Collin Higher Education Center
Student Resource Guide

Welcome
Welcome to the next step in your educational journey at the Collin Higher Education Center (CHEC). The information in this handbook will assist your understanding of the resources, policies, and procedures related to the CHEC facility. Please also feel free to bring any questions you may have to the Collin College staff members in suite 120, or call 972.599.3100, or to your university representatives at the CHEC. We are all here to assist you.

Building Information

- Hours
  The Collin Higher Education Center building is open:
  Monday – Thursday, 7:00 a.m. – 11:00 p.m., Friday 7:00 a.m. – 7:00 p.m. and Saturday 8:00 a.m. – 12:00 p.m. The building is closed on Sundays during the summer. Collin College Police are on duty during all building hours.

Driving Directions

From the North:
Take US-75 (Central Expressway) South.
Take the El Dorado Exit.
Stay on the frontage road for a mile.
Exit the clover leaf with signs for Highway 5.
Take the first exit, which is Medical Center Drive.
Take the turn-around at the Medical Center Drive intersection.
Entrances are the first two on the right.

From the South:
Take US-75 (Central Expressway) North.
Exit Highway 5 (exit 38B) and follow the signs to Highway 5 East.
Take the turn-around 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.
Bear right onto Spur 399/South McDonald Street.
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.
Parking
Student parking in Collin’s lots is free, but requires a Collin parking sticker. You may obtain a parking sticker at the information desk or the Student Services Center. Parking is available in any non-reserved parking spaces in the 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 empty lot to the west of the building. This lot does NOT belong to the college and does not have security lighting or parking striping.

Information Desk
The information desk is located in the first floor atrium. Information CHEC staff answer the CHEC’s main phone line (972-599-3100) and can assist with general inquiries, directions, and reception. For personal assistance, please see the staff in the Student Services Center (room 120).

Campus Closures
- In the event of inclement weather, the CHEC will be closed if and when the Collin College campuses are ordered closed. Campus closures are reported to DFW area TV and radio stations and posted on the Collin College web-page. Students 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 the home university closes for inclement weather, but the CHEC remains open, students should refer to their class syllabus and/or official university e-mail communication system to determine if their professor will conduct class.

Classrooms
Classrooms at the CHEC are located on the first and second floors of the building. Most are arranged in the traditional classroom format with tables and chairs. The CHEC also has three computer classrooms, and two classrooms equipped for video-conferencing instruction.

Food and Drink
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
A student lounge is located on the second floor, just off the elevator lobby. The lounge is equipped with several vending machines (snacks, beverages, and coffee), two microwave ovens, and plenty of tables and chairs for eating, studying, homework, etc.

There is no cafeteria or snack bar at the CHEC. However, a local restaurant guide, complete with a listing of all eateries within a mile of the CHEC and their student discounts, is available at the Information Desk and inside Student Services.

Patio / Courtyard
The patio courtyard between the main building and the parking garage has several tables and benches for students to utilize for eating, studying, or simply relaxing. The 12-foot high water wall completely blocks out the sounds of the world around you, allowing for a very peaceful and serene setting.

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

- **Smoking**
  Collin College campuses are smoke free. Smoking is prohibited at the CHEC, even in parking areas. 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.

- **Elevators, Rest Rooms and Courtesy Phone**
  - Elevators are located just behind the information desk. Stairwells are located just east of the Information Desk (to the second floor only), and in the northwest and northeast corners of the building (access to all four floors).
  - Rest Rooms are located at the east end of the building on all floors.
  - A courtesy phone is located at the Information Desk. Only local calls can be made from the courtesy phone.

**Finding Your Way around the CHEC (see attached Building Map)**

- **First Floor**
  Most students will enter the 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 and elevators will be to your right. Behind the elevator lobby is the student services center and university offices. 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 with three group study rooms, computers for accessing your home university’s library services, and several tables for quiet study. Also on that side of the atrium is the Board Room for the Collin College Board of Trustees.

- **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.

- **Third and Fourth Floors**
  These floors house the district administrative offices of Collin College.

**University Representatives Stationed at the CHEC**
Each partner university has assigned a representative to be housed at the 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.

- TAMU-C ~ Hugh Faison (Full-Time) ~ 972.599.3122 ~ hugh.faison@tamuc.edu
- TWU ~ Nikki Young (Thurs Only) ~ 972.599.3124 ~ nyoung1@twu.edu
- UNT ~ Myra Hafer (Full-Time) ~ 972.599.3126 ~ myra.hafer@unt.edu
- UT Dallas ~ Judy Jones (Full-Time) ~ 972.599.3127 ~ judyjon@utdallas.edu

**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).
  - Bachelor of Applied Arts and Sciences / UNT
    - Multidisciplinary – Alternative Dispute Resolution, Business Management, Sociology
  - Bachelor of Arts – Criminology / UT Dallas
  - Bachelor of Science – Spanish / A&M-Commerce
  - BA/BS – Interdisciplinary Studies (Elementary Education) / A&M-Commerce
  - Bachelor of Science – Accounting / UT Dallas
  - Bachelor of Science – Business Administration / UT Dallas
  - Bachelor of Science – Child Development / TWU
  - Bachelor of Science – Math (with Teacher Certification) / TWU
  - Bachelor of Science – Nursing (RN to BSN) / TWU
  - Bachelor of Science – Psychology / A&M-Commerce

- **Graduate Degrees**
  Students who have earned a bachelor’s degree should review the list of graduate programs for program information. A good starting point for potential graduate students is to prepare for and take the GRE or GMAT (for management degrees). In addition, get your resume updated and consider who could write letters of recommendation for your application to graduate school.
  - Master of Business Administration / UT Dallas
  - Master of Education – Curriculum and Instruction / A&M-Commerce
  - Master of Education – Administration (Education) / TWU
  - Master of Education – Higher Education / UNT
  - Master of Education – Special Education / TWU
  - Master of Education/Master of Arts – Reading Education / A&M-Commerce
  - Master of Arts – Spanish / A&M-Commerce
  - Master of Science – Accounting / UT Dallas
  - Master of Science – Nursing / TWU
  - Master of Science/Education – Counseling / A&M-Commerce
  - Master of Science – Engineering Systems / UNT
  - Doctor of Education – Educational Administration / UNT
  - Doctor of Philosophy / Education – Higher Education / UNT

- **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.
Faculty Correspondence / Turning in Assignments

- Students needing to turn in an assignment to a CHEC professor may leave the assignment with a Collin employee in the Student Service Center to be time-stamped and placed in the professor’s mailbox. The student should also send an e-mail to the professor letting them know the assignment is waiting in their mailbox. This service is only available during the hours that the Student Service Center is staffed. Please do not attempt to slide assignments under the SSC door or leave them in any other location. Students should check with their professor at the beginning of the term to see if they will allow use of this service for their class.

- Students needing to inform a professor that they cannot be in class can e-mail their professor or call the Information Center at 972.599.3100 to have a written message placed in the professor’s mailbox.

Student Services Center (SSC)

- Hours and Staff
  The Student Services Center is located on the first floor in room 120. The SSC is open Monday – Thursday 8:00 a.m. – 8:00 p.m., Friday 8:00 a.m. – 5:00 p.m. and Saturday 8:00 a.m. – 12:00 p.m. The center is staffed by the following Collin employees:

  Sabrina Belt, Associate Dean
  Kandi Hoye-Nixon, Coordinator of University Partnerships
  Tessa Foreman, Administrative Assistant
  Gloria Tyler, Administrative Assistant
  Glinda Shaffer, Student Services Associate

- Admissions/Registration
  Admissions and registration for degree programs offered at the 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, Collin employees and the on-site university representatives can offer assistance 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 University Contacts.

- 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.

CHEC Web-Site
The CHEC web-site 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 http://www.collin.edu/chec.

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

Student Technical Support
- If you need assistance with the hardware or software located in the student use areas of the CHEC, please see a Collin employee in the SSC or Media Services (inside the LRC).
- 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:
  - Texas A&M University-Commerce ~ 903.468.6000 ~ HelpDesk@tamu-commerce.edu
  - Texas Woman’s University ~ 940.898.3971 ~ helpdesk@twu.edu
  - The University of Texas at Dallas ~ 972.883.2911 ~ assist@utdallas.edu
  - University of North Texas ~ 940.565.2324 ~ https://web3.unt.edu/helpdesk/email/email.php

Textbooks and Materials
Required textbooks can be ordered from the home university’s bookstore 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 student lounge.
Students may also check with their university representative or professor for information regarding their university’s textbook services and/or supplies needed for class.

Learning Resource Center (LRC)
- Quiet Study Space
  The LRC is designated as a quiet study area. Please refrain from making any unnecessary noise in this area. For assistance in locating other areas of the building for group discussions, please contact the Student Services staff.
- Assistive Technology
  One group study room in the LRC is equipped with assistive technology devices for student use. Students requiring the use of these assistive devices have priority for the use
of this room. Other students may use the room for general group study when assistive devices are not in use.

- **Library Services and 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 the CHEC.

**General Student Resources**

- **Computer Access**
  A limited number of computers are available for student use in the LRC 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; students using them for registration and similar services have priority for their use. Classroom computer labs are only available for class use and must be scheduled by a professor.

- **Printing, Photocopying and Scanning**
  Computer printing is available from both banks of computers (LRC and SSC). A photocopier is located just west of the elevators on the first floor. Students must purchase a reloadable copy card to use printing and photocopying services. Printing and photocopying costs 10 cents per page for black and white, 25 cents for color prints, and there is an initial charge for the card of 50 cents. Copy cards can be purchased in the card vending machine inside the student services center.
  The photocopier 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 Student Services staff or the Information Desk.

**Student Orientations and Resource Training Sessions**

- **Student Orientations**
  Partnering Universities often offer their new student orientations at the CHEC at the beginning of each new semester. Contact your university representative for more information on availability of student orientations.

- **Resource Training Sessions**
  Students may not be familiar with the resources available to them at the CHEC or how to access / use them. A variety of informal training sessions are offered frequently to assist students. Check with Student Services or the Information Desk for a schedule of upcoming training sessions.
  Here’s a list of sample topics:
  - Introduction to CHEC Resources
  - Full Tour of the CHEC Building
  - Using the TRACard Printing System
  - Using the CHEC Copier
  - Using the Scanning Feature on the Copier
  - MAC Computer Basics
  - Using the Windows Emulator on a MAC Computer
• Finding University Library Resources Online
• Using TexShare to Access University Library Resources
• Registering for and Using the CougarAlert System
• How to Read and Understand an Articulated Degree Plan
• How to Fill Out the FAFSA Online

Maps
➢ District Campuses and Locations
  Collin @ Allen – inside Allen High School
  CHEC – Collin Higher Education Center
  CPC – Central Park Campus
  CYC – Courtyard Center
  PRC – Preston Ridge Campus
  RW – Rockwall Higher Education Center
  SCC – Spring Creek Campus

➢ CHEC Site and Parking Map
  o There is ample parking in the 5-level parking garage