https://heartland.edu/apply)

2

Complete the Free Application for Federal Student Aid (FAFSA)

3

Apply for Heartland scholarships

4

Submit official transcripts (if needed)

5

Submit proof of residency (if needed)

6

Complete any necessary placement testing (if needed)

7

Meet with an academic advisor to choose classes and register

8

Order books and supplies

Fall course registration: **April–August**
Summer course registration: **March–May**
Spring course registration: **November–January**

FINANCIAL AID

Around 72% of Heartland students receive some sort of financial assistance with the help of scholarships and grants from the state and federal governments. We have highlighted the differences among the forms of aid that Heartland offers and how to apply to receive it.

Scholarships

Each year, the Heartland Community College Foundation awards over \$500,000 in scholarships to a variety of students, including, but not limited to, those who are:

- Experiencing financial need
- High-achieving learners, including valedictorians and salutatorians
- The first member of their family to attend college

Scholarships are awarded directly to the student and do not need to be paid back.

To learn more or apply for scholarships, visit Heartland.edu/Scholarships.

FAFSA

The Free Application for Federal Student Aid (FAFSA) is a form that students must fill out each year to apply for federal financial aid for college, including grants, loans, and work-study programs. It collects information about a student's financial situation, which helps determine their eligibility for aid based on their family's income and assets. By filling out the FAFSA, additional aid at the state level will also be determined.

Grants and work-study aid do not need to be paid back unless your student does not pass or withdraws from their courses.

For more information or to complete the FAFSA, visit StudentAid.gov and use Heartland's school code: 030838.

Loans

Federal student loans are offered by the government, often with lower interest rates, flexible repayment options, and potential for loan forgiveness programs. Private student loans, offered by banks or other financial institutions, typically have higher interest rates and less favorable terms, as they depend on credit history and may lack repayment flexibility.

Student loans are borrowed funds that students must repay with interest after graduation or when they are no longer enrolled in at least six credit hours.

For additional assistance about the financial aid opportunities available to you and your student, contact the Heartland Financial Aid office at (309) 268-8020 or visit Heartland.edu/PayingForCollege.



PAYING TUITION

Paying tuition by each semester's due date is vital to your student's success, as they will be dropped from any courses they have signed up for if payment, or payment arrangements, have not been made by that deadline. When it comes time to pay the tuition bill, Heartland offers many ways to pay, including in-person, by mail, over the phone, or online.

In-person

You may pay in-person at any of the three Heartland campus locations using cash (Normal only), check, money order or credit/debit card.

By Mail (check only)

Please make all checks out to:

Heartland Community College
1500 W. Raab Road
Normal, IL 61761
Attn: Cashier

Note: Post-dated checks will not be accepted. Returned checks will be assessed a \$25 fee.

Over the Phone

To pay over the phone, please call (309) 268-8140 with a credit/debit card (Visa, MasterCard, Discover and American Express). No fees are charged for paying with a credit/debit card over the phone.

Online/Payment Plan

Your student's bill is available online through their Student Center at [My.Heartland.edu](https://my.heartland.edu). You may pay the bill in full or set up an automatic payment plan. Processing fees will apply to online payments and a 2.85% transaction fee will apply to credit/debit card payments.

In-District Tuition

Upon acceptance to Heartland, every student is considered out-of-district until they have submitted their proof of residency to the Records office.

Students attending Heartland immediately upon graduating from in-district high schools are automatically considered in-district and do not need to submit proof of residency.

To view a full list of accepted documents and to learn more about how to submit them, visit [Heartland.edu/Residency](https://heartland.edu/Residency).



REGISTERING FOR CLASSES



Before your student can register for classes, several steps must be taken first, including submitting transcripts and taking any necessary placement testing.

Submit Transcripts

Your student will need to submit official transcripts from their high school and/or any other colleges they have attended. This will help determine whether they may be able to waive placement testing and receive course credit for any college courses they have already taken. Transcripts are also required to be eligible to receive financial aid.

Students with AP credit should submit official scores from the College Board for potential Heartland credit.

Visit [Heartland.edu/SubmitTranscripts](https://www.heartland.edu/SubmitTranscripts) for more information on how to submit transcripts and AP scores.

Placement Testing

Based on your student's academic performance in high school, scores on standardized exams, or previous college coursework, they may be able to waive placement testing. However, if they do not qualify for a waiver, depending on their academic program, they may have to take placement testing to determine which level of math and/or literacy courses they are eligible to take.

Placement testing is offered at all three Heartland locations and must be completed in-person. Students can view which test(s) they will need to take in their Student Center at [My.Heartland.edu](https://www.heartland.edu).



LINCOLN AND PONTIAC CENTERS



Heartland Community College has centers in Lincoln and Pontiac, expanding access to higher education in Central Illinois. These centers offer a variety of programs, including academic courses, workforce training, and community education, designed to serve local students and professionals. They also provide many of the same student support services offered at the main campus in Normal, including free computer labs, testing, tutoring and academic advising.

Lincoln Center

2201 Woodlawn Road
Lincoln, IL 62656
(217) 735-1731
Lincoln.Center@heartland.edu
[Heartland.edu/Lincoln](https://heartland.edu/Lincoln)

Pontiac Center

211 E. Madison St., Suite #2
Pontiac, IL 61764
(309) 268-8960
Pontiac.Center@heartland.edu
[Heartland.edu/Pontiac](https://heartland.edu/Pontiac)



PUBLIC SAFETY

At Heartland Community College, safety is our top priority. That is why our Public Safety Officers maintain a 24/7 security presence.

Public Safety Officers are trained in CPR/AED/First Aid, FEMA Hazardous Materials Awareness, and the FEMA Incident Command System to work with local emergency response agencies. Public Safety is actively engaged with student government, campus organizations, and the student body to ensure that students' needs and safety concerns are being addressed.

Services and capabilities that Public Safety provides to campus include:

- 17 emergency poles on campus equipped with audio and video that connects to the Public Safety desk (Normal campus)
- Campus-wide tornado warning system (Normal campus)
- AEDs and first aid kits in every campus building, as well as inside the Public Safety patrol vehicle and at the Public Safety desk
- Monitoring for over 200 video cameras on campus, as well as modern alarm systems in cases of lockdown or other campus emergency responses
- Escorting students to their destinations on campus upon request

Emergency Text Alerts

Heartland utilizes a system for sending important notifications. This free text messaging service can deliver two types of information:

- **Emergency Alerts (HCC-ALERTS)**

Notification of a serious concern affecting campus, including any campus closures due to severe weather. **To opt-in, please text JOIN HCC-ALERTS to 31389.**

- **Temporary Interferences (HCC-ACCESS)**

Notification of an interference to campus access such as elevator repairs, blocked stairs, sidewalks and closed entries and parking areas. **To opt-in, please text JOIN HCC-ACCESS to 31389.**

For more information about safety on campus, please visit [Heartland.edu/Safety](https://heartland.edu/Safety).



The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. It grants parents and eligible students (those over 18) the right to access and request corrections to these records, and it limits the disclosure of personal information without consent.

Protected information includes data such as grades, transcripts, class schedules, and other identifying details like Social Security numbers, birthdates, and addresses. FERPA restricts schools from sharing this information without explicit permission from the student or parent, except in certain circumstances, such as disclosures to school officials with a legitimate educational interest or to comply with legal obligations.

Parents cannot request the following information without the student's consent:

- Grades and academic performance
- Disciplinary records
- Class schedules and enrollment details
- Financial information

For parents to receive this information, the student must provide written consent or designate the parent as an authorized user through Heartland's Release of Information form. To access the form and learn more about what can and cannot be shared with you as a parent, please visit [Heartland.edu/FERPA](https://heartland.edu/FERPA).



SUPPORT SERVICES

Project RISE

The TRIO program at Heartland, Project RISE supports students in pursuit of a college degree who are first-generation, income-eligible and/or have a documented disability.

Heartland.edu/ProjectRISE

Student Access and Accommodation Services

Students with a disability and/or a diagnosis can receive a range of supports, including notetakers, extended time on exams, separate testing areas, sign language interpreters, and more.

Heartland.edu/Accommodations

Student Counseling and Wellness Services

Free, confidential, and professional counseling is available to students online or in-person for emergencies and personal issues. Students also have access to the on-campus food pantry.

Heartland.edu/Counseling

Success Coaching

All Heartland students are assigned a Success Coach who can help navigate their way through college. Coaches help connect students with on-campus and community resources to tackle difficult courses or any of life's challenges.

Heartland.edu/Success

Tutoring Services

Online and in-person tutoring is offered at all three of our locations in Normal, Lincoln, and Pontiac, providing support for hundreds of courses. Heartland.edu/Tutoring

Dean of Students

The Dean of Students provides students with information about various campus and community resources, assists in students' transition to the College, and offers programming that promotes student success. They also address students' concerns, appeals, and disciplinary actions.

Heartland.edu/DeanOfStudents

For a full list of the support services available to your student, please visit Heartland.edu/HeyHunter.







Heartland.edu



Heartland.edu/Lincoln



Heartland.edu/Pontiac