

## **Herkimer County Community College Academic Advisement and Support Services**

### **Academic Advisement Center Services:**

**Students can access advisement services** through \*Starfish, college email, Direct Messaging, or Webex:

- Students can contact academic advisors by making an appointment through their Starfish accounts (*preferred, because it allows academic advisors to focus exclusively on each individual student's specific needs*), or by emailing [advisementcenter@herkimer.edu](mailto:advisementcenter@herkimer.edu).
- Direct Messaging and Webex have been added to our meeting location choices. Group advisement sessions will be offered through Webex to provide students with a walk-through of the self-registration process. Students can register for these sessions through Starfish.

\*Students not yet enrolled in **Starfish** should do so now. Instructors will be using Starfish to monitor students' transition to new course delivery methods and communicate with them in regard to their academic performance. It is important for students to see their instructors' feedback in real time. Contact the Advisement Center ([advisementcenter@herkimer.edu](mailto:advisementcenter@herkimer.edu)) for instructions and tutorials for enrolling in and using the Starfish system.

**Students considering withdrawing from a class** should communicate their concerns to their instructor before contacting Academic Advisement. Instructors are prepared to help students navigate and adjust to changes in course delivery. Prior to processing course withdrawal requests, Advisement Center staff will contact instructors to determine if dropping their course is in the student's best interest.

**Students considering changing their major** should email their request to [advisementcenter@herkimer.edu](mailto:advisementcenter@herkimer.edu) from their college email address ([---@herkimer.edu](mailto:---@herkimer.edu)).

- These requests cannot be processed when submitted from a personal email account.
- The following information must be included:
  - Student's full name
  - College ID (H#)
  - The requested major as it is listed in the College Catalog (example: Business Administration AAS); the Catalog is accessible online at: <http://herkimer.smartcatalogiq.com/2019-2020-Updated/College-Catalog>
  - Other pertinent information the student wants to include. Requests for specific advisors cannot be guaranteed, but accommodations for preferences will be made when possible.

### **Academic Support Center Services:**

To contact the Academic Support Center (ASC) and be directed to the staff member who can best assist you:

**Phone:** 315-866-0300 ext. 8275; or 518-620-3631

**Email:**

[AcademicSupport@herkimer.edu](mailto:AcademicSupport@herkimer.edu) (general ASC account)

or

[lanzajj@herkimer.edu](mailto:lanzajj@herkimer.edu) (ASC Tech Assistant **Josh Lanza**)

**To request free tutoring:**

- Call or email ASC Technical Assistant **Josh Lanza** using the ASC contact information above, and he will confirm an appointment for you (appointments will be scheduled for 30 minutes maximum).
- Tutors in all subject areas will be available for virtual chat or phone appointments. Virtual options include email, Webex, Zoom, Skype, GoBoard, and other options specific to the subject in question.
- If you **need help setting up your computer to participate in a tutoring session**, please let the Technical Assistant know when making your appointment.

**If you have a draft of a paper/essay (complete or partial)** and are looking for feedback rather than an appointment, send the document to [etutor@herkimer.edu](mailto:etutor@herkimer.edu). Our writing tutors will review your paper, place Microsoft Word comments on it, and return it to you. **This is not a paper editing service. Writing tutors will not make direct changes to documents submitted. Due to anticipated E-Tutor volume, please allow up to 72 hours for a reply.**

For **24/7 tutoring**, Net Tutor is available at no additional charge to Herkimer students. Instructions for logging in to Net Tutor can be downloaded [here](#).

Students can contact **Academic Success Coaches** through the Starfish system, or by phone and email:

Coach	E-mail	Number
		(Be sure to leave a voicemail with your name and number if there is no answer! Calls will be returned within one business day at the latest!)
Vince Brookins	<a href="mailto:brookinvd@herkimer.edu">brookinvd@herkimer.edu</a>	(315) 866-0300 ext. 8780, or 216-780-2494
Jody Edick	<a href="mailto:edickjl@herkimer.edu">edickjl@herkimer.edu</a>	(315) 866-0300 ext. 8302 or 518-512-9961
Keith Heinrich	<a href="mailto:heinrickw@herkimer.edu">heinrickw@herkimer.edu</a>	(315) 866-0300 ext. 8777, or 315-351-2589
Hannah Stublely	<a href="mailto:stublelyhr@herkimer.edu">stublelyhr@herkimer.edu</a>	(315) 866-0300 ext. 8736, or 315-351-2522

**Services for Students with Disabilities (SSD) Coordinator: Leslie Cornish**

**Phone:** 315-866-0300 ext. 8331

**Email:** [SSD@herkimer.edu](mailto:SSD@herkimer.edu) or [cornishld@herkimer.edu](mailto:cornishld@herkimer.edu)

**Student Athlete Specialist: John Campagna**

- **Phone:** 315-866-0300 ext. 8398
- **Email:** [campagnjw@herkimer.edu](mailto:campagnjw@herkimer.edu)

**Director of the Academic Support Center: Marj Moore**

- **Phone:** 315-866-0300 ext. 8366
- **Email:** [mooremj@herkimer.edu](mailto:mooremj@herkimer.edu)