

JumpStart

DUAL ENROLLMENT

Challenge	Information & HCC Points of Contact
I have general questions about the JumpStart program.	Attend a Collaborative Hour . Watch this recorded Information Session (Passcode: U6J*08Pg). Review this PowerPoint . Email: jumpstart@hcpss.org
I want to know what JumpStart courses are offered in my high school building OR how an HC course aligns with my high school graduation requirements.	High School Counselors have the most up-to-date knowledge of the courses being offered for the upcoming school year. They also have the best understanding of an individual student's progress towards meeting graduation requirements.
I want to take classes on the HCC campus , either in person or virtually. Where do I start?	First, have a conversation about your plans with your school counselor. Then, begin the process by filling out your Synergy forms , applying to the college , and setting up your myHCC portal . You will register for all HCC campus-based courses through this portal.
I don't know how to sign my forms in Synergy .	Follow these instructions Email: jumpstart@hcpss.org
I'm having difficulty with my HCC application or am waiting for it to be processed .	Follow these instructions , or watch this video . Email: recruitment@howardcc.edu (email must originate from student)
I was accepted to HCC, how do I set up my student account ?	Follow these instructions to set up your myHCC portal. Email: admissions@howardcc.edu or contact your specific admissions coach (email must originate from student)
I've been accepted to HCC, but I have placement testing or course registration process questions.	Review this document . Visit the HCC Placement Testing website . Email: admissions@howardcc.edu or contact your specific admissions coach (email must originate from student)
I have taken a placement test or have met a course requisite in another way (AP/SAT scores, GPA, etc.), but I need a waiver added so I can finalize my registration.	Submit your waiver request electronically here . Email: Contact admissions@howardcc.edu or or contact your admissions coach through your myHCC email address to discuss prerequisites.
I have questions about my program of study at HCC or specific courses at HCC.	Howard Community College offers two types of advising - drop in and by appointment. Details can be found at this website or by emailing advising@howardcc.edu from your myHCC email account
I have questions about ordering an HCC transcript and/or how my HCC course will transfer to another institution .	Click here for details on how to order an HCC transcript. Every institution accepts HCC transfer credits differently. Students are encouraged to work with the HCC Transfer Center , and review the transfer policies on that institution's website.
I am having technical difficulties	Get support with your Login and Password here . Visit the Tech Support website to submit a technical support ticket.
I have billing questions .	Contact the HCC Cashier's Office at cashiersoffice@howardcc.edu or by calling 443-518-1860. Emails must originate from the student.
General JumpStart Email Addresses	General HCPSS JumpStart Inbox: jumpstart@hcpss.org General HCC JumpStart Inbox: jumpstart@howardcc.edu

**NOTE: If HCC is not in session, response time may be delayed. Please check the HCC website for details on the current academic calendar.*