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Advising

Educational advisors are available in person, via email and by phone to answer your questions and to help plan your fall classes. Advisors are available to meet with you virtually as well. The advising offices are open for face-to-face appointments Monday-Thursday from 8 a.m. to 5 p.m. by appointment. You can easily schedule an appointment one of three ways:

- By phone: 309-796-5100 (Quad-Cities Campus) and 309-854-1709 (East Campus)
- Online: [myBlackHawk](#) – Student tab
- Email: ADVQC@bhc.edu

You may also email an educational advisor with any questions or concerns at advqc@bhc.edu or you may contact advisors directly:

- Darcie McAndless at mcandlessd@bhc.edu
- Nan Reddy at reddyn@bhc.edu
- Darin Dunphy at dunphyd@bhc.edu
- Melissa Mendendorp at mendendorpm@bhc.edu
- Rhonda Bussell at bussellr@bhc.edu
- Vashti Berry at berryv@bhc.edu

TRIO Success Coaches

- Jessica Jackson at jacksonj@bhc.edu
- Jennifer Marme-Lowery at marmeloweryj@bhc.edu
- Bob Majchrzak at majchrzakb@bhc.edu

Dual Credit Coordinators

- Sara Dye at dyes@bhc.edu
- Jeanine Peterson at petersonj@bhc.edu
- Chris Adell at adellc@bhc.edu

Admissions & Records/ Registrar

The Enrollment Services Offices that houses admissions, records, and registration information is open Monday-Thursday from 8 a.m. to 5 p.m. if you need to handle a transaction in person. Many processes can be handled remotely as well.

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

Business/Bursar's Office

Many business office transactions can be handled remotely; however, staff are available on both campuses to support you if you need to drop in. On the Quad-Cities Campus, the Bursar's Office is open Monday-Tuesday from 8 a.m. to 5:30 p.m. and Wednesday-Thursday from 8 a.m. to 5 p.m. On the East Campus, the Business Office is open Monday-Thursday from 8 a.m. to 5 p.m. Employees from both campuses are available remotely to serve students on Friday from 8 a.m. to 5 p.m. Our office contact information is listed below.

- For student account or payment questions:
 - General questions – bursar@bhc.edu or 309-796-5200, option 0
 - Third-party payors – Dani Vaughn at vaughnd@bhc.edu or 309-796-5336
 - Past Due and Collections – Nancy Jordan at jordann@bhc.edu or 309-796-5335
 - Veterans resources - Cindy Crosby at crosbyc@bhc.edu or 309-796-5333
 - East Campus - Rhonda Ballard at ballardr@bhc.edu or 309-854-1706
- To make a payment:
 - **Online** by logging into their [myBlackHawk](#) account, clicking the Student Billing tab and selecting the *Make A Payment Online* link. Once you have selected the term

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- being paid, you will be taken to a page for Official Payments to complete your transaction. Additional payment processing fees are applied with online payments.
- **Over the phone** by calling 309-796-5200, option 0. Additional payment processing fees are applied with telephone payments.
 - To set-up a payment plan for the Fall Semester:
 - 3- and 4-installment Payment Plans are now available for the fall semester. Initiate your plan online by logging into their [myBlackHawk](#) account, clicking the Student Billing tab and selecting the *Set up a Deferred Payment Plan* link. You will need to make your first payment at the time of setup.
 - 1098-T tax forms
 - Current and past students can view and print their 1098-Ts by logging into their [myBlackHawk](#) account, clicking the Student Billing tab and selecting the *Access my Electronic 1098-T* link.

The information listed above is to inform you of how services can be handled remotely. Please know that all of the services listed above can also be completed in-person, on-campus during the business hours listed above. If you are attempting to complete a transaction online and have questions, please give us a call at 309-796-5200, option 0. Thank you!

Career Services

Career Services will be available remotely throughout the week and through limited face-to-face office hours on Mondays and Wednesdays from 8 a.m. to 5 p.m. Appointments are strongly encouraged. Feel free to call 309-796-5129 to schedule an appointment.

- Students who have resumes that need reviewed can send their rough drafts to Angela Striegel at striegela@bhc.edu. All correspondence sent through email will be addressed 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. 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 Click on Career Opportunities to see who is hiring. Questions related to filling out job applications can be directed to striegela@bhc.edu.
- All other questions for the Career Services office can be directed through email to striegela@bhc.edu Email is being checked periodically throughout the day.

Disability Support

- Disability Services will be available remotely and through limited face-to-face office hours Monday-Thursday from 8 a.m. to 5 p.m.
- On-campus Disability Services will be available on Mondays and Tuesdays from 8 a.m. to 5 p.m.
- **Appointments are required.**

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- Quad-Cities Campus students should contact Rachael Weeks, Disability Resources Coordinator, at weeksr@bhc.edu or call 309-796-5903 with any questions or concerns regarding your accommodations.
- East Campus students should contact Taylor Wilkinson at wilkinsont@bhc.edu or 309-854-1705.

As Summer 2020 courses are online, instructional exams will be taken remotely and off-site for Disability Services.

- If a student needs additional help with testing accommodations or any additional questions, students may contact the Disability Services Offices with the contact information above to resolve any issues.

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 email weeksr@bhc.edu or wilkinsont@bhc.edu.

Financial Aid

Financial Aid staff are available at the Quad-Cities Campus from 8 a.m. to 5 p.m. Monday-Thursday and remotely on Fridays (309-796-5400 or finaid@bhc.edu). Students wishing to meet with a specific advisor on campus are encouraged to contact the office in advance to confirm availability.

Financial Aid staff will continue to be available remotely to East Campus students (309-796-5400 or finaid@bhc.edu). Additional information is also available at www.bhc.edu/financialaid. Students needing to submit documentation can mail, fax or email their documents.

Mail:	BHC Financial Aid Office 6600 34th Avenue Moline, IL 61265
Fax:	309-796-5447
Email:	finaid@bhc.edu <i>Please redact any sensitive information.</i>

For students who wish to submit documentation electronically, we recommend [Adobe Fill & Sign](#) for students who don't have printers and [Adobe Scan](#) for students who have paper documents to submit. Students who wish to complete paper documents may contact the Financial Aid Office to request paper documents be mailed to their home address.

Additional Information

- Please allow 10-15 business days for all document processing.
- Students are encouraged to monitor their [myBlackHawk](#) email for financial aid updates and notifications.

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- Once registered, students should allow 24-48 hours for financial aid awards to update on [myBlackHawk](#).
- Loan requests may be submitted online for both the summer and fall semesters at www.bhc.edu/loans.

Scholarship checks – Please mail scholarship checks to Black Hawk College Financial Aid Office, 6600 34th Ave., Moline, IL 61265.

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 – Federal rules require that students repay federal student aid when they do not complete 60% of the semester. If you begin courses but later consider withdrawing, please contact the Financial Aid Office to discuss the impact of a withdrawal on your current and future financial aid eligibility.

Library Services

The BHC librarians are ready to assist you with your research and reading needs! While the physical libraries will remain closed for the summer, our staff is eager to help you navigate our collection of online resources and find just what you need.

Also, be on the lookout for our brand-new catalog to launch around the end of June. We'll post announcements when it's live!

Research Assistance

- Students needing research help are encouraged to contact us at library@bhc.edu. The librarians can assist you via email or set up a Zoom 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, eBooks, audiobooks and streaming videos, that you can access from www.bhc.edu/library.
- When you access our databases from off-campus, you will be asked to sign in with your [myBlackHawk](#) username and password.
- New and notable additions to the library's databases include *Feature Films for Education* and *Gale Interactive: Human Anatomy!*

Books

- Looking for a summer read? Find a new e-book or audiobook in our [OverDrive](#) or [eRead Illinois](#) collections. Both collections include page-turners for all ages and genres!
- Go to our [Book & eBooks](#) page to find our entire list of eBook collections.

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- If you have materials to return from the spring semester, book returns are now available at both campuses.

Please do not hesitate to contact the library at 309-796-5700 or library@bhc.edu if you have any additional questions.

Perkins Career Program Support Services

Students enrolled in Black Hawk College Career and Technical Education programs (any certificate or AAS program) may borrow a laptop computer for the summer semester, click this link <https://www.emailmeform.com/builder/form/G3EwW87eZudVCMOXs2> to submit an application online.

Prospective Students

Recruiters are available at the Quad-Cities Campus Monday-Thursday from 8 a.m. to 5 p.m. by appointment. East Campus hours may vary, and remote meetings through Zoom are available by appointment. Individual tours are available; however, there is limited access to the campuses.

Prospective students may still complete an application online at www.bhc.edu. 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 at Ghurtado@bhc.edu or 309-796-5341
 - Event invitations
 - Questions regarding travel, events and contact point for school counselors.
- Mikael Gibson at gibsonm@bhc.edu or 309-796-5344
 - Adult Admissions
 - Navigating employer tuition assistance
- Samantha Rux at ruxs@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 or info@bhc.edu.

Student Life and New Student Orientation

We continue to come up with new ways to transition in-person events into online formats as well as looking for new ideas that can engage students virtually over our upcoming Summer Semester! 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. All students

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are encouraged to check out our Hawk's Hangout, our virtual student union that allows students to connect with the college and each other without being physically on campus. Just click on the link below to learn, connect and engage!

<https://learn.bhc.edu/enroll/DDLADX>

Additionally, new and current students are invited to participate in our upcoming Virtual Orientation series How to @ the Hawk. Students looking to boost their success for Fall 2020 term are encouraged to register for series sessions. The series will offer a variety of one-hour virtual sessions aimed at strengthening students' success strategies both academically and personally.

The first session is How to @ the Hawk – Advising 101. Advising 101 will cover basic information to help students succeed, including:

- The BHC Brave Experience
- Introduction to Financial Aid & Payment Information
- Registration for Virtual Advising Session
- How to Contact an Advisor
- How to Locate Information on Student Resources

Register for one of the sessions at www.bhc.edu/orientation.

All participants will receive a free T-shirt and lanyard at the completion of this session! Zoom link will be provided 24 hours via email to all registered participants.

Additional series sessions will be communicated weekly via email, social media and at the Hawk's Hangout! Stay tuned to learn more about how you can ... *How to @ the Hawk!*

Current Hawk happenings!

- Student Government Association 2020-2021 virtual interviews will occur for students selected to participate per their application Wednesday, June 17.
- Meet your student Virtual Orientation series leaders in our Hawk's Hangout!
- New students register for Advising 101 at www.bhc.edu/orientation.

Technology Help Desk

If you need technology support so that you can keep up with your classes, email 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.

TRIO Student Support Services

TRIO services are available in person, via email and phone to answer your questions and to help plan for your summer and fall classes. We continue to take registration appointments remotely and by appointment on campus Monday-Thursday from 8 a.m. to 5 p.m.

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- We are offering non-face-to-face appointments, **including fall registration**, general advising, transfer assistance, and more. Please reach out to us via text (833-820-2299) or [myBlackHawk](#) email and we will find a time that works for you to talk with us.
- We are offering additional services, such as workshops, academic coaching, and financial literacy in a virtual format. TRIO's iGrad, virtual financial literacy program, helps improve your financial skills by playing games, searching for scholarships, tracking your student loans, or participating in live webinars. TRIO's Student Lingo provides virtual modules to build your academic and personal skills, including time management and stress management techniques; test-taking and note-taking strategies; goal setting and more!
- Check your [myBlackHawk](#) email, BHC TRIO texts and our TRIO Facebook 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.
- 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 at hansenl@bhc.edu.
- [Tutor.com](#) remains available to all students 24 hours per day (some subjects have limited availability). 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 for more.