

SPECIAL SERVICES

Project Succeed (TRiO: Student Support Services)

Mission

Our purpose evolved out of the belief that students will have a greater chance of graduating when provided with the tools, resources, and information necessary for success. Student Support Services aims to embody a holistic program that facilitates and customizes services that address participants' academic and non-academic needs at each level of their college experience.

Student Support Services (SSS) aims to retain and graduate students from diverse and disadvantaged backgrounds at the highest possible rate and foster an academically focused climate supportive of student success.

Why Students Should Participate in SSS

Students who participate in SSS are more likely to remain at HCC and graduate than students from similar backgrounds who do not participate in the program.

The following services are free of charge to active SSS Students:

- **Tutoring & Writing Assistance** – provides individual and group instruction by peer and professional tutors with training and expertise in math, science, and other subjects. The program offers an evaluation of the student's writing to help produce quality academic essays.
- **Academic Advising** – helps students set achievable goals and develop the skills needed to ensure timely progress toward a degree or certificate program. Staff members meet with students multiple times throughout the semester.
- **Course Planning** – assists in identifying and examining students' strengths and limitations to create a manageable schedule of classes.
- **Personal Coaching** – provides students with access to sensitive and caring SSS staff who strive to understand and support goals, aspirations, and challenges – both academic and non-academic.
- **Career Guidance** – helps formulate answers to the questions "Who am I?", "What do I want to do?", and "How do I get there from here?".
- **Academic Monitoring** – collects reports and communicates with Highland faculty to help students in need to take action and improve course grades.
- **Scholarships & Grant Aid** – students can apply for a TRiO scholarship specifically for SSS students. TRiO also offers grant aid for qualifying students. Grants and scholarships are FREE MONEY.
- **Financial Education** – helps students to improve financial literacy and gain knowledge of financial resources through workshops, individual coaching, and an online Financial Literacy course.
- **Academic & Social Events** – promotes cultural events and workshops on study skills, time management, personal development, and other topics of interest.
- **Transitional Math Classes** – offers FREE pre-college math classes to students. We offer 058/059 and 066/067 in the fall and spring semesters. We offer 058/059, 066/067, and 090/091 during the summer session.

- **An Emphasis on Academic Success** – focuses on ongoing academic enrichment at each level of students' college experience. Course performance expectations and tutorial attendance standards are highly enforced. Tutoring in the first year showed the most significant positive effect.
- **Exceptional Student Engagement** – offers services and activities to meet individual needs and financial incentives to motivate students to show up for services. Notably, SSS's effects are more profound as a student's contact hours increase.
- **Targeted Recruitment and Selection Procedures** – selects who have the potential to be successful in the program and who are committed to obtaining a degree or certificate and transfer.
- **Dedicated & Skilled Staff** – employs individuals who are dedicated and qualified to accomplish its purpose. Job related training and development are integral parts of the effectiveness of the program. SSS staff come from similar social, economic, and/or racial/ethnic backgrounds as program participants. Their experiences allow them to understand SSS students' lives, shaping their insights and expertise.
- **An Inclusive & Supportive Environment** – fosters a welcoming and accepting environment, or home away from home, that maximizes students' success.
- **Academic Coaching** – aims to help individuals set and achieve goals, overcome obstacles, and maintain motivation.
- **Computer & Study Rooms** – provides a dedicated workspace for students to study and pursue academic excellence.

The SSS practices have been shown to significantly improve students' persistence, grade point averages, and graduation rates.

The Project Succeed offices are located on the first floor of the Marvin-Burt Liberal Arts Center (Building M). Those interested in the services may pick up an application at the Project Succeed office. For questions, call 815-599-3583.

Auxiliary Services

J. Rosemary Shockey HCC Bookstore

The J. Rosemary Shockey HCC Bookstore provides your best resource for the correct course materials. Your course may include new, used, digital, or Inclusive Access materials. These materials may contain courseware and or access to your classwork or homework. Some textbooks are available for either in-house rentals or consignment rentals. You will also find your supplementary instructional supplies as required by the instructor of each course. In most cases, students are required to supply their own materials.

At the J. Rosemary Shockey HCC Bookstore, you may purchase passes for Pretzel City Area Transit, Carroll County Transit, and Jo Daviess County Transit. You may also purchase Cougar Café Meal Cards. The Cougar Café serves breakfast and lunch Monday – Thursday during our fall and summer semesters. The J. Rosemary Shockey HCC Bookstore also carries the following: required art supplies, imprinted clothing, hats, gift items, laptops, additional hardware products, technology products, greeting cards, helium balloons, and writing supplies. Profits are put back into Student Services at Highland Community College.

When you come to the bookstore, we will need access to your class schedule. It can be printed or in an electronic version. We can always print a copy here in the J. Rosemary Shockey HCC Bookstore.

Our knowledgeable, friendly staff is here to help with your back-to-school needs. Call or email us at bookstore@highland.edu or stop by. Textbooks may be purchased online at <http://bookstore.highland.edu> beginning a few weeks before classes start. Online purchases may be made by credit/debit card and with your financial aid beginning two weeks before classes start.

Book buyback is held during the scheduled finals week of each semester. Select books are repurchased year-round.

If you have questions regarding buyback, please stop by or call us at 815-599-3694. Buyback is easy, and you may get cash back for your books.

Cafeteria

Food service is available from the Cafeteria from 9:30 a.m. to 1:30 p.m. Monday through Thursday. The Cafeteria offers breakfast items, sandwiches, soups, salads, desserts, and daily breakfast and lunch specials. Vending machines are also available. The Cafeteria is located on the first floor of the Student/Conference Center (Building H).

Child Care Services

Child care services are offered on campus by the YMCA. Services are located in the Child Care and Training Center and are available to the general public. The Center's primary objective is to provide an enriched environment for children whose parents work, attend school, or who need additional experiences to prepare them for school. Services are provided by the Center on a half-day or full-day contract basis only. The YMCA sets the fee schedule for these services. There is no "drop-off" service available. Any child six weeks through ten years of age is eligible to enroll if space is available. For additional information, call 815-235-2467.

Housing

Highland does not provide a formal housing service or recommend housing. However, the Office of Admissions provides some community-based housing information upon request. The College advises and encourages parents and students to visit housing facilities before making final arrangements.

Marketing and Community Relations

The Office of Marketing and Community Relations provides campus, the media, and the community reports on Highland Community College activities. The College publishes Higher Education Act (HEA) information to provide current students, prospective students, and the general public an overview of Highland and its procedures and practices. These updates include academic programs, athletics participation rates, crime statistics, privacy information, financial aid, completion rates, and other important college data. To learn more, call 815-599-3421.

Lost and Found Services

The College maintains lost-and-found services. The College does not assume responsibility for students' personal property. Lost-and-found services are located at the Welcome Center on the first floor of the Student/Conference Center, Building H, and at division offices in each building.

Medical and Health Services

In the event a student requires medical treatment for injury or illness, reasonable action will be taken to contact medical personnel and the student's emergency contact, if provided. Emergency contact information can be added to a student's record by contacting the Office of Enrollment

Services. Any such medical treatment and service is at the student's expense. First-aid kits are located throughout the campus.

A qualified mental health professional provides mental health assessments and crisis counseling. Initial assessment and referral to community services are free to the student. Students should make an appointment with the counselor by calling 815-599-3611 or sending a request to counseling@highland.edu. Concerns may also be reported online at <https://cm.maxient.com/reportingform.php?HighlandCC>.

A sexual assault counselor from VOICES provides confidential services and help accessing on- and off-campus assistance. Concerns may be reported confidentially online at <https://cm.maxient.com/reportingform.php?HighlandCC>.

Behavioral Intervention Team

The Behavioral Intervention Team assesses and responds to potential campus safety concerns. The team uses specialized tools to evaluate risk levels, coordinate appropriate interventions, and review incidents. They aim to maintain campus safety through early identification and management of concerning behaviors.

HOUSE Liaison

Highland Community College is committed to supporting students experiencing or at risk of homelessness. Students who have experience in Foster Care are also considered at risk. Highland has a HOUSE Liaison that supports these students by helping them through the financial aid process, identifying services, and connecting students to resources for their basic needs. The HOUSE Liaison is Beth Groshans, Student Advisor. Email: beth.groshans@highland.edu, 815-599-3483.

Undocumented Student Liaison

Assistance for undocumented students accessing admissions, financial aid, or other enrollment-related processes. Email: Jeremy.Bradt@highland.edu, 815-599-3500.

Benefits Navigator

Assistance with government support programs, community, and financial aid resources. Email: Wes.Bertram@highland.edu, 815-599-3428.

Parking and Traffic Services

The College offers student parking in designated lots on the campus. Accessible parking areas are marked and reserved for individuals with disabilities. The College assumes no responsibility for any car or vehicle, or protection of same, at any time while it is operated or parked on the College campus.

While on campus, drivers must follow all standard traffic and parking regulations and laws.

Sports Center

The Sports Center is a joint venture between the College and the Family YMCA of Northwest Illinois. The facility includes an Olympic-size swimming pool, a 1/4 mile banked jogging track, two racquetball courts, body-building equipment, general exercise equipment, and main and auxiliary gymnasiums.

Students enrolled with 12 credit hours or more at Highland are eligible for a free personal YMCA membership for that semester. To obtain a membership, a Highland student may inquire at the YMCA and will be issued an ID card. Students must request Y cards before the established mid-term date of the semester. Part-time students may purchase a

student membership at a discounted rate. For more information about student membership prices, please contact the YMCA.

Emergency Services

If an emergency arises, students and visitors should call 911, use a campus emergency phone, or call campus security at 815-599-3652. The security office, H-114, is located on the first floor of the Student/Conference Center. For non-emergencies, contact the security office at 815-599-3652.

If campus is closed due to inclement weather or an emergency, students are notified by an automated phone call and text to the primary number given to the Enrollment Services Office.

Students are registered in the College's text messaging system unless they opt out of this communication. Anyone can register to receive text messages from the College by contacting admissions@highland.edu (<https://catalog.highland.edu/student-handbook/special-services/admissions@highland.edu>)

Highland Community College's emergency guide is available at highland.edu (<https://highland.edu>) under the quick links menu.

The following media outlets will carry the announcement:

Channel	Frequency	City
WFPS	92.1 FM	Freeport
WFRL	1570 AM	Freeport
WROK	1440 AM	Rockford
WZOK	97.5 FM	Rockford

WXXQ	98.5 FM	Rockford
WQLF	102.5 FM	Lena
KATF	92.9 FM	Dubuque, IA
KGRR	97.3 FM	Dubuque, IA
KDTH	1370 AM	Dubuque, IA
KROS	1340 AM	Clinton, IA
WCCI	100.3 FM	Savanna
WEKZ	93.7 FM	Monroe, WI
WSDR	1240 AM	Sterling
WJOD	107.5 FM	Galena
WSSQ	94.3 FM	Sterling
WZZT	95.1 FM	Sterling
WREX	Channel 13	Rockford
WIFR	Channel 23	Rockford
WTVQ	Channel 17	Rockford
WQRF	Channel 39	Rockford

You will receive important messages in an emergency at your Highland email address. All students and staff are assigned a highland.edu email account. Text messaging also informs students of emergency closures or related information.

Additionally, announcements are posted on highland.edu (<https://highland.edu>) and the main Highland Community College social media accounts.