

## Advising

Educational advisors are available in person, via email and virtually to answer your questions and to help plan your spring classes. September and October are the best times to meet with an advisor to make a plan for graduation. Please 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](mailto:ADVQC@bhc.edu)

**You may also email advisors directly with any questions or concerns:**

### Quad-Cities Campus

Brian Beert | [beertb@bhc.edu](mailto:beertb@bhc.edu)  
 Karen Dugan | [dugank@bhc.edu](mailto:dugank@bhc.edu)  
 Darin Dunphy | [dunphyd@bhc.edu](mailto:dunphyd@bhc.edu)  
 Jen Holldorf | [holldorfj@bhc.edu](mailto:holldorfj@bhc.edu) (career)  
 Cathryn Lass | [lassc@bhc.edu](mailto:lassc@bhc.edu) (transfer)  
 Darcie McAndless | [mcandlessd@bhc.edu](mailto:mcandlessd@bhc.edu)  
 Melissa Mendendorp | [mendendorpm@bhc.edu](mailto:mendendorpm@bhc.edu)  
 Nan Reddy | [reddyn@bhc.edu](mailto:reddyn@bhc.edu)  
 Jennifer Schmidt | [schmidtj@bhc.edu](mailto:schmidtj@bhc.edu)

### East Campus

Vashti Berry | [berryv@bhc.edu](mailto:berryv@bhc.edu)  
 Rhonda Bussell | [bussellr@bhc.edu](mailto:bussellr@bhc.edu)

## Admissions & Records/ Registrar

The Enrollment Services Office that houses admissions, records, and registration information is open Monday-Friday 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 transcript requests should be made [online](#). If you have questions on transcript processing status, or need an alternate method for ordering, please contact Amy Snyder, [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 [registrar@bhc.edu](mailto:registrar@bhc.edu).
- For questions regarding transcript evaluations (transferring of credit to Black Hawk College), please contact Betty Wadsworth, [wadsworthb@bhc.edu](mailto:wadsworthb@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 Betty Wadsworth, [wadsworthb@bhc.edu](mailto:wadsworthb@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 [registrar@bhc.edu](mailto:registrar@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's Office

The Bursar's Office is available in person, via email and by phone to answer your questions and complete your student account transactions. On the Quad-Cities Campus, the Bursar's Office is open Monday and Tuesday from 8 a.m. to 5:30 p.m. and Wednesday-Friday from 8 a.m. to 5 p.m. On the East Campus, the Business Office is open Monday-Friday from 8 a.m. to 5 p.m. Our office contact information is:

- **For student account or payment questions:**
  - o General questions – [bursar@bhc.edu](mailto:bursar@bhc.edu) or 309-796-5200, option 0
  - o Third-party payors – Dani Vaughn [vaughnd@bhc.edu](mailto:vaughnd@bhc.edu) or 309-796-5336
  - o Past due and collections – Nancy Jordan [jordann@bhc.edu](mailto:jordann@bhc.edu) or 309-796-5335
  - o Veterans resources – Cindy Crosby [crosbyc@bhc.edu](mailto:crosbyc@bhc.edu) or 309-796-5333
  - o East Campus – Rhonda Ballard [ballardr@bhc.edu](mailto:ballardr@bhc.edu) or 309-854-1706
- **To make a payment:**
  - o 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 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.
  - o 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 Fall 2020:**
  - o 3- and 4-installment Payment Plans are still available for Fall 2020. 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.

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 Monday, Wednesday and Friday from 8 a.m. to 5 p.m. In-person office hours on Tuesdays and Thursdays will vary based on staffing and appointments are strongly encouraged. Feel free to call 309-796-5129 to schedule an appointment.

- o Students who have a résumé that need to be reviewed can send their rough drafts to Angela Striegel at [striegela@bhc.edu](mailto:striegela@bhc.edu). All correspondence sent through email will be addressed in a timely fashion.
- o 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). We can also discuss strategies to have a high impact in a virtual interview.
- o Jobs will continue to be updated on the College Central website at [College Central website](#). 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).
- o All other questions for Career Services can be directed through email to [striegela@bhc.edu](mailto:striegela@bhc.edu). Email is being checked periodically throughout the day.

## Disability Services

- Disability Services will be available remotely and through limited face-to-face office hours Monday-Friday from 8 a.m. to 5 p.m.
- On-campus Disability Services will be available Mondays and Tuesdays from 8 a.m. to 5 p.m.
- Appointments are required.
- Quad-Cities Campus and East Campus students should contact Rachael Weeks, Disability Resources Coordinator, at [weeksr@bhc.edu](mailto:weeksr@bhc.edu) or call 309-796-5903 with any questions or concerns regarding your accommodations.

Arrangements can be made for instructional exams to be taken remotely, off-site and by appointment on site for Disability Services. Please contact the Disability Services Office to make appropriate arrangements. If a student needs additional help with testing accommodations or any additional questions, students may contact the Disability Services Office to resolve any issues.

Disability Services 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

The Financial Aid Office at the Quad-Cities Campus is open Monday-Friday from 8 a.m. to 5 p.m. No appointment is required, but students wishing to meet with a specific advisor are encouraged to contact the office in advance to confirm availability.

Financial Aid staff will continue to be available remotely to East Campus students at 309-796-5400 or [finaid@bhc.edu](mailto:finaid@bhc.edu). Additional information is also available on the [Financial Aid page](#).

All 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:	<a href="mailto:finaid@bhc.edu">finaid@bhc.edu</a> <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.

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

## 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.
- Once registered, students should allow 24-48 hours for financial aid awards to update on [myBlackHawk](#).
- Loan requests may be submitted online on the [Loans page](#).

**Adding courses** – Courses added late may not qualify for financial aid. If you are considering adding a class late (more than 10 days after you begin classes), please contact the Financial Aid Office to discuss its financial aid eligibility.

**Dropping courses** – Federal rules require that students repay federal student aid when they do not complete 60% of the term. 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.

**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.

## Library Services

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

Visit the [BHC Library online](#) or contact the us at [library@bhc.edu](mailto:library@bhc.edu) for assistance!

## Research Assistance

- Students needing research help are encouraged to contact us at [library@bhc.edu](mailto: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 the [BHC Library online](#).
- When you access our databases from off-campus, you will be asked to sign in with your myBlackHawk username and password.

## Books

- The library has a new [catalog](#)! You can place a hold on books for contactless pickup or submit a request to have a chapter digitized and emailed to you.
- 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.
- If you have materials to return from the Spring 2020 semester, book returns are available at both campuses.

## 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 fall semester. [Submit an application online.](#)

- Jen Holldorf | [holldorfj@bhc.edu](mailto:holldorfj@bhc.edu)
- Cathy Dorathy | [dorathyc@bhc.edu](mailto:dorathyc@bhc.edu)
- Perkins Student Worker | [perkinssw@bhc.edu](mailto:perkinssw@bhc.edu)

## Prospective Students

Recruiters are available at the Quad-Cities Campus Monday-Friday 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.](#)

- 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:

- Gabriella Hurtado | [ghurtado@bhc.edu](mailto:ghurtado@bhc.edu) or 309-796-5341
  - Quad-Cities Campus 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
  - Quad-Cities Campus Adult Admissions
  - Navigating employer tuition assistance
- Samantha Rux | [ruxs@bhc.edu](mailto:ruxs@bhc.edu) or 309-854-1724
  - East Campus event invitations
  - Questions regarding travel, events, and point of contact for school counselors.
  - On-campus East Admissions will be available Tuesdays and Thursdays from 8 a.m. to 5 p.m.
  - Appointments are required and available any day via Zoom, phone or email.

General questions can be [submitted online](#) or email [Info@bhc.edu](mailto:Info@bhc.edu).

## Student Life and Welcome Week Activities

Student life and student activities at Black Hawk College will continue. Our Student Life Office is actively engaged in planning both face-to-face and remote programming for students to have meaningful and engaging experiences while enrolled at Black Hawk College.

Student Life will be available remotely throughout the week and through limited face-to-face office hours Thursdays and Fridays from 8 a.m. to 5 p.m. **Appointments are required.** Feel free to call 309-796-5177 or email [kochj@bhc.edu](mailto:kochj@bhc.edu) to schedule an appointment.

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 encouraged to check out our [Hawk's Hangout](#) which is our virtual student union that allows students to connect with the college and each other without being physically on campus. Learn, connect and engage!

Additionally, new and current students are invited to participate in our virtual orientation series **How to @ the Hawk!** Students looking to boost their success for Fall 2020 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.

[Register for one of the sessions.](#)

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

## Current Hawk Happenings!

- Quad-Cities Campus Student Government Association 2020-2021 weekly meetings will be every Thursday from 3-5 p.m. beginning Aug. 20. [Join the meeting.](#)
- Check out Welcome Week How to @ the Hawk sessions on the [Orientation page.](#)
- Meet your future friends and classmates in our [Hawk's Hangout!](#) Learn, connect and engage!

## 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.

## TRIO Student Support Services

[TRIO services](#) are available in person, via email and by phone to answer your questions and to help with fall classes. We continue to take appointments remotely and by appointment on campus Monday-Friday from 8 a.m. to 5 p.m.

- We are offering 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](#) for regular TRIO updates.
- We are accepting applications to join TRIO Student Support Services. [Fill out the application](#). 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 and some limited on-campus appointments. Please allow extra time to get connected with a tutor. To schedule an appointment, fill out a [Tutor Request Form](#).
- 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](mailto:hansenl@bhc.edu).

[Tutor.com](#) remains available to all students 24 hours per day (some subjects have limited availability).

Feel free to use [Tutor.com](#) as often and as much as you'd like.



**Black  
Hawk College**