

STUDENT SUPPORT SERVICES

Academic Support Services

Success Center

The Success Center (SC) is committed to providing quality programs, services, and curriculum that promote the academic success of all Highland students. The Center offers the First-Year Experience Seminar, the Writing Center, free tutoring, Success Coaches, a mentor program, ESL support services, supplemental instruction, study tables, guidance, support through the implementation of the Americans with Disabilities Act, and the testing center. The Success Center is located on the first floor of the Marvin-Burt Liberal Arts Center, Building M. Call 815-599-3487 for further information.

First-Year Experience Seminar is a transferable orientation and course designed to ensure that incoming students have a successful and satisfying transition to college. FYES instructors guide students as they familiarize themselves with important campus resources and support students as they develop skills and habits critical for college success and beyond. All degree-seeking students must complete a First-Year Experience Seminar (LIBS 199 First-Year Experience Seminar) prior to graduation. Course content includes self-knowledge, self-management, critical thinking skills, academic skills, technology skills, access to resources, health and wellness practices, and responses to diversity. Multiple sections of First-Year Experience Seminar are available at various times and delivery formats.

Student Success Coaches focus on student development, advancement of institutional student success, retention initiatives, life coaching, resource identification and referrals, and individualized and group support for students. They also collaborate with students, faculty, staff, and community partners.

Early Alert is a communication tool that Highland faculty and staff use when students are struggling in a class. Instructors may submit an Early Alert for various reasons, including incomplete homework and tests, regular tardiness, and excessive or unexplained absences. When an Early Alert is submitted, multiple outreach attempts will be provided to students to offer additional support they need to help turn things around as soon as possible.

The Writing Center is staffed by Highland English instructors who provide mentoring and sustained guidance to students. Instructors in virtually any academic area address students' requests and individual needs. Students can also have one-on-one interaction and consultation during any part of the writing process at selected times throughout the week.

English as a Second Language (ESL) Support Services are available to Highland students who would benefit from receiving these services while at Highland Community College. The Success Center offers free ESL resources, including ESL Peer Mentors, an ESL Paraprofessional, the Burlington English program, and ESL placement testing.

Tutoring Services are offered free to Highland students. The peer tutoring program provides individual content tutoring by students, as recommended by Highland instructors. The tutoring schedules can be found at <https://highland.edu/successcenter/>. If the class is not listed on the tutoring schedule that a student needs help in or if the scheduled days and times listed do not work with a student's schedule, he/she need to visit the above Success Center webpage and click the "Need A Tutor" button, complete the form, and submit it. Staff members can provide

students with diagnostic information about skill levels and may also assist individual students with study skills.

Supplemental Instruction (SI) offers subject matter experts in specific courses who work closely with faculty members to help students understand active learning, form good study habits, and improve test scores and pass rates.

The Mentor Program is free to Highland students. In the program, peer mentors will work with students on study strategies, organization, time management, and other skills to help them succeed. Mentors will help keep students motivated, set goals, and inform them about resources, opportunities, and events on campus. To request a Mentor, go to the Success Center webpage at <https://highland.edu/successcenter/>, click the "Need A Mentor" button, complete the form, and submit it. Then, a staff person from the Success Center will follow up with the students to pair them with a mentor.

Study Tables is a program that offers specific times throughout the week for students to attend any of the Study Table days/times to study and work with one of the Success Center staff or the ESL Paraprofessional when needed on academic skill building, check-ins on how classes are going, goal setting, etc.

The Testing Center is committed to maintaining the highest compliance with nationally recognized testing standards and practices, safeguarding the confidentiality of student records, and creating an optimal testing environment. We remain appointment-based, and to schedule an appointment, go to highland.mywconline.com (<https://highland.mywconline.com>) (register for a free account), call 815-599-3680, email testingcenter@highland.edu, or drop by the Testing Center in Building H. It is up to each student who schedules a test to inform their instructor and ensure they are approved to test in the Testing Center instead of in their regular classroom or elsewhere. We provide virtual testing options daily and drop-in placement testing.

Disability Services

Disability Services collaborates with students, staff, faculty, and community members to create inclusive, equitable, diverse, and sustainable learning environments for all. The department is a resource for creative problem-solving to enhance access in the following areas:

- Admission/registration assistance, advising, and advocacy
- Consultation, referral, and disability awareness information
- Accessibility information, maps, and basic mobility orientation
- Accommodations for classes, including but not limited to:
 - Test accommodations (extended time, quiet testing location, reader, scribe)
 - Academic accommodations (audio record lectures, preferred seating, note taker)
 - Alternate format (audiobooks, closed-captioned videos, Braille books)
 - Technology (JAWS, Read&Write software, Dragon NaturallySpeaking software, digital voice recorders, screen magnification)

Disability Services is located in Building M, M-104, 815-599-3605 (TTY: 711); 815-599-3646 (Fax); adaservices@highland.edu

Students are encouraged to contact the Coordinator of Disability Services before the start of the semester to submit documentation and arrange for services.

Students may also wish to contact the Illinois Department of Human Services Family Community Resource Center, which covers Stephenson and Jo Daviess counties, for additional assistance or resources at 815-232-6121. The Illinois Department of Human Services Family Community Resource Center covers Ogle County at 815-732-2166. For Carroll County, contact the DHS Family Community Resource Center in Whiteside County at 815-632-4045.

Information regarding the complaint process is available on the Highland website under Disability Services.

Clarence Mitchell Library

The library is located on the second floor of the Marvin-Burt Liberal Arts Center (Building M) and is open every day when classes are in session. The librarians and staff of the Clarence Mitchell Library are dedicated to helping Highland students, faculty, and staff succeed in learning, teaching, and research. Our services emphasize working closely with students to develop skills in the use and evaluation of information sources. Instruction is offered through individualized research appointments, classroom instruction, and drop-in research assistance.

The Library's wide-ranging collections represent multiple viewpoints, languages, and cultures. The Clarence Mitchell Library is part of a worldwide network of libraries that can bring you information from all parts of the globe. We offer spaces for quiet and collaborative study and an open computer lab. The Library sponsors cultural programs and other events. The Library is part of the wider Highland district community.

Residents are welcome to borrow from our collection, use our facilities, and enjoy our events.

Academic Advising and Transfer

Academic advising is designed to help students select a program or degree and classes related to their educational and life goals. Student advisors provide the service by appointment, walk-in, or virtual meeting.

All degree—or certificate-seeking students are expected to meet with a student advisor upon initial enrollment and subsequently as needed. ACT, SAT, or placement test results, class schedules, program outlines, and past academic and/or work performance will be examined to assist the student in developing an appropriate academic program designed for transfer to a senior institution or entry into the job market.

The student is responsible for program and course selection and applicability to career or transfer requirements. Student advisors will provide valuable assistance and information in this decision-making process. Transfer information is available from each student advisor. The Transfer Coordinator/Student Advisor gathers and disseminates this information and provides catalog and course equivalency information. Computer search services are also available.

Students planning to transfer to another college or university must work with a student advisor. Program guidelines at senior institutions change often; therefore, students are strongly encouraged to see an advisor periodically throughout the academic semesters. Transfer guidelines, updates, seminars, and information pertinent to transfer are available to students regularly. This service is designed to enhance transfer options and alleviate any concerns.

Student Advisors are located on the first floor of the Student/Conference Center, Building H. Services are available by appointment during regular business hours and evenings, virtually, and during published walk-in

times. For an appointment, call 815-599-3573. The Veterans Coordinator/Student Advisor may provide specialized assistance to veterans and current military personnel.

Degree Check (Degree Works)

Degree Works is a comprehensive system that helps students track progress toward a degree, plan educational paths, and manage academic requirements. It provides personalized degree evaluations, allows for the creation of educational plans, and integrates with student information systems. Current students, please follow this link to see your degree check: <https://dwapp.highland.edu/Dashboard/>

Call 815-599-3573 for any questions.

Career Services

Career Services assists students, alumni, and community members with career development and employment opportunities. The office coordinates the Student Worker Program and sponsors an annual fall job fair.

Services include:

- Career counseling and assessments
- Resume and cover letter development
- Interview preparation
- LinkedIn profile assistance
- Job and internship placement

PathwayU

PathwayU is an online assessment platform that helps users discover meaningful career paths by evaluating interests, values, personality, and workplace preferences. The platform generates personalized career matches and shows Highland Programs that align with assessment results.

Community Mentor Program

This program connects students with professionals from the Highland district through classroom visits and one-on-one matching. Students gain insights into professional expectations, career development, and leadership strategies. Online mentorship resources are also available.

Handshake

Career Services uses Handshake to connect users with employment opportunities. Students, alums, and community members can create a free account to:

- Search for full-time, part-time, and internship opportunities
- Create a professional profile to connect with employers
- Access career advice and event announcements
- Use the mobile app for on-the-go access

Student Worker Program

Career Services coordinates the Student Worker Program in partnership with Financial Aid and Human Resources. This program provides students with employment opportunities on campus and through select off-campus partner organizations. All positions are listed on Handshake. Contact Career Services for information on eligibility and available opportunities.

Location and Hours

Career Services is located in the Student Conference Center, room H-109.

- Regular hours: Monday-Friday, 8 a.m. to 5 p.m. (Summer hours may vary)

- Services available by appointment, including evening and virtual options
- Contact: 815-599-3536 or careerservices@highland.edu

Last updated: 2025-09-9 14:40:18