



HEARTLAND COMMUNITY COLLEGE

Student Handbook of Policies, Procedures, and Guidelines

2026

This handbook represents current College policies, procedures and guidelines for students. In cases of discrepancy between printed versions of the handbook and the online version, the online version takes precedence.

The Handbook is sorted into 5 different sections:

- [Enrollment and Academics](#)
- [Financial](#)
- [Safety and Security](#)
- [Student Conduct](#)
- [Student Appeals](#)

The **Enrollment and Academics** section contains policies, procedures and guidelines for most College processes.

The **Financial** section relates to policies, procedures and guidelines having to do with paying for college.

The **Safety and Security** section contains those College policies, procedures and guidelines related to staying safe on campus.

The **Student Conduct** section contains the entire Code of Student Conduct and related policies, procedures and guidelines.

The **Student Appeals** section is devoted to helping students learn more about the appeal process and also how to submit an appeal.

Student Email Communication Statement

Email is considered an official method of communication at Heartland Community College. All Heartland Community College students are expected to check their myHeartland email accounts weekly.

Failure to regularly check email or log into the myHeartland portal is not a valid reason for being unaware of College policies or procedures, or of one's academic, financial, or student status at the College.

Change of Address

It is the responsibility of the student to notify the College of any change in address. All official College information will be sent to the address on file. Failure to notify the College of changes of address will result in a restriction of future enrollments and a hold on the release of transcripts. Visit heartland.edu/records for directions on how to submit the change of address online or in-person.

Disclaimer

The Catalog and Student Handbooks are published for informational purposes. The information is not to be regarded as an irrevocable contract between the student and the College. The Board of Trustees of Heartland Community College reserves the right to change, at any time, without notice, graduation requirements, fees and other charges, curriculum, course structure and content, and such other matters as may be within its control, notwithstanding any information set forth in the online Catalog and Student Handbooks.

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Enrollment and Academics

Academic Amnesty (Forgiveness)

Students can use the Academic Amnesty (Grade Forgiveness) process to get a one-time second chance to improve their overall grade point average. Candidates for this forgiveness policy include students committed to a new beginning in their academic career and can demonstrate their ability to succeed in credit courses.

To be eligible for Amnesty, a student must meet the following criteria:

1. Student has not enrolled in undergraduate coursework at Heartland Community College in the previous three consecutive academic years.
2. Upon returning to HCC, student has completed at least 12 college-level credit hours with a grade point average of 2.0 or better, and no individual course grade lower than a C, before requesting amnesty for courses taken prior to returning.
*Grades earned at other colleges cannot be applied toward eligibility requirements.

If granted, the F grades for courses completed prior to the student's return, within a consecutive 12-month period, will be excluded from the official GPA but will remain on the official transcript with a notation of academic amnesty. Forgiven grades cannot be used to meet graduation requirements or satisfy prerequisites.

Academic Amnesty does not affect the calculation of Financial Aid Standards of Academic Progress. However, students may want to submit an appeal of their financial aid status to the Financial Aid Office.

Students must request academic amnesty by submitting a letter or email to the [Dean of Students](#).

Academic Standing

A student may be placed on academic probation for failure to meet the minimum cumulative grade point average required for good standing:

Cumulative GPA for Good Standing

Total Hours Attempted	GPA Required for Good Standing
9-16	1.50
17-32	1.70
33-48	1.85
49+	2.00

Once a student is placed on probation, there are three possible outcomes:

- a return to Good Standing
- a move to Continued Probation or
- a move to Dismissed Status

A student must earn at least a 2.0 in the subsequent semester and raise the cumulative GPA to meet or exceed the required GPA in order to return to Good Standing.

If a student on probation earns at least a 2.0 in the subsequent semester but does not meet the cumulative GPA required, the College will place the student on Continuing Probation.

If a student on probation does not earn at least a 2.0 in the subsequent semester and does not meet the cumulative GPA required, the College will place the student on Dismissed Status. The student will have to sit out for a semester in order to return. Upon the student's return, mandatory meetings with a Success Coach may be required.

A student placed on dismissal at the conclusion of fall will sit out the spring semester. A student placed on dismissal at the conclusion of spring will sit out summer and fall semesters. A student placed on dismissal at the conclusion of summer will sit out the fall semester.

Students placed on dismissal may seek advising and academic assistance during the semester(s) of non-attendance. Heartland reserves the right to limit the credit hours of previously dismissed students upon their return to the College.

Admissions

HCC is an open-admission institution. The College admits any student who can benefit from our programs, including:

- High school graduates,
- GED certificate holders,
- All persons 18 years of age or older
- Transfer students from other colleges and universities
- International students
- Current high school students

Admission to the College does not ensure admission to a particular course or program of study. The Illinois Board of Higher Education has established minimum high school course requirements for admission into any community college transfer programs (Associate in Arts, Associate in Science, Associate in General Studies or Associate in Engineering Science).

Admission to certain programs may be limited and subject to specific requirements. Students should check with an academic advisor to determine their status regarding these requirements. In selective entry programs, the College will give preference to residents of District 540.

Applying for Graduation

All of HCC's degree and certificate program requirements are outlined below, under the title **Graduation Requirements**. Students must meet the program requirements of the catalog in effect at the time of their acceptance to the program. If a student does not enroll for three consecutive semesters or more (including summer), they must submit a new application to the College, and they will be held to the program requirements of the catalog in effect at the time of their return. There may be situations in which a different catalog may be more appropriate for determining graduation. For these cases, students will need to submit their request to change degree requirements in writing to the Records Office.

The College confers degrees and certificates at the end of each semester. Students must complete the online graduation application prior to the deadline listed below for the semester in which they are planning to complete their program.

Graduation Application Deadlines

Program Completion Semester	Deadline to Submit Graduation Application
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Fall semester	Wednesday after 16-week finals
Spring semester (May) <i>Participating in the ceremony</i>	April 1
Spring semester (May) <i>Not participating in the ceremony</i>	Wednesday after May Commencement
Summer semester (July) <i>Participating in the ceremony</i>	April 1
Summer semester (July) <i>Not participating in the ceremony</i>	Wednesday after 8-week finals

The following are the steps to complete the application for graduation.

- Go to **home.heartland.edu**
- Click the **Student Center** button
- Enter your log-in name and password
- Click the **Academic Records** tile
- Click the **Application for Graduation** tab and follow the prompts

(Assessment) Placement Testing

HCC requires basic skills testing for new students. Basic skills assessments in literacy and mathematics are used to determine appropriate placement into HCC courses. Students may be eligible to bypass assessment if they have qualifying waivers. Please check the [assessment waivers](#) page for qualifying criteria.

Students whose program/courses require placement must have valid literacy and math placements prior to meeting with an academic advisor.

For students who have previous college coursework, assessment requirements will be determined after a review of the student's transcripts.

Students with special testing needs regarding the basic skills assessment process should contact [Student Access and Accommodation Services](#) prior to taking the assessment.

For more information regarding the Testing Center, please visit the Testing Center .

Attendance

All students are expected to attend classes regularly and promptly comply with their instructors' attendance policies. The specific attendance policy of any course is outlined in the syllabus.

Students who are absent from a class or laboratory period are held responsible for material and work they may have missed by their absence or tardiness. Instructors are not required to accept late work or allow make-up testing. If accepted, such work may receive a lower grade.

However, the College must also meet the guidelines for supporting the academic success of pregnant and parenting students. Please contact Student Services to request accommodations for pregnancy and related conditions and see the [College's Title IX policies](#) and procedures for further information. (Please also see the related policy regarding College Sponsored Events)

Illinois Community College Board Guidelines

At midterm, each instructor is required to certify students' attendance according to the requirements of the Illinois Community College Board. At midterm, or at any other time during the semester until the close of business on the last day to withdraw, an instructor may administratively withdraw a student whose pattern of absence causes the instructor to seriously question the intent of the student to further pursue the course or to complete the course with a passing grade.

Auditing a Class

Students may register to audit a course for no credit or grade. This is most often done when a student wants to gain an understanding of the content covered but does not need the course as a program requirement. Auditing a course allows the student to participate without the pressure of tests, papers, and other assignments and exempts the student from all course prerequisites and placement testing requirements. The student will pay full tuition and fees when enrolled in an audit. The College reserves the right to deny any student permission to audit a class based upon operational and/or financial constraints.

Students must declare their intent to audit a course at the time of registration with an advisor. Students may not change from credit status to audit status or from audit status to credit status. A grade of "AUD" will appear on the transcript. Please check with Financial Aid before enrolling in a course for audit.

College-Sponsored Events

This policy reflects the rights and responsibilities of impacted parties when participation in College-sponsored events conflicts with classroom attendance to ensure that

students participating in College-sponsored events have the opportunity to be evaluated on course material and are not penalized for their absence from the classroom.

The heart of learning and academic success takes place in the classroom, and as such, classroom attendance and participation are vital to student success. Therefore, every student at Heartland Community College (HCC) must make classroom attendance a priority.

HCC is also committed to promoting and supporting co-curricular engagement and success by its students, in large part because co-curricular success can work to strengthen classroom and academic success.

Because there are times when college-sanctioned participation in co-curricular events may conflict with classroom attendance, HCC has established the following policies outlined below.

Student Participants will:

1. Remain mindful that they are representatives of HCC and thus, academics are their primary responsibility. As such, students will remain diligent in their focus on success in the classroom which enables their participation as HCC representatives outside the classroom.
2. Inform instructors at the beginning of the semester of their affiliation with a student organization and of scheduled absences through a formal letter from the organization they will be representing.
3. Inform instructors of specific classroom absences two weeks in advance, or if the absence is unforeseeable, as soon as the absence is known.
4. Acknowledge and accept that absence is not an excuse for late work. Students should request from their instructor the opportunity to complete evaluated coursework and exams prior to the College-sanctioned event which will cause their absence and take responsibility to make up any work that has been missed by adhering to the instructor's policies regarding making up missed coursework.
5. In the event of a disagreement regarding an instructor's policy, the student will discuss it first with the instructor, and if no resolution can be achieved, the student will proceed through the [Student Appeals](#) process as outlined in the Student Handbook.

Student Organizations with activities resulting in classroom absence will:

1. Make every reasonable effort to minimize conflicts between activity scheduling and student classroom attendance (e.g., avoid scheduling events on the same days and times) and give primary attention to the fact that excessive absences lead to missed learning opportunities and may result in lower grades.
2. Communicate to students that their first responsibility is that of a student and that they are responsible for the completion of all coursework in their classes. As such, student organization leaders should encourage students to excuse

themselves from participation in events if the student or the organization leader feels the student's academic performance is suffering.

3. Provide updated formal documentation of the schedule for the season (including campus departure times) to students as soon as it is available and maintain an updated version on the College's shared drive for access by all instructional staff.
4. Inform student participants of their responsibility to notify instructors regarding impending absences two weeks in advance, or if that is not possible, as soon as the absence is known.
5. Refer any student with a concern to the Department Dean.
6. Refrain from contacting any instructor directly when a disagreement occurs in an attempt to intercede on a student's behalf.

Academic Advisors will:

1. Make every effort to avoid schedule conflicts for student participants during the course selection process.
2. Actively dissuade student-participants from enrolling in classes that present them with such conflicts.
3. Advise students regarding their participation in co-curricular events based on their academic performance.

Instructors will:

1. Afford student participants who are absent from class due to College-sanctioned events the opportunity to make up and be evaluated on any missed coursework or exams that were assigned a point value.
2. Not penalize student participants solely based on an absence from class due to College-sanctioned events.
3. Ensure student participants have an opportunity for classroom evaluations assigned a point value through a reasonable alternative assignment.
4. Notify their supervisor in the rare case when no reasonable alternative assignment/ assessment can be made within the classroom (e.g. science lab that cannot be replicated; nursing clinicals required by accrediting bodies, etc.). If the Division Administrator deems no reasonable alternative assignment/assessment can be made, the instructor will notify the student, and the Division Administrator will notify the Provost.

Examples of reasonable accommodations include:

- A) Advanced make-up of an assignment or exam; B) Attending an alternative class session to participate in a classroom activity; C) Providing an alternative assessment and evaluation.

Examples of unacceptable accommodations include:

- A) Requiring that missed evaluations be counted as a low grade to be dropped; B) Requiring that missed exam points be added to future exam; C) Denying the student the opportunity to make up missed points.

The Provost and Vice President of Academic Affairs will:

1. Determine what constitutes a college-sanctioned event, in consultation with the Chair of the College's Curriculum and Academic Standards Committee.
2. Act as the arbiter when all avenues to resolve conflicts have been exhausted.

Current Activities and Groups that are college-sponsored include:

Athletics - Team members of Baseball, Softball, Men's & Women's Soccer, Volleyball, Golf, Men's & Women's Cross Country for athletic contests

Clubs & Organization Officers - Illinois Community College Student Activities Association Student Leadership Conference and e-sports contests.

Phi Theta Kappa Officers - Statewide conference & national conference

Student Government Association President - Attendance at quarterly Illinois Board of Higher Education - Student Advisory Committee Meetings

Student Government Association (SGA) and Heartland Activities Committee (HAC) Officers - Illinois Community College Student Activities Association Student Leadership Conference

SGA, HAC, and Clubs & Organization Officers (possibly some general students)
- Illinois Community College Board - Student Advocacy Day (Lobbying Day) in Springfield

Student Trustee - Attendance at quarterly Illinois Community College Trustee Association - Student Advisory Committee Meetings Attendance at annual Student Trustee Leadership Training Workshop

This list is not exhaustive. Please review the most current list of [student groups/organizations](#).

Commencement

The College conducts a commencement ceremony once a year at the end of the spring semester. Spring graduates are invited to participate in the spring ceremony.

Fall graduates are invited to participate in the spring ceremony following the completion of their graduation requirements. Summer graduates who have enrolled in the remaining graduation requirements in spring are invited to choose to participate in the spring ceremony preceding their graduation or the next spring following their graduation.

The College emails information regarding the ceremony to students through their Heartland email early in the spring semester. Students must submit an application for graduation.

Please contact the Records Office at Records@heartland.edu with any graduation questions.

Questions regarding the Commencement or the Commencement ceremony should be directed to Commencement@heartland.edu

Course Credit Hour Change

As career and technical programs change to meet employment demands, there are times when courses decrease in credit value. The result may be that students meet all course requirements but fall short of the total credits required of an earlier catalog. In these situations, one of the following options will be implemented to reach program completion.

- Utilize a more recent catalog in which the lower credit value is applicable (substitutions may be necessary).
- Apply any additional credit hours that have not yet been applied to the program requirements to reach the total credits required to satisfy program requirements.
- If the above options are not feasible and the student has met all course requirements for the program, the total credits required for the program may be decreased, provided a minimum of 60 credits have been completed.

Credit-No Credit Options

Students can use the credit/no credit option to explore courses without concern for the letter grade assigned to the course. Students must ask for the credit/no credit option at the time of registration with an academic advisor, and the decision to allow a student to register for a course as credit/no credit is at the sole discretion of the College, as based upon operational and/or financial constraints. Students are advised that some colleges and universities may not accept courses completed under the credit/no credit option.

The following requirements apply to the credit/no credit option:

- Students may take up to 25% of their course work towards a degree or certificate on a credit/no credit basis.
- Credit/no credit status cannot be changed after the end of the full refund period (the first 10 days of a 16-week class and prorated for shorter sessions).
- Students may not register for the credit/no credit option if they are not in good standing.

- Students must earn the equivalent of a grade of C or better to earn a CR grade.
- Students should be aware that some courses are only offered on a credit/no credit basis.

Dean's List

Full-Time Student Dean's List

At the end of each fall and spring semester, a Full-Time Student Dean's List is published naming those students enrolled in twelve semester hours or more of college-level courses during the preceding semester who earned at least a 3.5 GPA.

Part-Time Student Dean's List

At the end of each fall and spring semester, a Part-Time Student Dean's List is published naming those students enrolled in six to eleven semester hours of college-level courses during the preceding semester who earned at least a 3.5 GPA.

Equal Opportunity Statement

The College provides equal educational opportunities to all students and equal employment opportunities to all employees and applicants for employment. Management and supervisory personnel at all levels are responsible for taking reasonable and necessary actions to prevent discrimination. Discrimination is prohibited under Americans with Disabilities Act of 1990, the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, the Violence Against Women Act of 1994, Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Illinois Human Rights Act, and all other relatable laws, rules and regulations that apply to College operations.

To the extent that there are conflicts between the terms of any College policy and applicable law, such applicable law shall be controlling. Whenever a specific external law, rule, or regulation is referenced in these policies, such reference shall be to the most recent enacted and amended version of such law, rule or regulation.

[Inquiries and complaints may be filed online](#) or with the Vice President, Student Services/Title IX Coordinator.

Final Exam Policy

The College publishes dates and times for final exams in the "Manage Classes" tile within the Student Center.

To access please click “Exam Schedule” from the “Other Academics” drop down menu.

The following classes will have final exams on the last day of class:

- Classes meeting only on Friday.
- Classes meeting only on Saturday.
- Classes ending earlier in the semester.

If a student has three or more final examinations scheduled for the same day, the student is required to take two exams that are scheduled for that day and to make arrangements with the other instructor(s) to reschedule the other final examination(s). The student must notify the instructor(s) about such conflicts by the withdrawal deadline of the affected class(es).

Grades

Midterm and final grades will be available to students online through the Student Center. Once in the Student Center, the student should click on the following links to view midterm and final grades:

Self Service > Student Center > Academic Records > View Grades

The student should click on View Grades, then select the specific term (i.e. Fall 2026 undergraduate).

The Heartland Community College grading philosophy grows out of our vision of educational excellence. This common philosophy provides a framework for each academic division and instructor as they establish their own individual course grading system, evaluation methods and course policies using the shared general rubrics for letter grades given below.

Letter grades serve as a vehicle to promote meaningful evaluation of student achievement, to inform students of academic progress, and, as necessary, to improve student performance, habits, and practices. Using a letter grade as a prerequisite for subsequent courses means we believe that the grade was assigned through a conscious judgment about a student’s readiness to proceed to more advanced study.

At Heartland, students’ academic achievement is measured by their mastery of course objectives and content. We challenge students to meet these recognized standards of achievement and assign grades based on their success in doing so. Simply stated, we believe that the responsibility for academic achievement rests with the student and that holding students responsible for their learning promotes their academic growth.

A (4.0)

This grade represents consistently outstanding performance that demonstrates superior understanding and skillful use of important course concepts. Performance at this level signifies that the student is extremely well prepared to continue with more advanced study of the subject.

B (3.0)

This grade represents performance significantly beyond the level necessary to achieve the course objectives. Work is of high quality but not consistently at an outstanding level. Performance at this level signifies that the student is well prepared to continue with more advanced study of the subject.

C (2.0)

This grade represents an acceptable achievement of the course objectives. Performance at this level signifies that the student is reasonably well prepared to continue with more advanced study of the subject.

D (1.0)

This grade represents less than adequate performance. It signifies questionable readiness to proceed with more advanced study of the subject.

F (0.0)

This grade reflects unacceptable performance. The student is not yet ready to proceed with more advanced study of the subject and must repeat the course successfully to receive credit

Grade point averages (GPA) are used to determine the academic standing of a student, as well as to award honors. The number of grade points earned in a given course is calculated by multiplying the number of points assigned to the specific letter grade earned in the class by the number of semester hours the course carries. Thus, a grade of B (3.00 grade points) in a course which carries 4 semester credit hours would earn a student 12 (3 x 4) grade points.

A student's GPA for a semester is computed by dividing the total number of grade points earned by the total number of semester hours completed (indicated as GPA Units on the transcript) with the exclusion of developmental education courses. The division is carried out three places to the right of the decimal point and rounded off to two places.

GPA's are calculated at the conclusion of each semester. Courses with grades of I, W, U, R, P, CR, NC, #, NR, NP, X and * are not considered part of the total hours

completed for purposes of determining a student's GPA, but these grades are recorded on the student's academic record.

GPA's only average the grades given for Heartland Community College courses numbered 100 level or above. A semester GPA represents the average for one semester; a cumulative GPA reflects the average of courses taken throughout a student's academic career at HCC.

Graduation Requirements

By completing an AA or AS degree prior to transferring, students will be considered to have attained junior standing and to have met all lower division general education requirements upon transfer to an Illinois public college or university.

Heartland Community College is a participant in the Illinois Articulation Initiative (IAI), a statewide agreement that allows transfer of the Illinois General Education Core Curriculum (GECC) between participating institutions. Completion of the GECC at any participating college in Illinois assures transferring students that lower-division general education requirements for a bachelor's degree have been satisfied. The AA degree includes the complete IAI GECC.

The following links outline the degree requirements for the AA, AS, AGS, and AES degrees.

- [Associate in Arts | Heartland Community College](#)
- [Associate in Science | Heartland Community College](#)
- [Associate in General Studies | Heartland Community College](#)
- [Associate in Engineering Science | Heartland Community College](#)

Additional Graduation Requirements

Students must meet the program requirements of the catalog in effect at the time of their acceptance to the program. If they do not enroll for three semesters or more (including summer), they must submit a new application to the College and will be held to the program requirements in effect at the time of their return. There may be situations in which a different catalog may be more appropriate for determining graduation. For these cases, students must submit their request to change catalogs in writing to the Registrar.

To be eligible for an **Associate in Arts (AA)**, **Associate in Science (AS)**, **Associates in General Studies (AGS)** and **Associate in Engineering Science (AES) degrees** at Heartland Community College, students must fulfill the following requirements.

- Complete no fewer than 60 semester hours of college level courses (numbered 100 or above) for AA, AGS, and AS degrees and 62 semester hours for AES degree. Prior learning does not count toward this residency requirement.
- Up to 30 semester hours (50%) may be earned as Prior Learning Credit of which no more than 15 semester hours (25%) of required credits toward the student's declared degree or certificate program may be earned through Advanced Placement (AP), College-Level Examination Program (CLEP), and International Baccalaureate (IB).
- Earn a cumulative grade point average (GPA) of 2.0 for all course work attempted at HCC.
- File an Application for Graduation by the deadline stated on the College website.

Any exceptions to the degree requirements must be approved in writing by the Provost and Vice President of Academic Affairs.

To be eligible for an **Associate in Applied Science (AAS)** degree at Heartland Community College, students must fulfill the following requirements.

- *Complete the course requirements and the number of semester hours outlined in the specific program of study.
- Complete a minimum of 15 semester hours of college level courses (numbered 100 or above) at HCC.
- Up to 30 semester hours (50%) may be earned as Prior Learning Credit of which no more than 15 semester hours (25%) of required credits toward the student's declared degree or certificate program may be earned through Advanced Placement (AP), College-Level Examination Program (CLEP), and International Baccalaureate (IB).
- Earn a 2.0 grade point average (GPA) in the courses required for the degree. Students in allied health programs must complete the required courses that are designated by the program with a minimum grade of C.
- File an Application for Graduation by the deadline stated on the College website.

To be eligible for a **Certificate**, students must fulfill the following requirements.

- *Complete the course requirements and the number of semester hours outlined in the specific program of study.
- Complete a minimum of 25% of course work applicable to the certificate at HCC.
- Up to 50% of credit hours may be earned through prior learning of which no more than 25% may be pulled from Advanced Placement (AP), College-Level Examination Program (CLEP), and International Baccalaureate (IB). If your certificate is an odd number of credit hours, the prior learning maximum will be rounded down. (Ex. a 3-credit hour certificate may have no more than 1 credit hour of Prior Learning applied).
- Earn a 2.0 grade point average (GPA) in the courses required for the certificate.
- File an Application for Graduation by the deadline stated on the College website.

**Any exceptions to the requirements must be approved in writing by the department Dean or Provost and Vice President of Academic Affairs.*

Internships and Independent Studies

An Independent Study may be repeated once for a total of no more than 6 credit hours to count toward graduation.

An Internship can be repeated up to 3 times for a total of no more than 6 credit hours to count toward graduation.

Multiple Degrees/Certificates

Students may earn multiple degrees and certificates at Heartland Community College. Students interested in completing programs must:

- Declare any additional programs or degrees by submitting a [Program Change Form](#) to the Records Office.
- Complete all course requirements for each degree and/or certificate.
 - Students looking to earn more than one transfer associate degree must complete an additional 15 credit hours of college level or transferrable coursework at Heartland Community College beyond the first degree.
- Students cannot have the same degree conferred twice if already earned at an accredited US institution.
- Submit an application for graduation for each degree and/or certificate.

Incomplete Grades

Instructors may assign an incomplete grade for students who:

- are passing by the withdrawal date
- can reasonably be expected to pass the course, and
- experience extenuating circumstances (medical emergency, family crisis, or call to active duty). If experiencing an extenuating circumstance, students should also consider the appeal process.

Instructors do not assign incomplete grades for such reasons as unjustified failure to appear for the final examination.

The instructor and student must sign a written agreement outlining any requirements to be completed by a specified date as a condition for receiving the Incomplete grade. The agreed upon requirements must be completed no later than the end of the following semester (excluding summer semesters). If the work is completed by the agreed upon date, the instructor will assign a grade by submitting the grade change form; if the work is not completed, the “I” grade will be changed to an “F” grade.

Informed Consent for Use of Student Work Product in Faculty Research Faculty and other college personnel routinely evaluate student work, student records, and other aspects of their college experience for the purpose of teaching, learning, and educational research, and for the evaluation of programs and services offered by the College. When college personnel conduct research that goes beyond the scope of normal educational or institutional practices or is intended for publication or purposes outside the institution, a student may be asked to voluntarily consent to the use of that work for external purposes.

A student may give written permission on the appropriate consent form and by doing so, the student acknowledges by that action that the student's written assignments or projects in HCC courses may be used by faculty members for teaching and/or for research purposes. Such use might consist of, but is not limited to, inclusion of the student's work, in whole or in part, in research studies which are published, either in print or electronic media, for an academic audience, or distribution to other classes, again either in print or electronically, for use in class discussion or as models to illustrate possible approaches to course topics. When reproducing student work, the College will preserve the student's anonymity.

Guidelines on Preparing an Informed Consent

The informed consent should include the following information:

- A description of the research project and the expected duration
- Information regarding the conditions of the subject's participation in the study
- A description of the proposed research procedures
- A statement concerning the expected benefits of the study
- A statement describing any possible risks and discomforts the subject may experience
- A description of how confidentiality will be maintained
- Contact information about the researcher
- Participant signature.

Student participation in such research is voluntary and that students may decline to participate (or stop participating) without retribution.

Maximum Course Load

The maximum number of credit hours for a student during an academic semester is: 18 hours for a 16-week term; 9 hours for a summer term; and 8 hours for CollegeNOW dual enrollment. The College cautions students concurrently enrolled at other institutions to adhere to the maximum load policy.

A student who would like to enroll in more than the maximum number of credit hours must complete an Overload Request Form that they request and receive from an academic advisor. Submission of the form does not guarantee approval; the Overload Request Form and student's academic record will be reviewed by the appropriate staff before approving or denying the request.

Military Leave and Deployment

Heartland Community College recognizes and appreciates the dedication and sacrifice of our students who are active military members. In the event that a student must complete required short-term military training or duties during an academic session, the student may be excused from class to attend to their mandated obligations. The student will provide appropriate documentation and arrange to complete missed classroom work as soon as possible according to the process outlined below.

A student can request military/deployment leave by submitting the [Temporary Special Leave Request](#) form prior to any absences.

Upon notification of the upcoming absence and appropriate documentation, each faculty member shall excuse the student from class and provide an opportunity to complete missed exams, quizzes, and other required work. Ultimately, the student is responsible for all material covered in class and must work with each individual instructor prior to their leave or as soon as they return to complete any required work.

Students called to active duty for 2 weeks or more have the right to receive a refund of tuition and fees applicable to their registration. To initiate the process, students should complete the [Student Appeal Due to Extenuating Circumstances](#) form. Students are advised to work with their instructors and/or the Dean of Students Office to identify the best course of action.

Optional Disclosure of Private Mental Health Information

[The Student Optional Disclosure of Private Mental Health Act](#) states that an institution of higher learning may disclose mental health information if a physician, clinical psychologist, or qualified examiner makes a determination that the student poses a clear danger to themselves or others.

What Information Will Be Disclosed?

Heartland Community College (HCC) provides students the opportunity to authorize in writing the disclosure of certain private mental health information to a designated person of their choosing.

This policy provides students with the option to designate a person to whom HCC may disclose certain private mental health information. HCC will contact the person of choice if HCC's Student Counseling Services determines that:

1. The student poses a clear danger to yourself or to others.
2. Protection is needed for the student or another person from a clear, imminent risk of serious mental or physical injury, disease or death.

The physician, clinical psychologist, or qualified examiner shall, as soon as possible but no more than 24 hours after making the determination, attempt to contact the designated person and notify the designated person that the physician, clinical psychologist, or qualified examiner has made a determination that the student poses a clear, imminent danger to themselves or others.

Student Authorization

Students are not required to designate a person. They should only do so if they desire. Should the student choose to designate a contact person, it can be anyone over the age of 18 (e.g., parent, sibling, friend, etc.). Students shall be given the option to rescind their authorization at any time and may also change their designated person at any time by using the form from the Records Office (CCB 1600).

The [student authorization form can be completed from this link](#). The completed and signed form can be submitted electronically to records@heartland.edu or in-person to the Records Office in room CCB 1600 of Heartland's Normal campus.

Please note that HCC reserves the right to contact your parent, legal guardian, spouse and/or other emergency contact as required or permitted by law.

Prior Learning Policy

Heartland Community College recognizes students' learning gained in and outside of the classroom. Credit may be awarded for previous coursework completed and prior experiences. Students should check with all transfer institutions to determine if such credit will transfer.

In accordance with state and federal guidelines, to earn a degree, students must complete at least twenty-five percent of required coursework at Heartland (excluding prior learning options listed below). Prior learning can be demonstrated in various ways, and Heartland recognizes the following prior learning options.

Up to 50% of required credits toward the student's declared degree or certificate program may be earned as Prior Learning Credit, including:

- Military Credit
- State Seal of Biliteracy

- Proficiency Exam
- Industry Recognized Credentials
- State Awarded Credentials
- Portfolio Assessment

Of which, no more than 25% of required credits toward the student's declared degree or certificate program may be earned through:

- Advanced Placement (AP)
- College-Level Examination Program (CLEP)
- International Baccalaureate (IB)

Credit may be granted for credits transcribed by another regionally accredited institution. Office transcripts/scores must be submitted directly to Heartland from the originating college or from the testing authority for Standardized Tests (ex. AP scores) before credit will be reviewed. Credit will only be granted for courses that pertain to the student's program of study at Heartland.

To learn more, please visit Heartland's [Prior Learning](#) webpage.

Privacy of Educational Records

The Family Educational Rights and Privacy Act of 1974, also known as FERPA, is a federal law that protects the privacy of your student education records. FERPA affords eligible students certain rights with respect to education records. An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution at any age.

Current and former students are granted the following rights under FERPA:

1. The right to inspect and review your education record within 45 days after the College receives a request for access. Students may request to inspect their education records by submitting a written request to the Records Office (CCB1600).
2. The right to provide written consent before the College discloses personally identifiable information (PII) from your education records, except to the extent that FERPA authorizes disclosure without consent.
3. The right to seek an amendment to education records that you believe are inaccurate, misleading, or otherwise in violation of your rights under FERPA. Students may request an amendment to their education records by submitting a written request to the Records Office (CCB1600).

4. The right to file a complaint with the US Department of Education concerning alleged failures by the College to comply with FERPA. Complaints to the U.S. Department of Education may be submitted to the Student Privacy Policy Office, 400 Maryland Ave, SW, Washington, DC 20202-8520 or FERPA.Complaints@ed.gov

Educational records are directly related to a student and maintained by the College. The following, though not limited to, are examples of educational records: transcripts, course schedule, grade point average, and HCC ID number.

FERPA allows schools to release, at their discretion, information that is generally not considered to be harmful or an invasion of privacy if released without prior consent from students. Heartland Community College identifies the following as directory information:

- Student's name and address
- Telephone number
- Dates of attendance
- Degree, honors, and certificates received or anticipated
- Major field of study
- HCC email address
- Weight and height of student athlete
- Participation in officially recognized activities and sports
- Institutions previously attended
- Photograph of student athlete
- Enrollment status

Students may request that Directory Information not be released by submitting the **"Prevent Release of Directory Information"** form to the Records Office (CCB 1600). The request remains in effect until the College receives written authorization from the student to revoke the request.

FERPA guidelines indicate that rights transfer from the parent/guardian to the student once the student enrolls in a college course. However, the College may disclose education records to a parent/guardian without written consent if the student is dependent for tax purposes (tax information must be submitted to the College).

Students are encouraged to visit the Records Office (CCB 1600) with questions regarding FERPA. Additional information may be obtained at:

- [U. S. Department of Education](http://www.ed.gov)

Registered Sex Offenders

The College maintains an open enrollment philosophy and welcomes people from all backgrounds to the campus. There are instances when the past conduct of an individual

and their rights must be balanced with the College's responsibility to maintain a safe and secure environment for all persons on the campus. The safety and security of all persons, especially those who have not yet reached the age of emancipation, is always at the forefront of the College's actions, and specifically in this policy regarding a Registered Sex Offender (RSO) on the campus.

All students on campus, who are RSOs are hereby required to register their status as an RSO with Campus Safety within three days of beginning attendance or employment at the College. Failure to timely register is a Class 3 Felony and can result in expulsion or dismissal.

In keeping with past practice of the College, and Illinois law, RSOs who either attend classes, participate in other community or public programs on the campus, or work at Heartland Community College or any of its satellite facilities, are required to submit a written request to attend classes or participate in other functions on campus. The request must be submitted in a timely manner before the class, event, or employment is scheduled to begin to allow adequate time for the College to review the request and make a determination on their ability to be on campus. The written request must be submitted for each semester or any time the RSO changes their classes or begins a new class or College program. RSO's seeking to attend classes or attend public programs or other community events on campus must contact the Associate Vice President, Enrollment and Student Services to report their status.

Repeating a Course

Students may repeat any course regardless of the grade previously earned (including withdrawals).

The College will award credit only once. Variable credit courses are handled on a case-by-case basis. The College will select the highest grade earned for any repeated course when calculating the students' grade point average (GPA). Although the lower grade is not factored into the students' GPA, all grades will appear on the students' transcript. The College will add a notation regarding the repeat on the student transcript.

Students may attempt to earn a better grade as many times as they wish. However, financial aid eligibility may be impacted by repeating courses.

Transferring students should be aware that other schools may calculate GPA differently.

Residency Requirements

Individuals are considered residents of Heartland District 540 if one of the following criteria is met for at least 30 days prior to the start of the academic term. Documentation of residency must be provided by the first date of the semester.

- A graduate of a District 540 high school within the last year.
- Residing with his/her parent or guardian within the District.
- Emancipated minor, completely self-supporting and residing within the District.
- Married and maintaining a family residence within the District.
- Single and self-supporting as defined by the Federal Office of Education and maintains a residence within the District.
- Residing outside the District but working full-time within the District.
- Residing outside the District but is a dependent of a parent/guardian who commutes to work full-time within the District.
- Residing outside the District, but pays property taxes on land within the District.

Valid documentation (issued and signed within 30 days prior to the start of the academic term), which is acceptable for verification of residency, includes, but not limited to:

- High school transcript from a District 540 high school
- Voter's registration in District 540
- Tax, utility or rent receipts in District 540
- Driver's license or vehicle registration showing a District 540 address
- Bank account statement in District 540.

To learn more about how to submit documentation, please visit the Records Office [website](#).

*These requirements do not apply to non-immigrant international students. For information on international student requirements, please see [the international students page](#).

Student Appeals

Students can use the Student Appeals process when they question a decision. Students can appeal course-related matters or other non-course issues. The most common example of a course-related appeal is to appeal a grade in a course. The most common example of a non-course related issue is a withdrawal from courses due to physical or financial hardship.

Students should seek issue resolution immediately. **Students must appeal within 30 business days from the end of the semester in which the issue occurs.** The appeal must be finalized by the end of the next semester.

[For more information on the Appeal process visit the appeals page.](#)

(This information is also cross listed in the Refund Requests After the Refund Deadline policy in the Financial section of the Student Handbook).

Student Bereavement Leave

The Dean of Students Office provides assistance when students need time away from campus to attend to personal matters. In the event a student experiences a death of an immediate family member or relative, the student may be excused from class for funeral leave, subsequent bereavement, and/or travel considerations. The student will provide appropriate documentation and arrange to complete missed classroom work as soon as possible according to the process outlined below.

A student can request bereavement leave by submitting the [Temporary Special Leave Request](#) form prior to any absences. Retroactive bereavement leave is typically not granted.

The Dean of Students Office staff acts as a liaison between the student and faculty to encourage continued communication and ensure academic requirements are addressed. Students are expected to work with individual instructors regarding specific requests and communicate the anticipated duration of the absence. Documentation may be requested to support the request.

Student Right-to-Know Disclosure

As an institution participating in Title IV Higher Education Act programs, Heartland Community College is required by federal law to disclose graduation and transfer-out information in compliance with the Student Right-to-Know Act. [Information on program completion and transfer to other institutions by Heartland students is available here.](#)

The College, in compliance with the Jeanne Clery Act, annually publishes its crime statistics and a summary of policies and programs in its [Annual Security Report \(PDF\)](#).

In addition, the College makes available to the College community its annual [College Violence Prevention Plan](#) and [Hazing Transparency Report](#)

Transfer from Other Colleges & Universities

Students transferring to Heartland to pursue a degree or certificate must send official transcripts to the HCC Records Office from all other colleges attended. Official transcripts should be evaluated by the Record Office before meeting with an HCC academic advisor.

Students without access to official transcripts can submit unofficial transcripts for placement purposes. Failure to provide official transcripts may block enrollment in subsequent semesters. Previous success at other colleges may impact financial aid eligibility at HCC.

Transfer to Other Colleges & Universities

Heartland Community College participates in a variety of transfer agreements and baccalaureate degree completion programs with several colleges and universities. For a complete list of Transfer Agreements visit the [transfer agreements page](#).

Students who intend to transfer to a four-year institution should plan their first two years at HCC with an academic advisor to ensure the smoothest transfer possible. Since graduation requirements vary among senior colleges and universities, students are encouraged to discuss their transfer plans early to ensure appropriate course selection.

It is the student's responsibility to follow the recommendations of the institution to which he/she intends to transfer upon completion of study at HCC. Students preparing to transfer are advised to refer directly to the official catalog of the college or university they plan to attend and meet that institution's requirements and recommendations for a selected area of concentration. Transfer resources can be found at www.iTransfer.org as well as the [transferology website](#).

Temporary Medical Accommodations Policy

Student Access and Accommodation Services (SAAS) provides assistance when students experience a temporary medical condition that affects their ability to access classes or perform tasks within the classroom. They may be eligible for temporary assistance/classroom support deemed reasonable for a limited period. Temporary medication conditions include, but are not limited to:

- undergoing or recovery from surgery
- pregnancy or new parenting role
- extended hospitalization
- persistent injury or severe illness

In order for students to receive academic accommodations, they must self-identify to SAAS by completing the [Temporary Medical Accommodation Form](#) and provide current documentation from a medical professional, which states the temporary medical condition. There are limited cases where students can request a waiver of the documentation requirement.

Reasonable accommodations are determined on a case-by-case basis with consideration of the nature of the impact. After receipt and assessment of a student's documentation, SAAS will work with the student to determine the accommodation recommendations made to instructors.

For more information regarding the College's obligation to provide accommodations for pregnant and parenting students, see the College's Policy and Procedures Prohibiting Sex Discrimination and the College's Title IX webpage.

Withdrawals

When the student withdraws or the College removes the student from a course or courses after the refund date, that transaction is recorded as a withdrawal and the student will need to pay the tuition due for the class. A withdrawal will result in a recorded W grade on the student transcript. Note: removal from a course or courses for disciplinary reasons may result in a recorded AF or AW grade on the student transcript.

Student Initiated Add/Withdraw

The decision to withdraw from one course or from all courses should be made in consultation with an academic advisor, classroom faculty and/or a Financial Aid staff member (if applicable). Stopping payment on a tuition check or terminating a payment plan will NOT automatically cancel a registration. Students are responsible for understanding that a withdrawal may result in loss of financial aid and that failing to properly withdraw from a class may result in receiving a failing grade of F for that class.

A student may withdraw at any time until the published withdrawal deadline. Deadlines are published on the HCC website. Deadlines vary based on the start and end date of each class.

It is the student's responsibility to officially withdraw from a course or from the College. Students may withdraw online through by accessing the Student Center in myHeartland or in person with an advisor. If using the Student Center to withdraw, the student should retain a copy of the successful transaction. If circumstances prevent the student from coming to the College or using the Student Center, withdrawal may be completed by mail. The College does not accept withdrawal requests made by telephone, so students should visit Advisement (CCB 1000) if they need assistance.

Faculty/Administrative Initiated Add/Withdraw

At midterm, the instructor is required to certify students' attendance according to the requirements of the Illinois Community College Board. At midterm, or at any other time during the semester until the close of business on the last day to withdraw, an instructor may administratively withdraw a student whose pattern of absence causes the instructor to seriously question the intent of the student to further pursue the course or to complete the course with a passing grade.

A student also may be withdrawn from a class by administrative action as a result of emergency or disciplinary procedures under the provisions of Board policy on Students' Rights and Responsibilities. Students have the right to appeal either a faculty or administrative withdrawal through the appeal process.

Financial

Collections

Failure to pay a past due debt may result in the student account being referred to a collection agency. Collection of the debt may require legal action. Students will be responsible for all fees and costs incurred in the collection of the past due debt, including collection fees and attorney fees.

The College will use collection companies to collect overdue student balances. Overdue student balances may affect a student's credit rating.

Submission of your student debt to the State of Illinois will enable deductions from your State of Illinois tax refunds and payrolls. Students will be responsible for the State of Illinois costs.

Contact the Business Office staff to set up outstanding balance payment arrangements. A restriction will be placed on a student's account if an unpaid balance exists and no payment arrangements have been made. Future enrollments and the issuance of grades and student transcripts will be restricted. The FRC and other Heartland facilities may also be restricted.

Cooperative Agreements

A cooperative agreement enables a resident of District 540 to enroll in a specific program at another community college at a special tuition rate.

Heartland Community College has cooperative agreements with 36 other Illinois community colleges that allow Heartland district residents to enroll in Career and Technical Education certificates and degrees that are not available at HCC. *Not all programs qualify for a cooperative agreement.*

Students must complete a cooperative agreement application at Heartland Community College at least 30 days prior to the start of the semester for which the cooperative agreement is sought.

[Cooperative agreement applications may be obtained here](#). Please return to the Records Office in CCB 1600

Financial Aid Eligibility

All HCC students are encouraged to apply for financial aid early by completing the [Free Application for Federal Student Aid](#). The preferred application completion date for fall semester is March 1st. The preferred application completion date for spring semester is October 1st.

Recipients of financial aid will be evaluated each semester for satisfactory academic progress. At that time, a student will either be in good standing, warning, or denial status for financial assistance for future enrollment periods. The student must meet all three progress requirements: completion rate, grade point average and be within the maximum time frame to remain in good standing. Students will be notified by the Financial Aid Office if they are placed in good standing, warning, or denial status for financial aid.

Fiscal Responsibility

Students registering for classes at Heartland Community College must accept financial responsibility for all of their costs. Failure to pay a past due debt may result in the account being referred to a collection agency or legal action taken for the collection of the debt. Students will be responsible for all fees and for all fees and costs incurred in the collection of the past due debt, including collection fees and/or attorney fees. Students will be required to complete the Financial Responsibility Agreement prior to registration for each semester enrolled.

Payment Policy

Students are responsible for costs of the classes they register for at Heartland Community College. It is the student's responsibility to be aware of the tuition payment deadlines. A student will receive a bill or payment reminder by mail, paper, or electronically at least once per semester. The student bill is also online in Student Center.

Tuition Payment Policy

Students should make one of the tuition payment arrangements below by the tuition due date. If tuition payment arrangements are not timely made, the student will be dropped from their courses.

Tuition Payment Arrangements

- Pay tuition in full by check, cash or credit card
- Have a Heartland Community College payment plan in place
- Apply and be approved for Financial Aid
- Have an employer or 3rd party sponsor letter on file
- Be eligible for mandatory tuition waivers (veterans, senior citizens, etc.)
- Be the recipient of a scholarship

If you have any questions or concerns about this policy, please feel free to contact the cashier at (309) 268-8140.

Financial coaching is available at (309) 268-8055 or you can [visit the financial options page](#) to learn more about paying for college.

Refunds & Drops

Students will receive a 100% refund of tuition and fees if the student or the college drops a course or courses on or before the refund date.

Sixteen-week courses typically have drop deadlines during the first 10 business days of class. Four-week, eight-week, twelve-week, and summer courses have proportionately shorter refund deadlines. [Please visit the refunds page for refund deadlines.](#)

It is the student's responsibility to officially drop a course or withdraw from the College by the refund date. Students may drop online through myHeartland or in person with an advisor. If dropping online, the student should retain a copy of proof of the successful transaction. If the student is unable to come to the College, they can submit a signed letter to the Dean of Students requesting to drop classes. Eligibility for a refund will be determined by the postmark date. The College does not accept drop requests made by telephone, so students should consult with their academic advisor if they need assistance.

Refund Requests after the Refund Deadline

If the refund deadline has passed, a student may request dropped charges, a future credit or a refund due to extenuating or emergency circumstances that prevent continued enrollment.

Extenuating or emergency circumstances are events such as a physical or financial hardship, a call to active duty, a major employment change, or a family crisis. Students should contact the Dean of Students immediately in the event of such circumstances. Students must seek resolution regarding any extenuating issues within 30 business days of the end of the semester in which the emergency occurs.

Students should email a request to the Dean of Students or complete the [Student Appeal Due to Extenuating Circumstances](#) form to begin the process. The request should include the rationale and evidence as to why the College should approve the relief based on the extenuating circumstances. Each request will require a brief meeting with the Dean of Students.

If a class is canceled because of insufficient enrollment or for another reason, students will receive a 100% refund of the class tuition and fees.

All refund requests aside from those for a canceled class will be evaluated and determined at the sole discretion of the College.

Sales/Solicitations

The College permits controlled sales campaigns and solicitations only by recognized student organizations and only in specific circumstances, with prior authorization. The College encourages student organizations to raise funds to support their activities.

All sales campaigns and collections are restricted to specific locations and times and need prior approval by the Vice President, Student Services.

Office-to-office selling of any kind is prohibited on campus.

The Vice President, Student Services must approve all non-club solicitation activities. Activities must adhere to specific locations and times as approved.

For additional information on solicitation and sales on campus, including information on how to obtain authorization for such activities, please see Board Policy 3.9 and Board Policy 3.13 (Freedom of Expression on Campus).

Scholarships

The Foundation administers a variety of scholarships designed to reward student achievement, encourage student leadership and provide financial assistance. Foundation scholarships are supported through the generosity of individuals, businesses and organizations. Awards are dependent on the availability of funds. Any currently enrolled or prospective student at Heartland Community College may apply. Apply early. (Please see the [scholarship page for deadline information](#)).

The following are minimum requirements that apply to all Heartland Community College Foundation scholarships, unless otherwise noted:

- Applicants must meet District 540 residency requirements at the time of application.
- Foundation scholarships are for HCC degree or certificate seeking students only. They may not be used for dual enrollment and are non-transferable.
- Unless other GPA requirements are listed, current HCC students must at least meet College academic requirements for good standing (see Academic Probation/Dismissal Policy).

Students applying for scholarships requiring evidence of financial need must complete the Free Application for Federal Student Aid (FAFSA). All applicants are encouraged to complete the FAFSA to maximize their eligibility. Results must be available by the

application deadline. Apply early. Please visit [the FAFSA page on the studentaid.gov website](https://studentaid.gov) or the Financial Aid Office for more information.

Tuition

Tuition and fees are subject to change.

Persons and their dependents who own property in and pay taxes to District 540 will pay the in-district rates per credit hour. Individuals attending another college within the district will pay the same in-district rates per credit hour.

Persons and their dependents who reside outside the district but work full-time within the district will pay the in-district rates per credit hour.

All international students with an F-1 Visa will pay the out-of-state rate as defined on the [Cost of College webpage](#).

Payments can be made by:

- Cash (Normal campus only)
- Check
- Debit Card
- Visa
- MasterCard
- Discover
- American Express
- Online (in full or opt for a published installment plan) via checking, savings, MasterCard, Discover, or American Express)

[To learn more visit the payments and refunds page.](#)

Payments can be made at the following locations:

- Business Office, 2nd Floor of the Community Commons Building (CCB), Raab Rd. Campus
- Pontiac Center
- Lincoln Center
- Over the telephone at (309) 268-8140 using a credit or debit card
- Online -fees may be assessed for online payments

Students enrolling in certain courses will have a course-specific or lab fee in addition to tuition. The class schedule will list the fees.

VA Tuition and Fee Policy

Section 103 of Public Law (PL) 115-407, Veterans Benefits and Transition Act of 2018, amends Title 38 US Code 3679 by adding a new subsection (e) that requires disapproval of courses of education, beginning August 1, 2019, at any educational institution that does not have a policy in place that will allow an individual to attend or participate in a course of education, pending VA payment, providing the individual submits a certificate of eligibility for entitlement to educational assistance under Chapter 31 or 33.

Pending Payment Compliance

In accordance with Title 38 US Code 3679(e), Heartland Community College adopts the following additional provisions for any students using the U.S. Department of Veterans Affairs (VA) Post-9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation & Employment (Ch. 31) benefits, while payment to the institution is pending from VA. Heartland Community College will not:

1. Prevent the student's enrollment;
2. Assess a late penalty fee to the student;
3. Require the student to secure alternative or additional funding;
4. Deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

1. Produce the VA Certificate of Eligibility (COE) by the first day of class;
2. Provide a written request to be certified;
3. Provide additional information needed to properly certify the enrollment as described in other institutional policies.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about [education benefits offered by VA is available at the official U.S. government Web site](#).

Collections

Failure to pay a past due debt may result in the student account being referred to a collection agency. Collection of the debt may require legal action. Students will be responsible for all fees and costs incurred in the collection of the past due debt, including collection fees and attorney fees.

The College will use collection companies to collect overdue student balances. Overdue student balances may affect a student's credit rating.

Submission of your student debt to the State of Illinois will enable deductions from your State of Illinois tax refunds and payrolls. Students will be responsible for the State of Illinois costs.

Contact the Business Office staff to set up outstanding balance payment arrangements. A restriction will be placed on a student's account if an unpaid balance exists and no payment arrangements have been made. Future enrollments and the issuance of grades and student transcripts will be restricted. The FRC and other Heartland facilities may also be restricted.

Safety & Security

Public Safety

HCC's Public Safety encourages students and employees to take responsibility for protecting themselves and their property for their own safety and the safety of others.

Some campus safety measures include:

- Code Blue Emergency Call Stations in parking areas which provide audio and visual contact with security staff.
- Campus security staff escort service, available by request at the main campus.
- In-house campus phones to provide quick access to the security staff (ext. 8300).
- Parking and traffic control enforcement and accident assistance; local vehicle towing and locksmith contact information available at the security desk.

The Behavioral Intervention Team (BIT) is the College's required Threat Assessment Team. They review information and conduct inquiries to help identify concerning behaviors, and try to assist any student who may be on a pathway to violence of self or others. If you "see something, say something."

More information is available at the [Public Safety webpage](#).

Additionally, this link spells out our [violence prevention policy \(PDF\)](#).

Chronic Communicable Disease

Students, employees and community members with a chronic communicable disease may attend the College whenever, through reasonable accommodation, they do not constitute a direct threat to the health or safety of themselves or other individuals.

Attendance decisions will be made by the College President in consultation with the Dean of Students using this standard in conjunction with current available public health

department guidelines concerning the particular disease in question. Individual cases will not be prejudged; rather, decisions will be made based upon the facts of the particular case.

The College shall respect the right to privacy of any person who has a chronic communicable disease. The person's medical condition shall be disclosed only to the extent necessary to avoid a health and safety threat to the student and others. Persons deemed to have "a direct need to know" will be provided, subject to applicable law, with the appropriate information; however, these persons may not further disclose such information. Persons deemed to have "a direct need to know" may include:

- College President and Dean of Students
- Appropriate faculty or administrator
- College health official

Drug Free Campus

In compliance with the Drug-Free Schools and Communities Act Amendments of 1989 (Public Law 101-226), the Drug Free Workplace Act of 1988 (Public Law 100-690), the Illinois Drug Free Workplace Act of 1986 (PA 86-1459) and Heartland Community College Board of Trustees Policy 6.1 (Drugs, Alcohol, and Cannabis), the following procedures and programs exist to prevent the illicit use of drugs and the unlawful use and abuse of alcohol and/or cannabis by students and employees.

Standards of Conduct

Heartland Community College prohibits the use, possession, and/or distribution of alcohol, cannabis and/or any controlled substance by students, employees and visitors on premises (including in College vehicles) owned or leased by the College or as part of any College activity. Further, the College prohibits students, employees and visitors from being on College premises or participating in any College activity when impaired due to the use of alcohol, cannabis, and/or any controlled substance.

Penalties for Violation of Policy

Students who violate this policy will be governed by the College's Code of Student Conduct and subject to disciplinary action up to and including suspension, expulsion and referral for prosecution. Employees who violate this policy will be subject to sanctions, consistent with law and Board policy, which shall include appropriate disciplinary action up to and including termination. Drug abuse counseling and treatment is available locally and may also be a component of disciplinary action. Visitors determined to have violated this policy are subject to eviction from College premises and are subject to legal action initiated by the College.

Legal Sanctions for Unlawful Possession, Use or Distribution of Illicit Drugs and Alcohol

Legal sanctions that apply to the unlawful possession, use, distribution, dispensing and manufacture of alcohol, cannabis or any controlled substance are consistent with applicable local, state and federal laws. Students, employees, and visitors are reminded that these laws provide for a variety of legal sanctions and penalties which include but are not limited to incarceration and monetary fines.

Notice of Convictions

Any Heartland Community College employee who is convicted of violating any federal or state criminal drug statute in the workplace must notify the President within five (5) days of such conviction. The President shall notify any federal granting agency required to be notified pursuant to the Drug Free Workplace Act of 1988 within ten (10) days after receiving notice of the conviction from an employee. Failure to inform the College of such conviction subjects the employee to disciplinary action.

Health Risks

Health Risks are associated with the use and/or the abuse of alcohol, cannabis, or controlled substances. The consumption of such substances has serious risks to one's health. For a comprehensive list and more information, consult a physician or other drug-treatment professional.

Information, Counseling, Treatment & Rehabilitation

The College periodically sponsors educational sessions and provides informational materials dealing with the dangers of drug and alcohol usage and abuse. Students and employees are encouraged to attend these sessions and read the informational materials. In addition, students are encouraged to contact PATH Information and Referral at (888) 865-9903 and employees are encouraged to contact the College's Employee Assistance Program (EAP) at (800) 433-7916 for information and assistance.

Emergencies and Alerts

Emergency Text Alerts

Heartland Community College utilizes a system for sending important notifications. Opt in today!

This voluntary 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

- **Temporary Interferences** (HCC-ACCESS) -Notification of an interference to campus access such as elevator repairs, blocked stairs, sidewalks and closed entries and parking areas

For Emergency Alerts

Text JOIN **HCC-ALERTS** to **58339**

or

Text LEAVE HCC-ALERTS to 58339 to opt out of the emergency text message service.

For Temporary Interferences

Text JOIN **HCC-ACCESS** to **58339**

or

Text LEAVE HCC-ACCESS to 58339 to opt out of the temporary interference text message service.

The system will reply with an acknowledgment that you have signed up to receive notifications!

HCC does not charge a fee for this service. Review your particular mobile device texting and data plan for service details specific to your account. Message and data rates may apply.

HCC will not share your mobile number or information with any other organization. Information gathered from HCC Alerts or HCC Access will not be used for marketing purposes.

To view the College's policies on emergency messages, Clery Emergency Notifications, and Clery Timely Warnings, please view the [College's Annual Security Report](#).

For more information about the college's related policies view our [Information Privacy Policy \(PDF\)](#), [Appropriate Use Policy \(PDF\)](#) and [Information Security Policy \(PDF\)](#).

Harassment

Heartland Community College is committed to maintaining a working and learning environment that is free from all forms of harassment including, but not limited to sexual harassment and harassment based on gender, sexual orientation, religion, race, ethnicity, national origin, age or disability. The College prohibits any form of harassment in the classroom, in the workplace, in any academic setting at the College and at all College-sponsored events and activities.

This policy applies to all employees and all students at the College as well as any individual representing the College in an official manner, whether paid or unpaid by the College. Under certain circumstances, this harassment policy also applies to third parties such as subcontractors, sales representatives, repair persons or vendors of the College. Every student, employee and official College representative has the responsibility to refrain from any type of harassment in the College environment as well as the right to work and learn in an environment free from harassment. Any student, employee or official representative who harasses a College student, employee or official representative will be held liable for his or her individual conduct and will be subject to disciplinary action up to and including expulsion or discharge.

All complaints will be investigated, with confidentiality maintained to the extent possible. The complete Heartland Community College harassment policy is available in the Human Resources Office and on the College's website at <http://www.heartland.edu/policy/harassment.pdf>.

For additional information, please contact the Vice President, Student Services at (309) 268-8249 or the Director of Human Resources at (309) 268-8148.

Hazing

Hazing is a violation of Illinois Criminal Law. The College strictly prohibits hazing, which is defined as any intentional, knowing, or reckless act committed by a person, whether individually or in concert with other persons, against a student regardless of that student's willingness to participate, that:

- Is committed in connection with an initiation into, admission into, affiliation with, or the maintenance of membership in a student group or organization; and
- Causes or creates a risk, above the reasonable risk encountered in the course of participation in the College or in the group or organization (such as the physical training necessary to participate in an athletic team), of physical or psychological injury.

Participation or cooperation by the person(s) being hazed does not excuse the violation. Students are encouraged to intervene and/or make a report when they are aware of an incident of hazing. Failing to intervene to prevent, failing to discourage, and/or failing to report such acts may also violate this Code. For purposes of this Handbook, a student group or organization is defined as an organization at the College (such as a club, society, association, varsity or junior varsity athletic team, club sports team, fraternity, sorority, band, or student government) in which two or more of the members are students enrolled at the College, regardless of whether the group or organization is established or recognized by the College.

The **Stop Campus Hazing Act (SCHA)** is a federal law that requires colleges to publish hazing violations so prospective students and parents can make informed decisions.

Heartland's Hazing Transparency Report is available on the [Public Safety website](#). Updates are made in June and December, as required by law.

To report a hazing incident, please complete a [Conduct Violation Reporting Form](#) and select "Hazing" as the "Nature of this Report" field. The Dean of Students office will follow-up with affected parties.

Information Security

By using HCC's electronic resources, students acknowledge and consent to HCC's Appropriate Use policy. A complete, current version of the [Appropriate Use Policy \(PDF\)](#) may be found on the Heartland Web site.

HCC is committed to protecting the information it retains about its students, employees, vendors and community visitors. Read the College's privacy statement carefully to understand how information you provide to the College may or may not be used. A complete, current version of the [Privacy Policy \(PDF\)](#) may be found on the Heartland Web site.

Tobacco Free Environment

For Heartland Community College, "Tobacco Free" means HCC will be completely free from use of all tobacco products including any cigarettes, cigars, pipes, beedies, clove cigarettes and any other smoking product that appears to be a cigarette or electronic cigarette. This policy includes smokeless tobacco, dip, chew, snuff, snus, and any other non-FDA approved nicotine delivery device or product.

Tobacco use is prohibited in all facilities and vehicles owned or leased by Heartland Community College and is prohibited on all College property. This policy does not extend to personal motor vehicles. All tobacco products in use must be properly disposed of prior to entering any College property or exiting a personal vehicle. Littering the remains of tobacco products or any other related waste product on College property is further prohibited.

Student Conduct

All students are expected to familiarize themselves with the Code of Student Conduct and adhere to the behavioral expectations set forth therein. The Code of Student Conduct is available at: [Code of Student Conduct \(PDF\)](#). For any questions regarding the Code and conduct process, please [email the Dean of Students](#).

Core Values and Philosophy

As a student at Heartland Community College, you are a member of the College community. As such, you are expected to uphold and accept standards of conduct.

These expectations form the basis of the Code of Student Conduct and exemplify a set of core values that include integrity, social justice, respect, community, and responsibility.

The student conduct process at Heartland Community College is not intended to punish students. The goal is to help balance the interests of individual students with the interests of the College community. The process is intended to help develop and educate students.

Standards of Conduct

The Code of Student Conduct applies to all students and all College-affiliated student organizations. The Code of Student Conduct applies to behaviors on campus, at any College-sponsored or College-related event, and in certain instances can apply to behavior that occurs off campus or outside of any College-sponsored or College-related event.

Reporting Code of Student Conduct Violations

Any individual who has reason to believe that a Code of Student Conduct violation may have occurred is encouraged to submit a report. Reports can be submitted to Public Safety, the [Dean of Students](#), or through an online form using the links below.

[Report a Code of Conduct Violation](#)

[Report an Academic Integrity Violation](#)

Conduct Process Overview

Once notification of an alleged conduct violation is received from any source (victim, 3rd party, online, etc.), the College may proceed with an investigation. Suspected conduct violations will be handled in accordance with the procedures outlined in the [Code of Student Conduct](#). To review the entire Student Conduct process, see Section 5 of the Code of Student Conduct.

Group Violations

It is possible for student groups and organizations to be held in violation of the Code of Student Conduct. The College will follow the same process for responding to violations of the Code of Student Conduct by student organizations or student groups as for individual students.

Amnesty

In certain cases, the College provides amnesty to those who may be hesitant to report violations to College officials because they fear that they themselves may be accused of minor policy violations. Educational options will be explored, but no conduct proceedings or conduct record will result. However, records regarding the provision of amnesty will be maintained.

Student Conduct Related Policies

Academic Integrity Policy

Integrity in academics is a fundamental principle at Heartland Community College (HCC) and the world in which we live; therefore, is essential to the credibility of the College's educational programs. It is important that all credit and recognition earned at this institution reflect the honest work of each individual. Academic Integrity protects the value of your educational achievement at Heartland Community College. Integrity, respect and honest achievement are necessary principles for an educated person, and the College is committed to helping students achieve these ideals through development and growth. The College therefore views any act of academic dishonesty as a serious offense against the HCC community, which includes all students and staff.

Heartland Honor Code:

In the continuous pursuit of excellence, the HCC community is dedicated to the principles of integrity, respect, and honest achievement. As a member of this community, we each have the responsibility to uphold these ideals with the expectation they be upheld by others.

Student Validation of Work:

The signing of a student's name, whether manual or electronic, will declare that the product being signed is the student's own work completed according to instructor guidelines and rules.

Academic Integrity Is Promoted When Students:

Focus on the process of learning. Mastering the material and the process of learning are more important than having a "grade-only" or a "succeed at whatever cost" mentality. This mentality can lead to short term gains with long term consequences.

Employ good time management and study skill techniques. Poor time management, trying to take on too much in one semester, and ineffective study skills often lead to lack of preparation and an inability to meet deadlines. Acts of academic dishonesty are often desperate attempts to cover-up for lack of time and preparation.

Seek help. Free services are available. If you are overwhelmed by course content, meet with the faculty member to discuss your concerns. Heartland also provides free tutoring and help with papers at [Tutoring Services](#). Students can get help with time management and study skills at [Success Connections](#).

Familiarize themselves with the policies. Policies established by each faculty member are most often found in the course syllabus; the College policies are found in the HCC Catalog and Student Handbook.

Communicate upfront. Collaborate only when it is permitted by that faculty member, and maintain the HCC Academic Integrity standards if academic dishonesty is suggested. Let study partners know where you stand on issues of academic integrity.

Improve time-management and study skills. Schedule adequate time for studying and writing papers. Keep a balance between school, work, family, and extra-curricular activities.

Withdraw from the course. If you are doing poorly in a course or if a crisis has caused you to fall too far behind, first consider talking to your instructor or a tutor. Also, consult with your academic advisor about the withdrawal date and to discuss your questions and concerns. Don't ever consider academic dishonesty as an option to try to achieve your goals.

Re-examine goals. HCC offers free career counseling through [Student Counseling and Wellness Services](#) to help you determine the best use of your interests and abilities. Know that family and friends may try to influence you, but the choice of your future is ultimately up to you.

Violations of academic integrity include, but are not limited to, the following:

Misrepresentation of Data:

- Fabricating data or deliberately presenting in an assignment data that was not obtained in accordance with assigned guidelines for data collection or generation;
- Providing an inaccurate account of the method used in collecting/gathering data.

Falsification of Academic Records or Documents:

- Altering without proper authorization any documents affecting academic records;
- Forging signatures of authorization;
- Falsifying information on an official academic document such as a grade report, ID card, letter of permission, a document meant to exempt a student from an academic requirement, or any other document pertaining to academic requirements.

Cheating:

- Any unauthorized use of notes, study aids technology platforms, or information from class work or examination from another student;
- Secretly obtaining test information prior to taking that exam;
- Altering graded work and then resubmitting it for a grade;
- Altering or destroying grade records;
- Allowing another person to take an exam in one's place;
- Submitting identical or similar papers for credit in more than one course without obtaining prior permission from the course instructors involved.

Aiding Cheating or Other Acts of Academic Dishonesty:

- Providing material or information with the knowledge that it will be used improperly;
- Any actions that intentionally form an unfair advantage over fellow students' work;
- Postponing the taking of an exam by reporting an untrue circumstance (illness, emergency, etc.);
- Developing relationships with college personnel to obtain information or an advantage not provided to all students.
- Falsifying information that would be used to acquire privileges such as obtaining an incomplete for a course.

Plagiarism:

- Presenting as one's own work ideas or information that are not considered to be common knowledge;
- Representations or words of another person without customary and proper acknowledgement of that authorship or collaboration;

To learn more about the definition and scope of plagiarism, please see your instructor or a Heartland librarian. Unfamiliarity of this term will not excuse a student from the penalties of such conduct.

Unauthorized Access to Computerized Academic or Administrative Records or Systems:

- Viewing or altering the College's computer records without authorization;
- Copying or modifying the College's computer programs or systems without authorization;
- Releasing or dispensing information gained through unauthorized access;
- Interfering with the use or availability of computer systems or information;
- Using College computing resources to illegally obtain or distribute copyrighted material;
- At locations where College-sponsored activities are held, the unauthorized use, viewing, copying, or altering of other institutions' computer records, systems, or programs is in violation of academic integrity.

Dismissal Policy

Students who violate the Code of Student Conduct may be dismissed from the College by either suspension or expulsion and may be subject to the following:

- Students suspended or expelled from the College for a violation of the Code of Student Conduct will be administratively withdrawn from all courses. An administrative withdrawal will supersede any student-initiated withdrawals.
- Suspended or expelled students will receive a grade of AW or AF in all courses taken during the semester in which the withdrawal occurs. Grades will be determined as a part of the sanctioning process.
- A grade of AW means the student has been administratively withdrawn from all courses for violating the Code of Student Conduct. This grade is not figured into the student's GPA. College refund policies apply.
- A grade of AF means the student has been administratively removed from a course or courses for violating the Code of Student Conduct. This grade will be figured into the student's GPA as a failing grade of "F". No refund of tuition or fees will be permitted.

A student who issued a a suspension or expulsion due to a violation of the College's Code of Student Conduct may request a hearing before the Student Conduct Board. More information regarding dismissals and the Student Conduct Board can be found in Section 5 of the [Code of Student Conduct](#).

Policy for Re-admittance

Students suspended from the College for a violation of the Code of Student Conduct may be permitted to return to the College at a date pre-determined at the time of suspension. However, before the student will be allowed to return, they will be required to provide evidence demonstrating steps have been taken to rehabilitate the offending behaviors, and that they are able to participate in the campus community without further incident. It is possible that a conditional return may be granted which could limit a student's use of some services and/or participation in College-sponsored or College-related events.

Student Appeals

Students can use the Student Appeals process when they question a decision that has been made. Students can appeal course-related matters or other non-course issues. The most common example of a non-course related issue is a withdrawal from courses due to physical or financial hardship. The most common example of a course-related appeal is to appeal a grade in a course.

Students should seek issue resolution immediately. **Students must appeal within 30 business days from the end of the semester in which the issue occurs.** The appeal must be finalized by the end of the next semester.

Extenuating Circumstances Appeal Process

Students experiencing financial or physical hardship may appeal to be withdrawn from or removed from classes. Hardship may include, but is not limited to, serious injury or illness, chronic illness, a medical issue affecting a family member, a mental health condition, sudden or ongoing lack of transportation, or significant increases in the cost of living. For an appeal to be approved, it must generally meet all or most of the established criteria.

- Beyond the Student's Control
- Significant Academic Impact
- Student Took Reasonable Action When Able
- Submitted During the Appeal Timeline (within 30 business days of the end of the semester in which the dispute occurs)
- Supporting Documentation Submitted (required)

Step 1: Students with a non-course related issue should immediately email or meet with the First Contact listed in the table below. Appeals due to extenuating circumstances, including financial or physical hardship, are initiated when the student completes the [Student Appeal Due to Extenuating Circumstances form](#). The student should explain the issue and state what they want the College to do. Once the form is submitted, the will be emailed a letter with a meeting day and time to meet with the Dean of Students. Failure to attend the meeting and submit required documentation will result in the appeal expiring or being denied.

Step 2: Students who are unsatisfied with the decision from Step 1 above may escalate the appeal to the next level supervisor, in accordance with the table below. The appeal must be submitted to appeals@heartland.edu within 10 business days of the dated Dean of Student's or designee's response/Step 1 decision. The student should include a written explanation outlining the reason for the appeal, supporting documentation, and the proposed resolution.

The designated administrator (see below) will issue a dated and written response to the appeal. The College will send communication to the student's official myHeartland email, and the College will include the communication in the student's record.

Students who submit an appeal of any other non-course related issue will be processed in accordance with the table below, following the above steps.

Non-Course Issues	First Contact	Formal and Final Appeal
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Academic Accommodations	Director of Student Access and Accommodation Services	Vice President, Student Services
Academic Probation & Dismissal	Dean of Students	Vice President, Student Services
Assessment & Placement	Dean of Students	Vice President, Student Services
Comptroller Collection	Vice President, Student Services	
Financial Aid	Director of Financial Aid	Vice President, Student Services
Graduation	Dean of Students	Vice President, Student Services
Late Withdrawal	Dean of Students	Vice President, Student Services
Hardship Withdrawal	Dean of Students	Vice President, Student Services
Military Deployment	Dean of Students	Vice President, Student Services
Past Student Accounts/Bills	Dean of Students	Vice President, Student Services
Refund of Tuition/Fees	Dean of Students	Vice President, Student Services

Registration	Dean of Students	Vice President, Student Services
Student Engagement	Director of Student Engagement	Vice President, Student Services

Financial Aid Appeal Process

Students appealing a decision relating to issuance of financial aid must follow the financial aid appeal process and policies linked below:

[Financial Aid Forms and Policies](#)

Grade Appeal Process

The Grade Appeal process applies to credit courses and adult education courses.

Before initiating a Grade Appeal, students should immediately email or meet with their instructor to discuss their concern. The student must explain the concern and inform the instructor of what outcome or resolution they seek. If the instructor does not agree with the proposed outcome or resolution, the student may initiate the Grade Appeal process outlined below. While there may be situations in which the student may want to move straight to the appeal process prior to communicating with their instructor, grade appeals should always start with the instructor.

Step 1: If a student is unsatisfied with the initial decision from their instructor (described above), the student may complete this form to initiate a formal Grade Appeal: [Grade Appeal Form](#). Once submitted, their instructor will respond to the appeal. Instructor's supervisors are notified of submitted appeals. The instructor will review the appeal and issue a written decision within 5 business days.

Step 2: Once the student receives the instructor's decision, if they are unsatisfied with the decision from Step 1, they have the option to escalate the appeal to the next level supervisor (Dean or Associate Dean of that department) within 5 business days. At this level, the appeal decision will be based on an assessment of whether or not there was an error in the grade calculation or if there was any misconduct on the part of the instructor. The Dean or Associate Dean of that department will provide a decision within 5 business days.

Step 3: Once the student receives the decision from the Dean or Associate Dean of that department, if they are unsatisfied with the decision from Step 2, the student will have the option to escalate the appeal to the next level supervisor (Vice President of Academic Affairs/Provost) within 5 business days. Again, at this level, the appeal decision will be based on an assessment of whether or not there was an error in the grade calculation or if there was any misconduct on the part of the instructor. The Vice President of Academic Affairs/Provost will provide a decision within 5 business days. This is the final step in the appeal process, however, a student can elect to end the appeal at any step. The decision of the Vice President/Provost will be final.

[Start Grade Appeal](#)

Continuing Education Grade/Course-Related Appeal Process

Step 1: Students with a course-related issue for Continuing Education courses should immediately email or meet with the instructor explaining the issue and stating what they want the College to do. The instructor will provide a dated decision in writing within 5 business days.

Step 2: If the student is still unsatisfied with the decision from Step 1 above, they can appeal to the Dean or Associate Dean. The student should explain in writing the issue and state what they want the College to do. The Dean or Associate Dean will provide a dated decision in writing within 5 business days.

Step 3: If the student is still unsatisfied with the decision from Step 2 above, they can initiate a final appeal to the Vice President of Academic Affairs/Provost. The final appeal must be made within 5 business days of the dated Dean or Associate Dean's response. A final appeal includes a written document explaining the reason for the appeal and the proposed resolution. Each appeal must provide supporting documentation.

Appeals may be emailed to: appeals@heartland.edu. The Vice President will provide a dated and written response to the final appeal. The College will send communication to the student's official myHeartland email if available, and the College will scan the communication into the student record.

*Note: Students enrolled in the Nussbaum Trucking Academy at HCC must follow the steps listed in the "Communicating Concerns" section of the syllabus.

Final Note on All Student Appeals

If after following the College's process for addressing Student Appeals, an issue cannot be resolved internally, students may file a complaint about Heartland Community College with the [Illinois Community College Board](#) or with the [Higher Learning](#)

Commission. Students who are living out of the State of Illinois may also file a complaint with the state in which they reside. See [Student Complaint Information by State \(PDF\)](#) for more information.

Students with concerns about discrimination because of race, color, sex, gender, age, religion, national origin, ancestry, disability, pregnancy, marital or civil union status, veteran status, sexual orientation, or any basis of discrimination precluded by applicable federal and state statutes may also direct complaints to the Office of Civil Rights, U.S. Department of Education, or pursue both avenues of complaint resolution.

Reports alleging discrimination or harassment on the basis of any legally protected characteristics will be processed in accordance with the College's Anti-Harassment and Anti-Discrimination Policy or the College's Policy Prohibiting Sex Discrimination.

Other Course Related Issues

If a student has a class issue not related to a grade appeal or course withdrawal, it likely falls within the general complaint process. Students may submit a complaint about an instructor and/or course using the complaint form located on the complaints page. Complaints submitted through this form are routed to the appropriate party, and the resulting resolution will be recorded. Complaints may be submitted anonymously but should include contact information if the student would like someone to follow up on their submission.