Welcome

Welcome to the next step in your educational journey at the Collin Higher Education Center (CHEC). The information in this handbook will assist in understanding resources, policies, and procedures related to CHEC. Please feel free to bring any questions to the Collin College staff members in Suite 120 (972-599-3100) or to a university representative at CHEC. We are all here to assist you.

Table of Contents

Student Services Center (SSC) ............................................................... 2
Building Information ........................................................................... 2
Driving Directions ............................................................................. 2
Parking ................................................................................................. 3
Information Desk ................................................................................ 3
Campus Closures ............................................................................... 3
Collin College Recognized Holidays ................................................. 3
Classrooms ......................................................................................... 3
Food/Drinks ...................................................................................... 4
Student Lounge/Vending Machines .................................................. 4
Patio/Courtyard .................................................................................. 4
Children .............................................................................................. 4
Smoking ............................................................................................... 4
Lost and Found ................................................................................... 4
Campus Police/Security ....................................................................... 4
Elevators/Restrooms/Courtesy Phone ................................................ 5
First Floor ........................................................................................... 5
Second Floor ....................................................................................... 5
Third/Fourth Floors ............................................................................. 5
Computer Access ................................................................................ 5
Printing/Photocopying/Scanning ......................................................... 6
Learning Resource Center (LRC) ......................................................... 6
Assistive Technology .......................................................................... 6
Library Services/Tex-Share ............................................................... 6
Faculty Correspondence/Turning in Assignments ............................. 6
Student Technical Support ................................................................. 7
University Representatives at CHEC ................................................ 7
Admissions/Registration ................................................................... 7
Advising .............................................................................................. 7
Financial Aid ...................................................................................... 7
University Policies ............................................................................... 7
Textbooks/Materials .......................................................................... 8
Student Orientation ........................................................................... 8
Degree Programs ............................................................................... 8
CHEC Website .................................................................................. 8
District Campuses/Locations ............................................................. 9
CHEC Site/Parking Map ..................................................................... 10
CHEC First/Second Floor Maps ....................................................... 11-12
**Student Services Center (SSC)**

**Hours of Operation**
- Monday - Thursday: 8:00 a.m. – 8:00 p.m.
- Friday: 8:00 a.m. – 5:00 p.m.
- Saturday: Closed
- Sunday: Closed

**Staff**
The center is staffed by the following Collin College employees:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cameron Neal/Assoc. Provost, Instruction</td>
<td>972-599-3121</td>
<td><a href="mailto:cneal@collin.edu">cneal@collin.edu</a></td>
</tr>
<tr>
<td>Jamie Mills/Director Academic Partnership</td>
<td>972-985-3734</td>
<td><a href="mailto:jmills@collin.edu">jmills@collin.edu</a></td>
</tr>
<tr>
<td>Michele Boverie/Student Enrollment Assoc.</td>
<td>972-599-3100</td>
<td><a href="mailto:mboverie@collin.edu">mboverie@collin.edu</a></td>
</tr>
<tr>
<td>Becky Burton/Student Enrollment Assoc.</td>
<td>972-599-3100</td>
<td><a href="mailto:rlburton@collin.edu">rlburton@collin.edu</a></td>
</tr>
<tr>
<td>Darla Christensen/Student Enrollment Assoc.</td>
<td>972-599-3100</td>
<td><a href="mailto:dkchristensen@collin.edu">dkchristensen@collin.edu</a></td>
</tr>
<tr>
<td>Alexandra Mintle/Student Enrollment Assoc.</td>
<td>972-599-3100</td>
<td><a href="mailto:amintle@collin.edu">amintle@collin.edu</a></td>
</tr>
</tbody>
</table>

**Building Information**
The building is closed on Saturdays and Sundays. Collin College Police are on duty during all building hours.

**Fall and Spring Building Hours of Operation**
- Monday - Thursday: 8:00 a.m. – 8:00 p.m.
- Friday: 8:00 a.m. – 5:00 p.m.
- Saturday: Closed
- Sunday: Closed

**Driving Directions**

**From the North:**
- Take US-75 (Central Expressway) South.
- Take the El Dorado Exit.
- Turn left (east) on El Dorado.
- Turn right on Medical Center Drive, which is the first light after US-75.
- Turn right onto the service road at Spur 399 intersection.
- Entrances are the first two on the right.

**From the South:**
- Take US-75 (Central Expressway) North.
- Exit 38B (Medical Center Drive) and follow the blue H (hospital) signs to Medical Center Drive.
- Take the turn-around under the freeway or turn left at the Medical Center Drive intersection.
- Entrances are the first two on the right.

**From the East:**
- Take Highway 380 West.
- Turn left, heading South on Highway 5/North McDonald Street.
- Take the Medical Center Drive exit.
- Entrances are on the right just past the Medical Center Drive intersection.

**From the West:**
- Take Sam Rayburn Tollway (TX Highway 121) East.
- Exit at Medical Center Drive.
- Take the turn-around under the freeway at the Medical Center Drive intersection.
- Entrances are the first two on the right.
Parking

Student parking is free at CHEC, but requires a Collin College parking sticker. You may obtain a parking sticker at the Information Desk or the Student Services Center (Suite 120). Parking is available in any non-reserved parking spaces in the five (5) level parking garage (to the east of the building) or parking lots (to the east and south of the building) during building hours. Please refrain from parking in the large lot to the north of the building. This lot does NOT belong to the college and does not have security. (Refer to page 10 for the CHEC Site/Parking Map.)

Information Desk

The Information Desk is located in the first-floor atrium. CHEC Information Desk Staff answers CHEC’s main phone line (972-599-3100) and may assist with general inquiries, directions, and visitors. If no one is at the desk, you can call ext. 3100 from the courtesy phone. For personal assistance, please see the staff in the Student Services Center (Suite 120).

Campus Closures

In the event of inclement weather, CHEC will be closed if and when Collin County Community College District is ordered closed. Campus closures are reported to the DFW area TV and radio stations and posted on the Collin College web-page.

You can also learn of Collin College emergencies or campus closures by enrolling in CougarAlert, Collin’s automated emergency alert system. To establish an account, go to http://www.collin.edu/cougaralert.html. The service is free, but your wireless carrier’s usual text fees may apply if you choose to sign up for text alerts.

In the event that your home university closes for inclement weather, but CHEC remains open, please refer to the class syllabus and/or official university e-mail communication system to determine if your professor will conduct class.

Collin College Recognized Holidays

On Collin College recognized holidays, CHEC will be open if a partner’s home university has a class scheduled at CHEC, but the Student Services Center will be closed. The Student Services Center 2021-2022 holidays include:

- Sept. 6, 2021 ....................................................... Labor Day
- Nov. 24 – 28, 2021 .......................................... Thanksgiving Holiday
- Jan. 17, 2022 ....................................................... Martin Luther King Day
- Mar. 11 – 13, 2022 ........................................ Spring Break (Collin)
- April 15 – 17, 2022 ........................................ Spring Holiday (Collin)
- May 30, 2022 ....................................................... Memorial Day
- July 4, 2022 ....................................................... Independence Day

Classrooms

Classrooms at CHEC are located on the first and second floors of the building. Most are arranged in the traditional classroom format with tables and chairs. CHEC also has three computer classrooms and three classrooms equipped for video-conferencing instruction. Students should NOT be in the classrooms without an instructor.
Food/Drinks

Food and drinks are **NOT** allowed in CHEC classrooms or computer labs. Please limit consumption of these items to appropriate locations in the building.

Student Lounge/Vending Machines

An open lounge is located on the second floor, just off the elevator lobby. The lounge is equipped with several vending machines (snacks, beverages, and coffee), university bulletin boards, two microwave ovens, and plenty of tables and chairs for eating and studying.

There is no cafeteria or snack bar at CHEC. However, a local restaurant guide, complete with a listing of most eateries within a mile of CHEC is available at the Information Desk and in the Student Services Center.

Patio Courtyard

The patio courtyard between the main building and the parking garage has several tables and benches that you can utilize for eating, studying, or simply relaxing.

Children

By college policy, minor children, 16 years of age and under, may not be left unattended on college property, including CHEC. Children are also not allowed in classrooms or computer labs at any time. If your child accompanies you to CHEC, please keep them with you and under your supervision at all times.

Smoking

Collin College campuses are smoke free. Smoking is prohibited at CHEC, even in parking areas. This includes all electronic cigarettes. Collin College Police enforce this policy, which can carry a fine of up to $200 for violations.

Lost and Found

The Lost and Found service is located inside the Student Services Center in Suite 120. Items can be claimed during the Student Services Center’s regular hours.

Campus Police/Security

Collin College’s Police Department is comprised of state certified police officers. The CHEC is fully staffed with Collin College Police during all building hours. The police office is located on the first floor, just inside the east atrium entrance in Suite 134. If you need police assistance on campus, please dial 972-578-5555, or simply ext. 5555 from a campus phone. In the event of a fire or medical emergency, please dial 911 directly from a campus phone.

You can also learn of Collin College emergencies or campus closures by enrolling in **CougarAlert**, Collin’s automated emergency alert system. To establish an account, go to [http://www.collin.edu/cougaralert.html](http://www.collin.edu/cougaralert.html). This service is free, but your wireless carrier’s usual text fees may apply for text alerts.

Effective August 1, 2017, Texas Government Code, Section 411.2031, **CARRYING OF HANDGUNS BY LICENSE HOLDERS ON CERTAIN CAMPUSES** will be implemented at Collin College. Policies and Procedures are located online [http://www.collin.edu/aboutus/concealedcarry.html](http://www.collin.edu/aboutus/concealedcarry.html).
**Elevators**
Elevators are located in the atrium across from the Information Desk, by the Student Services Center. Stairwells are located just east of the elevator (to the second floor only). Also, in the northwest and northeast corners of the building.

**Restrooms**
Restrooms are located at the east end of the building on all floors.

**Courtesy Phone**
A courtesy phone is located at the Information Desk. Only local calls can be made from the courtesy phone.

**First Floor**
Most students will enter CHEC through the east atrium doors near the parking garage. As you enter the atrium, to your immediate right will be the Campus Police Office. Past that, the Information Desk will be on your left and the elevators will be to your right. Behind the elevator lobby is the Student Services Center, university offices and computers for student use.

First floor classrooms are located in the U-shaped hallway located to the left and right of the Student Services Center. On the opposite side of the atrium is the Learning Resource Center (LRC), Suite 146 with computers for accessing your home university’s library services and for general use. There are also several tables in this area for quiet study. Next to that side of the atrium is the board room for the Collin College Board of Trustees. (Refer to the first-floor map on page 11 for more details.)

**Second Floor**
As you exit the elevators on the second floor, you will see the student lounge. Second floor classrooms are located in the U-shaped hallway located to the left and right of the student lounge. (Refer to the second-floor map on page 12 for more details.)

**Third/Fourth Floors**
These floors house the district administrative offices of Collin College. Please do not go to these floors unless you have official Collin College business with a department in that location. For assistance, see the staff at the Information Desk.

**Computer Access**
A limited number of computers are available for student use in the Learning Resource Center (LRC), Suite 146 on a first-come-first-served basis. Please limit use of these computers to school-related work or research. Additional computers are located in the Student Services Center, Suite 120. Students using these computers for registration and similar services have priority. Classroom computer labs are only available for class use and must be scheduled by a professor.
**Printing/Photocopying**

A copy card must be purchased to use the printing and photocopying services. Copy cards can be purchased in the Card Vending Machine inside the Student Services Center, Suite 120. This machine only takes cash. Change is available from the Student Services Center Staff. The cost of the card is 50 cents. Any amount can be loaded onto this card.

| Printing      | **Cost per page:**  
|---------------|---------------------
|               | 10 cents for black and white  
|               | 25 cents for color  
| **Location:** | Computer printing is available from both banks of computers (LRC and SSC).  

| Copying/Scanning | **Cost per page:**  
|------------------|---------------------
|                  | 10 cents (only available in black and white)  
| **Location:**    | The photocopier is located in the hall near Room 100. This copier will also scan documents and e-mail them to you as .pdf files. Scanning is free, but does require the insertion of a copy card with any balance to unlock the copier control pad.  

For assistance in using printing, copying, or scanning services, please see the staff at the Student Services Center or the Information Desk.

**Learning Resource Center (LRC)**

The Learning Resource Center (LRC), Suite 146 is designated as a quiet study area. Please refrain from making any unnecessary noise in this area or using your cellphone. For assistance in using other areas of the building for group discussions, please contact the Student Services Center Staff.

**Assistive Technology**

Please contact your university representative for more information.

**Library Services/Tex-Share**

Most university library resources are available online through your university’s portal. Other materials are available in print via Tex-Share. Contact your university librarian for information on how to utilize Tex-Share at CHEC.

**Faculty Correspondence/Turning in Assignments**

If you need to turn in an assignment to a CHEC professor, you may leave the assignment (**with prior consent from the professor**) with a Collin College employee in the Student Services Center staff (Suite 120). The assignment will be time-stamped and placed in the professor’s mail folder. We will NOT notify the professor. You will need to send an e-mail to the professor that the assignment is in the mail folder. This service is only available during the hours that the Student Services Center is staffed. Mail folders will be set up upon request of the professor. This mail folder can also be used to leave assignments for students.

Please email your CHEC professor if you will not be in class.
Student Technical Support

If you need assistance with the hardware or software located in the student use areas of CHEC, please see a Collin College employee in the Student Services Center.

If you need assistance with your login or password for the student services portal of your home university’s web-site, please contact the technical support department listed below:

<table>
<thead>
<tr>
<th>University</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texas A&amp;M University Commerce (TAMUC)</td>
<td>903-468-6000</td>
<td><a href="mailto:helpdesk@tamuc.edu">helpdesk@tamuc.edu</a></td>
</tr>
<tr>
<td>Texas Tech University (TTU)</td>
<td>806-742-4357</td>
<td><a href="http://www.askit.ttu.edu">www.askit.ttu.edu</a></td>
</tr>
<tr>
<td>Texas Woman’s University (TWU)</td>
<td>940-898-3971</td>
<td><a href="mailto:helpdesk@twu.edu">helpdesk@twu.edu</a></td>
</tr>
<tr>
<td>University of Texas at Dallas (UT Dallas)</td>
<td>972-883-2911</td>
<td><a href="mailto:assist@utdallas.edu">assist@utdallas.edu</a></td>
</tr>
<tr>
<td>University of North Texas (UNT)</td>
<td>940-565-2324</td>
<td>web3.unt.edu/helpdesk/email.php</td>
</tr>
</tbody>
</table>

University Representatives at CHEC

Each partner university has assigned a representative to be housed at CHEC to assist students with information and student services in relation to the degree programs they are offering. Please feel free to contact your university representative for assistance. Some universities also have academic advisors available at various times. Contact the representative listed below for additional information.

<table>
<thead>
<tr>
<th>University and Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAMUC/Araceli Hill</td>
<td>972-599-3122</td>
<td><a href="mailto:CHEC@tamuc.edu">CHEC@tamuc.edu</a></td>
</tr>
<tr>
<td>TWU/Stephanie Stephens</td>
<td>972-599-3124</td>
<td><a href="mailto:sstephens4@twu.edu">sstephens4@twu.edu</a></td>
</tr>
<tr>
<td>UNT/Shari Childers</td>
<td>972-668-7350</td>
<td><a href="mailto:Shari.childers@unt.edu">Shari.childers@unt.edu</a></td>
</tr>
<tr>
<td>UT Dallas/Meagan Julian</td>
<td>972-599-3127</td>
<td><a href="mailto:jsomugadvising@utdallas.edu">jsomugadvising@utdallas.edu</a></td>
</tr>
</tbody>
</table>

Admissions/Registration

Admissions and registration for degree programs offered at CHEC follow the policies and procedures of the home university. Computer workstations are available in the Student Services Center for students to access the online portals for their home university. Additionally, the on-site university representatives can assist in these areas.

Advising

Academic advising is also a function of the home university offering the degree. Please visit with an on-site university representative for assistance, or contact the degree program contact person at the home university. Phone numbers and e-mail addresses for these contacts can be found on the CHEC web-page, under Contacts/University.

Financial Aid

Financial Aid is also a function of the home university. Please fill out the Free Application for Federal Financial Assistance (FAFSA) online at [http://fafsa.ed.gov](http://fafsa.ed.gov) and contact the home university’s financial aid office directly. CHEC staff can only assist with general questions regarding financial aid.

University Policies

The rules, policies, deadlines, fees, etc. associated with each degree program are those of the individual university offering the program. Students should always refer to their university catalog or their university’s representative(s) for information in these areas.
**Textbooks/Materials**

Required textbooks can be ordered from the home university’s bookstore or other textbook providers and mailed directly to a student’s home. There is no bookstore at the CHEC.

Supplies, such as scantrons, exam bluebooks, pens and pencils, can be purchased in the vending machine located inside the open lounge on the 2nd floor. Please contact your university representative or CHEC professor for information regarding their university’s textbook services and/or supplies needed for class.

**Student Orientations**

Partnering universities often offer their new student orientations at CHEC at the beginning of each new semester. Contact your university representative for more information on availability of student orientation.

**Degree Programs**

**Bachelor’s Degrees**

Students who have already earned an associate degree or have a substantial number of college academic credit hours should review the list of baccalaureate degrees offered at the Collin Higher Education Center (CHEC).

**Graduate Degrees**

Students who have earned a bachelor's degree should review the list of graduate programs for program information.

A current degree list can be reviewed at [http://www.collin.edu/chec/degrees/](http://www.collin.edu/chec/degrees/)

Other degrees may be added to this list as they become available from the partnering universities. Please contact your university’s representative with specific degree requests.

**CHEC Website**

The CHEC website is continuously being updated to provide you with the information you need including links to helpful services on university partner web-sites. Please refer to it often at [collin.edu/chec/](http://collin.edu/chec/).
District Campuses/Locations

- Allen Technical Campus (TA)
- Celina Campus (CEC)
- Collin Higher Education Center (CHEC)
- Courtyard Center (CYC)
- Farmersville Campus (FVC)
- Frisco Campus (Preston Ridge) (PRC)
- McKinney Campus (Central Park) (CPC)
- Plano Campus (Spring Creek) (SCC)
- Public Safety Training Center (PSTC)
- Rockwall Center (RW)
- Wylie Campus (WC)
There is ample parking in the five (5) level parking garage.