



March 21, 2020

Message to Black Hawk College Students

## Online Student Services

### Advising and Counseling

Your educational advisors are available through email and phone to answer your questions and to help plan for your summer and fall classes. We will continue with registration appointments. You may email your advisor to schedule a phone or virtual appointment for the next couple of weeks. At this point, we will continue with opening fall registration on Tuesday, April 7.

- The Advising Center phone number is 309-796-5100 for Quad-Cities Campus and 309-854-1709 for East Campus students. We will continue to monitor and respond to incoming calls with questions or concerns.
- You may also email an educational advisor for questions or concerns at [advqc@bhc.edu](mailto:advqc@bhc.edu) or you can contact advisors directly:
  - Darcie McAndless [mcandlessd@bhc.edu](mailto:mcandlessd@bhc.edu)
  - Nan Reddy [reddyn@bhc.edu](mailto:reddyn@bhc.edu)
  - Darin Dunphy [dunphyd@bhc.edu](mailto:dunphyd@bhc.edu)
  - Melissa Mendendorp [Medendorphm@bhc.edu](mailto:Medendorphm@bhc.edu)
  - Rhonda Bussell [bussellr@bhc.edu](mailto:bussellr@bhc.edu)
  - Vashti Berry [berryv@bhc.edu](mailto:berryv@bhc.edu)

### TRIO Success Coaches

- Jessica Jackson [jacksonj@bhc.edu](mailto:jacksonj@bhc.edu)
- Jennifer Marme-Lowery [marmeloweryj@bhc.edu](mailto:marmeloweryj@bhc.edu)
- Bob Majchrzak [majchrzakb@bhc.edu](mailto:majchrzakb@bhc.edu)

### Dual Credit Coordinators

- Sara Dye [dyes@bhc.edu](mailto:dyes@bhc.edu)
- Jeanine Peterson [petersonj@bhc.edu](mailto:petersonj@bhc.edu)
- Chris Adell [adellc@bhc.edu](mailto:adellc@bhc.edu)

### Personal counseling

This is a stressful time for everyone. If you need to talk with someone about your concerns, our personal counselor is available. Please call 309-796-5198 to schedule a phone appointment or email Wendy Bock at [bockw@bhc.edu](mailto:bockw@bhc.edu). Remote counseling sessions are available.

### Admissions & Records/Registrar

- Outgoing transcripts requests should be made at [www.bhc.edu/transcript](http://www.bhc.edu/transcript). If you have questions on transcript processing status, or need an alternate method for ordering, please contact Amy Snyder at [snydera@bhc.edu](mailto:snydera@bhc.edu).

- If you have questions about Black Hawk College receiving your transcript, please contact [registrar@bhc.edu](mailto:registrar@bhc.edu)
- For questions in regards to midterm or final grades, please contact [registrar@bhc.edu](mailto:registrar@bhc.edu)
- For questions in regards to in-school deferments, please contact Amy Snyder, [registrar@bhc.edu](mailto:registrar@bhc.edu).
- For questions regarding transcript evaluations (transferring of credit to Black Hawk College), please contact Amy Snyder, [snydera@bhc.edu](mailto:snydera@bhc.edu) .
- For enrollment and degree verification questions, as they relate to employment, insurance discounts or related issues, please email [registrar@bhc.edu](mailto:registrar@bhc.edu) .
- For questions related to graduation petitions, please contact Amy Snyder, [snydera@bhc.edu](mailto:snydera@bhc.edu)
- Questions related to International Admissions should be directed to Heather Bjorgan, [bjorganh@bhc.edu](mailto:bjorganh@bhc.edu)
- If you are a student graduating in May and have questions about transferring, please contact Amy Snyder, [snydera@bhc.edu](mailto:snydera@bhc.edu)
- For questions related to the Registrar's office but not listed above, please contact Amy Snyder, [snydera@bhc.edu](mailto:snydera@bhc.edu)

## Business/Bursar Office

- If you need to make a payment, log in to your myBlackHawk account. Select the Student Billing tab. Click Make a Payment Online then select the term that is being paid. You will be taken to a page for Official Payments to complete your transaction.
- For student account or payment questions, e-mail Dani Vaughn at [vaughnd@bhc.edu](mailto:vaughnd@bhc.edu) (for third-party and general questions), Nancy Jordan at [jordann@bhc.edu](mailto:jordann@bhc.edu) (for Collections accounts), or Cindy Crosby at [crosbyc@bhc.edu](mailto:crosbyc@bhc.edu) (for Veterans resources) or call 309-796-5200, option 0.
- 1098-T tax forms-Current and past students can view and print their 1098-Ts by logging in to their myBlackhawk account. Select the Student Billing tab. Click on Access my Electronic 1098-T. For questions about 1098-Ts please email Dani Vaughn at [vaughnd@bhc.edu](mailto:vaughnd@bhc.edu) or call 309-796-5200, option 0.

## Career Services

- Students who have resumes that need reviewed can send their rough drafts to [striegela@bhc.edu](mailto:striegela@bhc.edu). All resumes will continue to be reviewed during campus closure and all correspondence sent through email in a timely fashion.
- If you have an interview coming up and need assistance with how to answer tricky questions and how to make a strong, first impression, please send all questions to [striegela@bhc.edu](mailto:striegela@bhc.edu) for a timely answer. We can also discuss strategies to have a high impact in a virtual interview.
- Jobs will continue to be updated on the College Central website at [www.CollegeCentral.com/BHC](http://www.CollegeCentral.com/BHC) Click on Career Opportunities to see who is hiring. Questions related to filling out job applications can be directed to [striegela@bhc.edu](mailto:striegela@bhc.edu) .
- All other questions for the Career Services office can be directed through email to [striegela@bhc.edu](mailto:striegela@bhc.edu) Email is being checked periodically throughout the day.

## Disability Support

Disability Support remains ready to assist in any way possible. Please contact Rachael Weeks, Disability Resources Coordinator, at [weeksr@bhc.edu](mailto:weeksr@bhc.edu) with any questions or concerns regarding your accommodations.

At this time, the Disability Services Office processes for setting up exams will remain relatively the same despite the changes in course format, please review the steps below:

- 1) Please email Rachael Weeks, Disability Services Coordinator, [weeksr@bhc.edu](mailto:weeksr@bhc.edu) to schedule exams as soon as you are notified by your instructor.
- 2) Once exam notification is received communication will be sent to your instructor on your behalf to inform them of your accommodations (for example, extended time for exams) and to receive any special instructions.

If you are requiring an exam reader or would like a designated BHC staff member to read your exam, please contact Rachael Weeks, Disability Services, [weeksr@bhc.edu](mailto:weeksr@bhc.edu) at **least one business day prior** to the exam and we will work to provide a reader via video chat or phone.

BHC Disability Services Office will continue to send out updates and direction as decisions are made. If you have any questions or concerns in regards to your accommodations or are looking to seek accommodations, please contact [weeksr@bhc.edu](mailto:weeksr@bhc.edu).

## Financial Aid

Financial Aid is available via phone 309-796-5400 or 309-854-1708 for East Campus students – please leave a message. You can also email [finaid@bhc.edu](mailto:finaid@bhc.edu). We can answer questions about the student's account, help individuals complete the FAFSA, and answer general questions. Additional information available at [www.bhc.edu/financialaid](http://www.bhc.edu/financialaid).

- Forms can be mailed to Black Hawk College 6600 34<sup>th</sup> Avenue Moline, IL 61265. We will pick up forms weekly for processing.
- Financial aid awarding, document processing and disbursements will continue with off-campus processing. Loan requests may be submitted online for the current semester.
- We are working with the Bursar's Office to ensure timely disbursements.
- Students are encouraged to monitor their myBlackHawk email for updates.
- Students who register for Summer 2020 classes should allow 24-48 hours for their financial aid awards to update on myBlackHawk. Summer 2020 loan requests may be submitted online beginning mid-April.
- Fall 2020 financial aid notifications will be sent to your myBlackHawk email starting early April. Students will be able to view their award information on myBlackHawk. Fall 2020 loan requests may be submitted online beginning mid-April.

GI Bill recipients - legislation regarding GI Bill benefits to address colleges changing to an online format for many courses has been approved. Your benefits will not be negatively impacted by the change to online delivery.

**Talk before your drop** – At this time, federal rules require that students repay federal student aid when they do not complete 60% of the semester. Please contact our office if you are considering dropping so we can discuss your options.

## Library Services

The Library is available to assist you with your research and reading needs, from virtually anywhere!

## Research Assistance

- Students needing research help are encouraged to contact the Library at [library@bhc.edu](mailto:library@bhc.edu). The librarians can assist you via email or set up a virtual meeting.
- Check out our online [Research Skills Tutorial](#) which can guide you through all the steps of the research process.

## Databases

- The Library has a wealth of digital collections, including journal articles, reference resources, e-books, audiobooks, and streaming videos, that you can access from [www.bhc.edu/library](http://www.bhc.edu/library).
- When you access our databases from off-campus, you will be asked to sign in with your myBlackHawk username and your myBlackHawk password.

## Books

- Need something to keep you entertained? Find a new e-book or audiobook in our [OverDrive](#) or [eRead Illinois](#) collections.
- Please note, if you have print books checked out right now, do not worry about getting penalized for overdue items.

## Student Life

We are brainstorming ways to transition some in-person events into online formats as well as looking for new ideas that can engage our students virtually as we move forward in the coming weeks! Students who would like to keep involved and share suggestions are welcome to contact Jana Koch, Director of Student Life and Engagement, at [kochj@bhc.edu](mailto:kochj@bhc.edu). All students are welcome to join the Student Government meetings via Google Hangout. SGA meetings will continue to be held every Wednesday from 3PM-4PM. Information on how to access these meetings and where you can obtain information is currently being developed in our Hawk's Hangout, which will be our new virtual student union that will allow students to connect with the college and each other without being physically on campus. We are currently under construction of the Hawk's Hangout but an invitation to join will be sent to all students early next week! Stay tuned to join us to...Learn, Connect and Engage!

## Current Hawk Happenings!

- **Student Trustee Elections** for 2020-2021 will be held online on March 26<sup>th</sup> and March 27<sup>th</sup>. All QC students eligible to vote were sent updated information earlier this week. Please continue to monitor our social media accounts for information on casting your vote online! Make your "virtual" voice heard!
- **Name that Crazy Bird** submissions for naming our new BHC mascot has been extended until next Friday, March 27<sup>th</sup> at 5 PM. Get your creative juices going and help BHC name our new mascot! It's open to everyone and can be done online. To see the mascot and submit a name for it, go to [www.bhc.edu/mascotcontest](http://www.bhc.edu/mascotcontest).
- **Student Government Association Applications** for the 2020-2021 will be sent to all eligible students beginning March 30<sup>th</sup>. Similar to previous years applications for consideration will be submitted using our online application process. Students interested in running for one of these Senator positions should contact Jana Koch at [kochj@bhc.edu](mailto:kochj@bhc.edu) or visit our website at <https://www.bhc.edu/student-resources/student-life-and-clubs/quad-cities-campus/>

- **SGA Insta-Wars** will still be running but in consideration of our students transition to online instruction we will be pushing back the start date. What is Insta-Wars??? In an effort to promote BHC Student Life Instagram page and bring us together as a community SGA has created a friendly competition between active clubs/org and athletic teams to see who has the strongest following! In order to “virtually” vote for your favorite club/org, team or activity individuals will be asked to follow BlackHawk\_student\_life Instagram page and comment on who encouraged them to follow. Comments will be tallied that group with the most “Virtual” Shout Outs will win a prize of \$100.00 to use for their individual campus groups. Please continue to monitor our social media accounts for information on participating!
- **BHC Clubs/Organizations** – Do you know about Google Hang Out?? You have access to this app through your Office 365 account and can hold group chats and meetings online! Keep in contact with your club members to stay engaged, maintain contact with your friends, and discuss things you can do online or remotely for your organization. Login to your Office 365 account and add your club members easily to create a “Team” or create chats one-on-one. Please contact Jana Koch, Director of Student Life and Engagement for more information...Let’s “Talk” at the “Hawk”!

## Technology Help Desk

- If you need technology support so that you can keep up with your classes, email [5555@bhc.edu](mailto:5555@bhc.edu) to create a support ticket. Please include an email and a call back number, if possible, and someone will assist you as quickly as they can. You can also call (309)796-5555. We will do what we can to help.
- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit [www.xfinity.com/wifi](http://www.xfinity.com/wifi). Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.

## TRIO Student Support Services

- We are offering non-face-to-face appointments, **including fall registration**, general advising, transfer assistance, and more. Please reach out to us via text (883-820-2299) or myBlackHawk email and we will find a time that works for you to talk with us.
- We are developing formats to offer additional services, such as workshops, academic coaching, and financial literacy in a virtual format. Stay tuned for details coming soon!
- Check your myBlackHawk email, BHC TRIO texts, and our TRIO FB page (<https://www.facebook.com/Black-Hawk-College-TRiO-Student-Support-Services-162733240435308/>) for regular TRIO updates.
- We are accepting applications to join TRIO SSS. Please fill out the web application: <https://www.emailmeform.com/builder/form/575Rnf1GXp3>. If you have questions regarding the application process, please contact Lisa Hansen at [hansenl@bhc.edu](mailto:hansenl@bhc.edu).
- We will answer emails and text messages as promptly as possible! Please reach out when you have questions or concerns.

## Tutoring

- Face-to-face tutoring will remain available on a by-appointment basis via Canvas conferencing. Please allow extra time to get connected with a tutor. To schedule an appointment, fill out a tutor request form: <https://www.emailmeform.com/builder/form/lpUeE020bB18qG>.

- Please also feel free to reach out via email with specific class-related questions or requests for resources. For specific questions concerning tutoring, please contact Lisa Hansen, [hansenl@bhc.edu](mailto:hansenl@bhc.edu).
- Tutor.com remains available to all students 24 hours per day. Tutor.com has increased the number of tutors they have available at any given time in order to accommodate increased traffic from college students during these closures. Feel free to use Tutor.com as often and as much as you need to! If you run out of hours, please email Lisa Hansen [hansenl@bhc.edu](mailto:hansenl@bhc.edu) for more.

## Prospective Students

Prospective students may still complete an application online at <https://www.bhc.edu/admissions/get-started/apply/>.

- Applicants should still expect to receive a Welcome Letter within one week from the date of application.
- Admissions staff are available via both phone and email to provide answers and counseling regarding enrollment at Black Hawk College. This includes, but is not limited to: program selection, questions related to the application process, steps to enroll and placement testing.

Contacts:

- Gabi Hurtado [Ghurtado@bhc.edu](mailto:Ghurtado@bhc.edu) or 309-796-5341
  - Event invitations
  - Questions regarding travel, events, and contact point for school counselors.
- Mikael Gibson [gibsonm@bhc.edu](mailto:gibsonm@bhc.edu) or 309-796-5344
  - Adult Admissions
  - Navigating employer tuition assistance
- Mollye Craterfield [craterfieldm@bhc.edu](mailto:craterfieldm@bhc.edu) or 309-854-1724
  - East Campus event invitations
  - Questions regarding travel, events, and point of contact for school counselors.

General questions can be submitted online at [www.bhc.edu/ContactUs](http://www.bhc.edu/ContactUs) or [Info@bhc.edu](mailto:Info@bhc.edu).