General Information for Students

Testing Services (located in Student Commons Building 2001)

Testing Services provides a secure testing environment for students who are enrolled in online, hybrid, and other distance learning courses; have a documented disability; or need to take a make-up exam. Testing accommodations for students having documented disabilities must be arranged by the student through Disability Support Services, and Testing Services will only administer make-up exams at the request of the instructor. For more information, please call (309) 268-8050.

Services in Academic Support Center (Raab Road campus)

Library
The Library provides fast and free access to credible information from a full range of resources including books, online journals, videos, newspapers, online music, class reserves, and interlibrary loan. Individualize research by appointment or come in anytime. See the Library tab in myHeartland, email library@heartland.edu or call (309) 268-8292 for details.

Tutoring Services
Tutoring Services provides tutoring in various forms at no cost to Heartland students in Normal, Pontiac, and Lincoln. Tutors are available at convenient times throughout the week. Study groups are also available by request. For more information about services available at each location, please call (309) 268-8231 (Normal), (815) 842-6777 (Pontiac), or (217) 735-1731 (Lincoln).

Disability Support Services
Disability Support Services (DSS) ensures that students with disabilities have equal access to the college’s programs, services and activities through the provision of reasonable accommodations as mandated in Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. DSS offers a wide range of services to support students with disabilities, including: assistive technology, document conversion services, personnel, classroom and testing accommodations. Students with a documented disability who wish to discuss academic accommodations should call (309) 268-8259 for details.

Open Computing Lab
The Open Computing Lab provides free computing for HCC students at convenient times throughout the week. The computer lab is staffed by trained Lab Assistants and offers the use of approximately 70 computers, a scanner, a laser printer, and an electric typewriter.
**Writing Services**
Writing Services provides guidance for writers on assignment comprehension, critical thinking and the stages of the writing process. Writing Services is staffed by English faculty with years of experience in the teaching of writing. In every session, faculty work with writers to explore and develop their own ideas as appropriate to the needs of their readers and to learn the rhetorical strategies necessary for effective communication. For more information, please call (309) 268-8231.

**Services in Community Commons Building, first floor (Raab Road campus)**

**Academic Advising**
Academic advisors provide information to students about degree/program requirements, transferability of courses, GPA, and enrollment. Academic Advising may also provide workshops on time management, IRIS navigation, or specific career fields. For more information, please call (309) 268-8033.

**Career Services**
Career Services offers guidance and resources to assist students determine their career goals, develop employability and job search skills, and connect with potential employers. In addition, two experiential learning programs, job shadowing and internships, provide students with relevant work-based learning opportunities. Job shadowing assists students in clarifying their career goals. Internships help students “bridge the gap” between the academic environment and employment in their chosen career fields. For more information, please call Career Services at (309) 268-8034.

**Counseling Services**
The personal development counselor provides confidential and professional counseling for both emergency and personal issues. Services also include referrals to local community resources. For more information, please call (309) 268-8033.

**Financial Aid Office**
The Financial Aid Office provides information on programs and types of financial aid available to students. For more information, please call (309) 268-8020.

**Transcripts**
Official and unofficial transcripts may be obtained at the Student Records desk. Transcripts may also be obtained at Heartland’s Lincoln and Pontiac sites. Transcripts must be requested in writing. The form is available online (http://www.heartland.edu/transcripts/index.jsp) or at the Student Records desk.
Academic Integrity and Plagiarism

Academic Integrity
Academic integrity is a fundamental principle of collegial life at Heartland Community College and is essential to the credibility of the College’s educational programs. Moreover, because grading may be competitive, students who misrepresent their academic work violate the right of their fellow students. The College, therefore, views any act of academic dishonesty as a serious offense requiring disciplinary measures, including course failure, suspension, and even expulsion from the College. In addition, an act of academic dishonesty may have unforeseen effects far beyond any officially imposed penalties.

Violations of academic integrity include, but are not limited to cheating, aiding or suborning cheating or other acts of academic dishonesty, plagiarism, misrepresentation of data, falsification of academic records or documents and unauthorized access to computerized academic or administrative records or systems. Definitions of these violations may be found in the college catalog.

Plagiarism
Plagiarism is the presenting of others’ ideas as if they were your own. When you write a paper, create a project, do a presentation or create anything original, it is assumed that all the work, except for that which is attributed to another author or creator, is your own. Plagiarism is considered a serious academic offense and may take the following forms:

- Copying word-for-word from another source and not giving that source credit.
- Paraphrasing the work of another and not giving that source credit.
- Adopting a particularly apt phrase as your own.
- Using an image or a copy of an image without crediting its source.
- Paraphrasing someone else’s line of thinking in the development of a topic as if it were your own.
- Using another person’s project or another person’s work as if it were your own.


Note that word-for-word copying is not the only form of plagiarism. The penalties for plagiarism may be severe, ranging from failure on the particular piece of work, failure in the course or expulsion from school in extreme cases.

Many plagiarism problems can be remedied by citing the sources of the original work. When in doubt, cite the source according to the style your instructor directs. Usually this is APA or MLA Style. Don’t be daunted by citing sources which are not books. You can cite everything, including pamphlets, maps, cereal boxes, telephone conversations, movies, television shows, Internet and world-wide web sites.
Philosophy of Grades

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 we 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.

Letter Grade Rubrics

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

“F” 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.